



State Rehabilitation
Council for the Blind

Providing individuals who have visual disabilities with valuable services that effectively address common barriers to employment

ANNUAL REPORT

Program Year **2020**

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LETTER FROM THE CHAIRMAN, MSRCB

Geoffrey Q. Barney, Chairman

Missouri State Rehabilitation Council for the Blind

Dear Fellow Missourians:

As Chair of the State Rehabilitation Council for the Blind (SRC), it is my honor to submit the Program Year 2020 Annual Report, sharing the status of services, in accordance with Section 105(5) of the Rehabilitation Act of 1973, as amended by Congress in 1998. The SRC was created by Missouri Executive Order 93-01 and is responsible for reviewing, analyzing and advising Missouri Rehabilitation Services for the Blind (RSB), an agency in the Missouri Division of Family Support (DFS), on its policies and provision of rehabilitation services to Missourians who are blind or visually impaired. The SRC is made up of a group of individuals who serve or advocate for people who are visually impaired or blind.

RSB provides services that are critical to this growing segment of our population. The CDC reports that during the next three decades, the population of adults with vision impairment and age-related eye diseases is estimated to double because of the rapidly aging U.S. population. In addition, the epidemic of diabetes as well as other chronic diseases will contribute to an increasing population of people who experience vision loss. RSB works to help all of these people become or continue to be independent through employment or self-employment.

The SRC is dedicated to working with RSB with their goals to assist blind and visually impaired Missourians become self-supporting and fully participating members of society. Missourians with vision loss can share their experiences both positive and challenging through the SRC, our quarterly reviews of agency policies, procedures and operations, along with public forums and our "customer satisfaction survey". The SRC uses this information to work with RSB and to advise them with expertise in the different areas.

The SRC is committed to its purpose and is rising to meet the growing challenges facing people with vision loss. We feel this report provides an informative overview of RSB and the activities of the SRC. We would be pleased to answer any questions about this report, the operations of RSB, or the work of the State Rehabilitation Council.

Respectfully Submitted,

Geoffrey Q. Barney

Superintendent

Missouri School for the Blind

ECONOMIC IMPACT PY20

Rehabilitation Services for the Blind in Program Year 2020

Economic impact on Missouri

Federal and State dollars allowed RSB to provide effective, high quality services to blind and visually impaired Missourians **\$13 million**

Successful services and employment outcomes between the Vocational Rehabilitation Program, as well as the Business Enterprise Program **\$45 million**

This Annual Report outlines these successful services provided by RSB, as well as shares personal success stories by RSB clients.

YOU CAN
"QUOTE" ME

I have had an awesome experience with RSB and I am so grateful for the services I have received which have allowed me to remain employed. Angela Harris, Steve Schnelle and Jane Zerr were instrumental in making my experience so wonderful. Thanks so much for all you do.
—RSB Client

LETTER FROM THE DEPUTY DIRECTOR of RSB

Keith Roderick, Deputy Director

Rehabilitation Services for the Blind

Dear Fellow Missourians,

This annual report, presented by the Missouri State Rehabilitation Council for the Blind for program year 2020, provides information on the Missouri Department of Social Services, Family Support Division, Rehabilitation Services for the Blind (RSB) vocational rehabilitation employment program for individuals with visual disabilities.

The Department of Social Services' mission is to empower Missourians to live safe, healthy, and productive lives. Over the past year, we received recognition in several areas to meet this mission. RSB received recognition for successful implementation of DocuSign, allowing electronic signatures and resulting in accessible forms and expedited services. RSB ranked in the top six blind agencies on all four federal performance measures and was number one for Employment Rate 4th Quarter After Exit. We received recognition from our federal partners on timeliness of case movement from application to services. We increased the number of potentially eligible students with a disability transition to vocational rehabilitation recipients. The number of pre-employment transition services received by those students more than tripled.

Over the next year I expect RSB will continue to change and evolve as we develop new solutions to adapt to the changing world.

In closing, I offer my sincere appreciation for your interest and support in serving Missourians with visual disabilities.

Sincerely,

Keith Roderick, Deputy Director
Department of Social Services
Family Support Division
Rehabilitation Services for the Blind

HIGHLIGHTS of PY20

Individuals Served

Individuals with blindness/visual impairments served in Program Year 2020 **3,724**

Older Blind Independent Living Program

Individuals served in the Older Blind Independent Living Program **1,208**

Individuals' cases were closed successfully rehabilitated **466**

Prevention of Blindness Program

Individuals received case management services in the Prevention of Blindness Program **470**

Vocational Rehabilitation Program

Individuals served in the Vocational Rehabilitation Program **1,249**

Closing in successful employment **177**

Children's Services Program

Children received services in the Children's Services Program **581**

Independent Living Program

Individuals were served in the Independent Living Program **237**

Closed successfully rehabilitated **58**

Business Enterprise Program

Business Enterprise Program facilities **34**

Military installations **1**

Managers **18**

People employed **1,018**

Gross sales **\$39,279,471**

COUNCIL MEMBERS & COMMITTEES

Council Members

The membership of the Council is comprised of no more than 21 individuals appointed by the Governor, with the following representation mandated by the Rehabilitation Act.

At least one representative from each of the following:

- Statewide Independent Living Council
- Parent Training and Information Center
- Client Assistance Program
- RSB Vocational Counselor
- Community Rehabilitation Program service provider
- State education agency responsible for the public education of students with disabilities
- State Workforce Investment Board
- Disabilities group representing individuals who are blind
- Representative of individuals who have blindness, have multiple disabilities, and have difficulty representing themselves due to disability
- Business, labor and industry
- Advocacy groups for individuals with blindness or other authorized representatives of individuals with blindness who are unable to represent themselves
- Current or former recipients of VR services
- The Deputy Director of FSD/RSB as an ex-officio member

Committees

Evaluation Committee	Evaluates the performance and/or operation of RSB, such as surveys and annual reports.
Governmental Affairs Committee	Works on things happening at the state and federal level and that are governmental in nature.
Planning Committee	The state plan and any other planning operation of the Council, including the business network issues.
Program & Policy Committee	Handles new policy and or program items from RSB rather than waiting until the next Council meeting.

FUNCTIONS

The SRC's functions include, but are not limited to, acting in partnership with RSB to:

- Review, analyze, and advise RSB regarding RSB's performance of responsibilities under Title I of the ACT, relating especially to eligibility for Vocational Rehabilitation (VR) services; the extent, scope and effectiveness of VR services that RSB provides; and functions performed by State agencies that potentially affect the ability of blind individuals to achieve rehabilitation goals and objectives.
- Assist RSB with the development and review of the State goals and priorities; assist in the preparation of the State plan.
- Conduct a review and analysis of the effectiveness of, and consumer satisfaction with, VR services and other functions performed by State agencies and other public and private entities responsible for performing functions for blind individuals.
- Prepare and submit an annual report to the Governor of the State of Missouri, to the Commissioner of the Rehabilitation Services Administration of the U. S. Department of Education, and to the Director of FSD.
- Coordinate with other councils within the State.
- Provide for coordination and the establishment of working relationships between FSD, RSB and the Statewide Independent Living Council and Centers for Independent Living in Missouri.
- Select a pool of individuals to serve as impartial hearing officers for VR applicants and recipients who wish to appeal a decision of RSB.

YOU CAN
"QUOTE" ME

I am always satisfied with rehabilitation services for the Blind and I think you have very great counselors in the North County area on Page Avenue.
—RSB Client

VOCATIONAL REHABILITATION

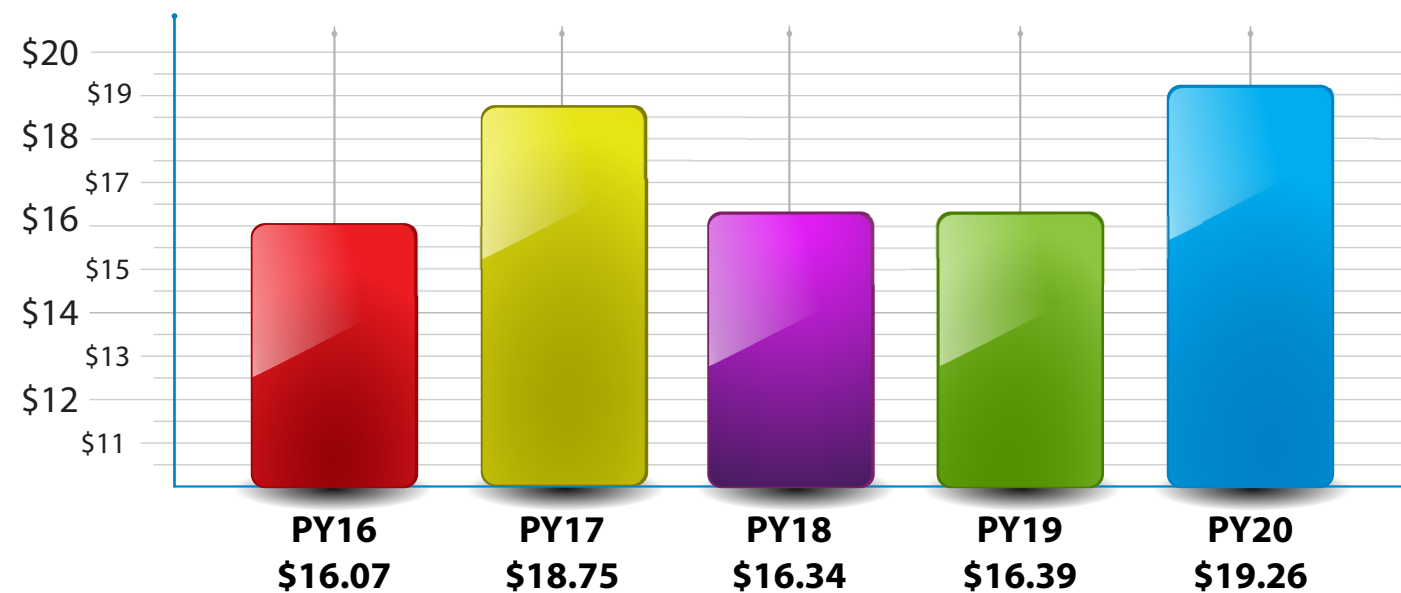
PY20 Earnings

New VR cases opened	246
Clients served	1,249
Average Annual Earnings Per Rehabilitated Client	\$30,532

The following information is based on the above amount.

PY20 Total Annual Wages	\$5,404,092
PY20 Average Weekly Wage	\$587

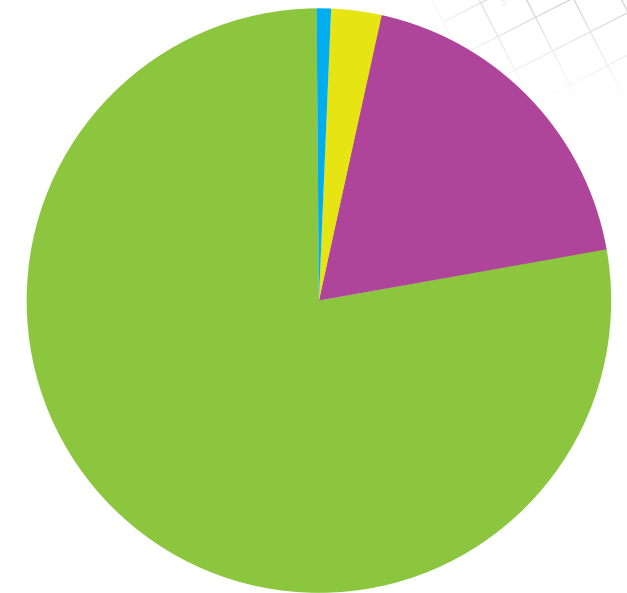
PY20 Average Hourly Wage at Closure **\$19.26**



MISSOURI FUNDING SOURCES

State FY21

Federal Funds	77.9%
General Revenue Funds	18.7%
Blindness Education Screening and Treatment Fund	2.6%
Donations	.8%



YOU CAN
"QUOTE" ME

RSB saved my life. Losing my vision was devastating, and I believed it was the end of my life. RSB gave me the tools I needed to be independent, handle my daily life and be able to work again.

—RSB Client



SUCCESS STORY: REBA

Losing a significant amount of vision is never easy, but, for Reba, it was a literal fight for vision and for life. At 15, Reba's vision began to blur, two weeks later, after not being able to correct her vision, Reba's eye doctor sent her for an MRI. That MRI revealed a tumor surrounding her optic nerve. The tumor was operable and was removed within a week. Chemotherapy was administered and Reba suffered life threatening complications from it and it was stopped. This was then followed by radiation treatment to shrink the rest of the tumor. The results; Reba lost the vision in her left eye due to the injured optic nerve. Reba retained partial vision in her right eye.

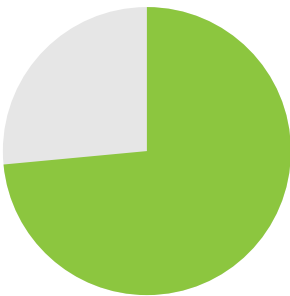
Reba's Counselor, Genny Asher, writes of Reba's Success in the Vocation Rehabilitation Program through Rehabilitation Services for the Blind:

I have worked the majority of my professional career as a Vocational Counselor for the Blind. Every once in a while you run across a client who stands out enough that they become a co-worker; that is what happened with my client Rebecca Clark. When I met Reba she was completing her teaching degree from William Woods University. Reba was a hard worker and very bright. At that time she was living in Chamois and working at the Chamois school district. That case closed successfully. Several years later, Reba had moved into Jefferson City, MO and was working as a para professional at one of the City of Jefferson's grade schools. It was frustrating that the school district could not find a better position for this talented client. Schools often see a sight impaired teacher as a liability rather than a strength. Reba and I were actively looking for a professional position that met her scheduling needs as a single parent. Eventually a job came open for a children's specialist for Rehab Service's for the Blind. Reba applied for the position. With her educational background and her experience working with children in the Jefferson City school systems it was an obvious fit for Reba. It met her financial and her time needs for her family and it included a pension and health benefits. Now Reba helps children with low vision or blindness issues that are trying to maneuver through K-12 curriculum. Reba assists parents who are dealing with their own children's vision loss. She also guides and advises parents on available services, programs to assist children with personal development, and assists and advise parents with student IPE's. Reba advises from the client's perspective as well as from a trained educator's perspective. Reba's unique experiences have allowed her to competently give RSB children's services for the mid-Missouri district. Reba will be instrumental in bringing up our next generation of blind Missouri workers. Through her hard work and dedication Reba will lay the foundations of successful education and training for many Missouri children.

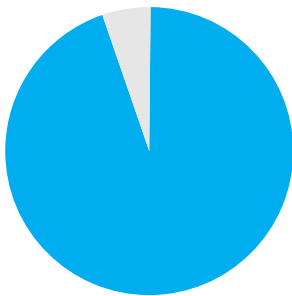
VOCATIONAL REHABILITATION SERVICES

Individuals who have a severe visual disability encounter some common barriers to employment. Common barriers recognized are: access to print information, transportation, negative attitudes regarding the skills and abilities of the blind as well as marketable 21st century job skills. Rehabilitation Services for the Blind provides valuable services that effectively address these barriers and others.

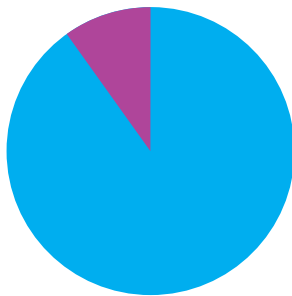
In program year 2020, RSB successfully rehabilitated 177 Missourians in pursuit of their employment goal. The following data profiles show those successful closures:



Rehabilitation Rate
74.68%



Competitive Employment
94.65%



Self- Employment*
9.60%

*As the percentage of Competitive Employment.

In PY 2020, through the services of RSB, 177 individuals have been able to gain or retain employment. Their occupations are as follows:

Arts, Design, Entertainment, Sports, and Media ..	2	Installation, Maintenance, and Repair	6
Building and Grounds Cleaning.....	14	Legal Occupations.....	5
Business and Financial Operations	7	Life, Physical and Social Science.....	2
Community and Social Service	12	Management	23
Computer and Mathematical	7	Office and Administrative	20
Construction and Extraction Occupations.....	2	Personal Care and Service	4
Educational Instruction, and Library	23	Production	8
Food Preparation and Food Serving.....	5	Sales and Related	15
Healthcare Practitioners and Technical	4	Transportation and Material Moving	7
Healthcare Support	11		



SUCCESS STORY: GRAYSON

Grayson has a diagnosis of cone rod dystrophy, a progressive condition leaving her with no central vision and only four feet of peripheral vision.

Grayson was referred to RSB in March 2014, during her junior year Francis Howell High School. Grayson has a diagnosis of cone rod dystrophy, a progressive condition leaving her with no central vision and only 4 feet of peripheral vision. In addition to the stress of taking the ACT and applying

for colleges, Grayson was now tasked with adjusting to her vision loss and her “new normal”. During her senior year of high school, Grayson quickly learned how to accommodate and use adaptive technology. She was successfully able to balance intensive and thorough training with her TVI as well as dual enrollment at St. Charles Community College. After graduating from high school in May 2015, Grayson continued her low vision training and O&M training, with RSB staff, in preparation for college in the fall.

Grayson began her undergraduate degree at Truman State University during the fall of 2015. She was proactive in getting in touch with the school's Disability Center and worked in conjunction with the Kansas City RSB office, with whom she received O&M training on Truman's campus. Originally a Disability Studies major, Grayson changed her major to Communication Disorders, during her sophomore year, with a goal of one day becoming a speech language pathologist. It was at this time that Grayson reported that her vision had worsened, however that did not hinder her from doing well in school or impact her independence. Grayson soon moved off campus and settled into her own apartment, utilizing the independent living skills that she learned working with RSB's RT. Through the support of her MS, she was able to confidently navigate campus and the city of Kirksville. Using her CCTV and low vision aids, Grayson continued to maintain great grades, always exceeding the GPA requirement for RSB sponsorship for college. In her undergraduate years, Grayson developed strong self-advocacy skills and was able to effectively communicate her accommodative needs with her professors each semester. By the fall of 2018, Grayson was making plans to apply for graduate school for the following year. In May 2019, Grayson graduated

with a Bachelor's Degree in Communication Disorders. Additionally, she was accepted into Truman's Master's in Communication Disorders Program, putting her one step closer to reaching her goal of becoming a speech language pathologist.

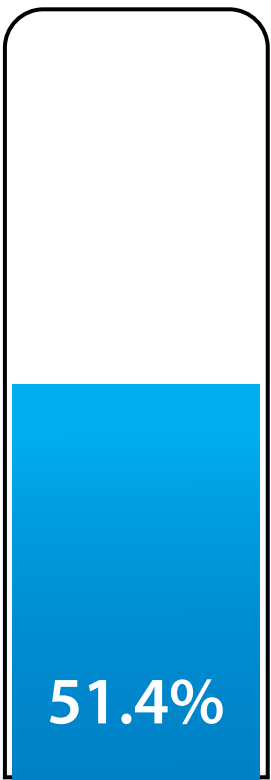
Grayson began her master's program during the fall of 2019. RSB continued to support Grayson throughout grad school and, similar to her undergraduate years, Grayson continued to maintain a high GPA and excel in her classes. She was adjusting well to grad school when halfway through her Spring 2020 semester the COVID-19 pandemic struck. Grayson was then faced with the challenge of attending classes virtually while living back at her parents' house. As she always has, Grayson adjusted to the situation well and learned how to accommodate to a new style of learning. She continued to do well and Grayson completed her course work in December 2020. She was then tasked with completing an internship in order to graduate. COVID made this difficult, as many restrictions were placed on schools and hospitals, but Grayson was persistent and worked with her school and VRC to research her options. The determination paid off and Grayson landed a dual internship during the Spring 2021 semester, spending half of her internship working in the classroom setting at Francis Howell Middle School and the second half in a hospital setting at Barnes Jewish Hospital. Grayson was able to not only excel during her internship but also balance the full-time schedule while looking for employment after graduation. During this time, she also strengthened her independence, arranging her own transportation to and from work each day. On May 5th, 2021, Grayson earned her Master's Degree in Communication Disorders. Her graduation was not her biggest accomplishment, as Grayson was also offered full-time employment with BJC, after completing her internship. On June 28th, 2021, Grayson started working as an Outpatient Speech Language Pathologist. Grayson loves her job and being able to support her own patients, just as she was supported by RSB staff over the last 7 years.

During her senior year of high school, Grayson quickly learned how to accommodate and use adaptive technology.

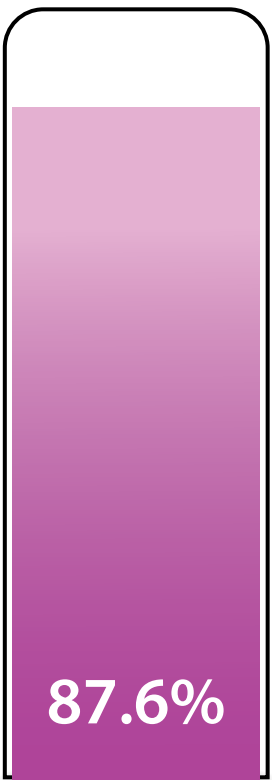
STANDARDS AND INDICATORS

Section 116 of WIOA establishes performance accountability indicators and performance reporting requirements to assess the effectiveness of States and local areas in achieving positive outcomes for individuals served. RSA has used their transition authority under WIOA sec. 503(a) to designate primary indicators of performance as “baseline” indicators in the first plan submission. The actual performance data reported by States for indicators designated as “baseline” in the first two years of the Unified or Combined Plan will serve as baseline data in future years.

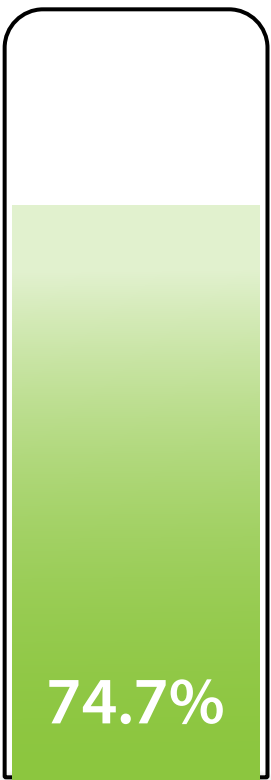
During this transition period, RSB is utilizing the following measurements for state level performance reporting:



Employment Rate
2nd Quarter after Exit



Percentage of Individuals
Achieving Self-Sufficiency
(Relying Primarily on Their
Own Income) After Successfully
Completing the Program



Vocational Rehabilitation
Rate of Successful
Rehabilitation

SUMMARY OF RSB PERFORMANCE PY20

There are a total of 80 State vocational rehabilitation agencies or commissions that provide rehabilitation services for individuals with disabilities in the United States and associated territories.

Currently, 24 states have a separate vocational rehabilitation agency or commission that provides services exclusively for consumers who are blind or visually impaired. The alternative skills of blindness are markedly different from the skills required by other disabled persons. The methodology of instructing the blind and confronting the issues of blindness in our society require the development of specialized service programs, with service delivery by specialized personnel.

Served in VR Program1,249

Achieved Employment177

Net Gain Over Last Year*

Total Annual Wages after Services for
Employed Vocational Rehabilitation Clients \$5,404,092

*The total number served declined due to the impact of COVID-19.

YOU CAN
"QUOTE" ME

I would not be able to do what I do with my work, without the help provided by RSB! I am deeply grateful to all of the staff, especially Camille Miller, who helped me improve my skills and be able to work on the computer especially! I am also grateful for the aids offered to me to make life easier to navigate! I have told my family and friends how amazing your staff is and all of your services. Thank you for everything! I am deeply grateful!! —RSB Client

SUCCESS STORY: HENRY ORAHOOD

Henry Orahood became a client in the Children's Services Program with Rehabilitation Services for the Blind (RSB) in October 2020. Henry was informed by his Children's Specialist for the Blind, Karen Darby, about a

paid Work Based Learning Experience program that was scheduled to begin February 2021 and end in May 2021. Henry decided to participate in this program in order to gain some real-world work experience. The Center for Specialized Services assisted RSB in providing employment readiness skills training and a work site placement for Henry at Cintas Corporation. At this Cintas facility, uniforms, towels, and aprons were washed, dried, sorted, packaged, and sent to business customers.

Henry participated in several tasks at the facility. He sorted towels by color and folded them. He also folded aprons. Henry would take loose hangers in a pile on the floor and place them back onto a hanger holder. He showed great teamwork by helping another participant. The other participant could no longer visually

distinguish colors so Henry volunteered to sort the towels by color for her. In addition, Henry's left hand is functional for grasping and holding but his fine motor dexterity is not present. He and his job coach figured out how he could fold towels and aprons with limited use of his left hand.



This is what Henry said about his experience, "It was fun working at Cintas. I was good at folding and sorting. LaCristal (the job coach) was helpful. Earning money was nice because I am saving for a Playstation 5."

His mother, Tammy Orahood, added, "I am so happy that Henry got to have this work experience. He was very nervous about starting work, but very quickly got the hang of it and was so eager and excited to go to work every day at Cintas. He was so proud of himself, and took the job very seriously. I saw tremendous growth in independence and confidence as a result of this experience."

Samantha Dean, Assistant Director of Career Development with The Center for Specialized Services, remarked about Henry, "Henry was a great asset to his co-workers while working at Cintas; his enthusiasm and positive attitude in the workplace was much appreciated. Henry loved working and it could be seen in the tasks he completed."

Henry is a senior at Maplewood-Richmond Heights High School which is in Maplewood, Missouri (a St. Louis County suburb). His plan is to apply for the SUCCEED program which is based at the University of MO-St. Louis. The program's goal is for participants, who have developmental disabilities, to gain independence through academics, vocational experiences, and residential/student life.

Henry was a great asset to his co-workers while working at Cintas; his enthusiasm and positive attitude in the workplace was much appreciated. Henry loved working and it could be seen in the tasks he completed.

*Samantha Dean
Assistant Director of Career Development
The Center for Specialized Services*

CLIENT SATISFACTION SURVEY

Client Satisfaction Surveys are administered to individuals after closing their Vocational Rehabilitation case with RSB. These surveys are administered on a monthly basis.

Two different surveys are given:

A 14-question survey to
Clients closed in competitive,
integrated employment

177

Clients who returned their survey

23

Rate of return

13%

Satisfaction rate

86%

An 11-question survey to
Clients closed in a status other
than competitive employment

60

Clients who returned their survey

9

Rate of return

15%

Satisfaction rate

88%

PUBLIC FORUMS

The SRC continued to hold public forums throughout the state, although this year they look different taking place via Zoom due to COVID Traveling restrictions. The Public Forums allow individuals to voice opinions and concerns about the services of RSB.

August: St. Louis, MO Area

Geoff Barney, Superintendent of the Missouri School for the Blind, was the public speaker for this event. Geoff shared information about the school, services provided and upcoming activities including a new, interactive playground designed for individuals who are blind or visually impaired.

November: Cape Girardeau, MO

Caitlin Jones, Project Director for the MO P&A, Work Incentives Planning and Assistance (WIPA) presented as public speaker.

February: Kansas City, MO

Preferred Employment Services acted as the guest speaker, sharing information about who they are and what they do.

May: Jefferson City, MO

RSB's Job Development Specialist, Kristan Davis and Matt Cissell presented as guest speakers sharing information about RSB's growing Job Development team.

YOU CAN
"QUOTE" ME

*They were very helpful
and knowledgeable
about resources to
help me stay employed.*

*I was very pleased with
the program and my
case worker.*

*Overly thankful and
satisfied with the
service. Beyond
grateful.*

— RSB Client



SUCCESS STORY: JOHN HORTON

When you talk to him, you would never guess that John Horton experiences significant vision loss as a result of Retinitis Pigmentosa. You would also never guess that it has robbed him of a good portion of his peripheral vision over recent years. Despite the obstacles that his vision has caused, John has always remained positive, stating “I know many things are more challenging for me than for someone who has their full sight, however I don't really let that get in my way. I also don't know what I don't know”.

Despite the obstacles that his vision has caused, John has always remained positive, stating...

“I know many things are more challenging for me than for someone who has their full sight, however, I don't really let that get in my way. I also don't know what I don't know.”

It was with this “can-do” attitude that John contacted the southwest RSB office in late 2019 inquiring about possible support for launching a small business. John shared that his dream was to one day own and operate a farm that would allow him to offer healthy food options for both his family as well as his community. Putting this dream in action started as a hobby as an 8 year old boy, when he decided to start his own Christmas tree farm. Young John collected the seeds from pine cones from his family and neighbors trees and planted them in a wooded lot behind his parent's home, only to see his efforts rewarded and his love of farming born! As an adult, John realized a long and successful career in the financial industry. From years of working in banking, John performed 2,000+ financial reviews for farms of all sizes and conducted several hundred farm site visits. This work experience was instrumental in bringing invaluable fiscal understanding to John's own process when

developing a small business proposal for Horton's Berry Farm.

Together, John and his vocational rehabilitation counselor, identified the barriers he experiences as a result of his vision loss and explored the services that he would most likely benefit from. This included accessible hardware and software, as well as, low vision devices that would permit John to work outside in varying lighting conditions. John and his Rehabilitation Counselor accessed the expertise of RSB's AgrAbility consultant as well, who visited the proposed site of Horton's Berry Farm, evaluated John's plan for the business and looked at ways to improve functionality and safety for John. John identified that he can experience difficulty with certain farm operational tasks such as seeding, weed control, and pest management and equipment such as a vacuum seeder, a Pen Friend labelling system, and talking thermometers, thermostats and timers were all explored as potential solutions.

Ultimately, John presented his business proposal to RSB's committee, which was approved for support. RSB providing funding for start-up inventory including berry plants and production materials, drip line and irrigation supplies, stock landscaping plants, and merchandising necessities.

From his early involvement as Santa's helper at the tree farm, to his eclectic farming experiences as a young adult, John's hobby of growing fruits and vegetables and raising animals for food sources sprouted and continues today in his realized dream of Horton's Berry Farm. The farm's grand opening was May 1st 2021 and John experienced a successful first season, learning much and planning for the seasons ahead. John continues to work daily to improve the farm's production, to offer a diverse selection of healthy foods to the public, all while minimizing his human footprint on the land he feels entrusted with.

Together, John and his vocational rehabilitation counselor, identified the barriers he experiences as a result of his vision loss and explored the services that he would most likely benefit from.

YEAR IN REVIEW

The SRC analyzed the results of client satisfaction surveys, which were received from RSB clients at the time of case closure. Comments and concerns expressed in the surveys were discussed by the SRC.

The SRC provided input and recommendations on the VR services portion of the Unified or Combined State Plan, reviewed the Annual Report, reviewed and analyzed the consumer satisfaction surveys, and other Council reports that may have been developed as part of the Council's functions.

Public Forums were held quarterly via Zoom Calls highlighting each area of the state virtually.

RSB kept the SRC updated on the vacancies within RSB. Issues with difficulty in recruitment were discussed, as well as how accessible the application process is for the blind and visually impaired.

YOU CAN "QUOTE" ME

***The folks at RSB are helpful, courteous, and respectful and took an interest in my future as a productive citizen of Missouri. RSB gave me the ability to continue my career despite my failing vision. Thank You ALL.
—RSB Client***

VISION FOR THE FUTURE

As RSB Strives to create opportunities for the personal and vocational success of blind and visually impaired Missourians, the SRC believes that with the proper training, alternative skills and assistive technology, those individuals who are blind can be vocationally, socially and economically competitive.

The SRC continues to work cooperatively with RSB to improve the services offered to meet what we consider to be the unique rehabilitation needs of clients with visual disabilities. The following top five strategic priorities were developed by the SRC to ensure ongoing success for visually impaired Missourians:

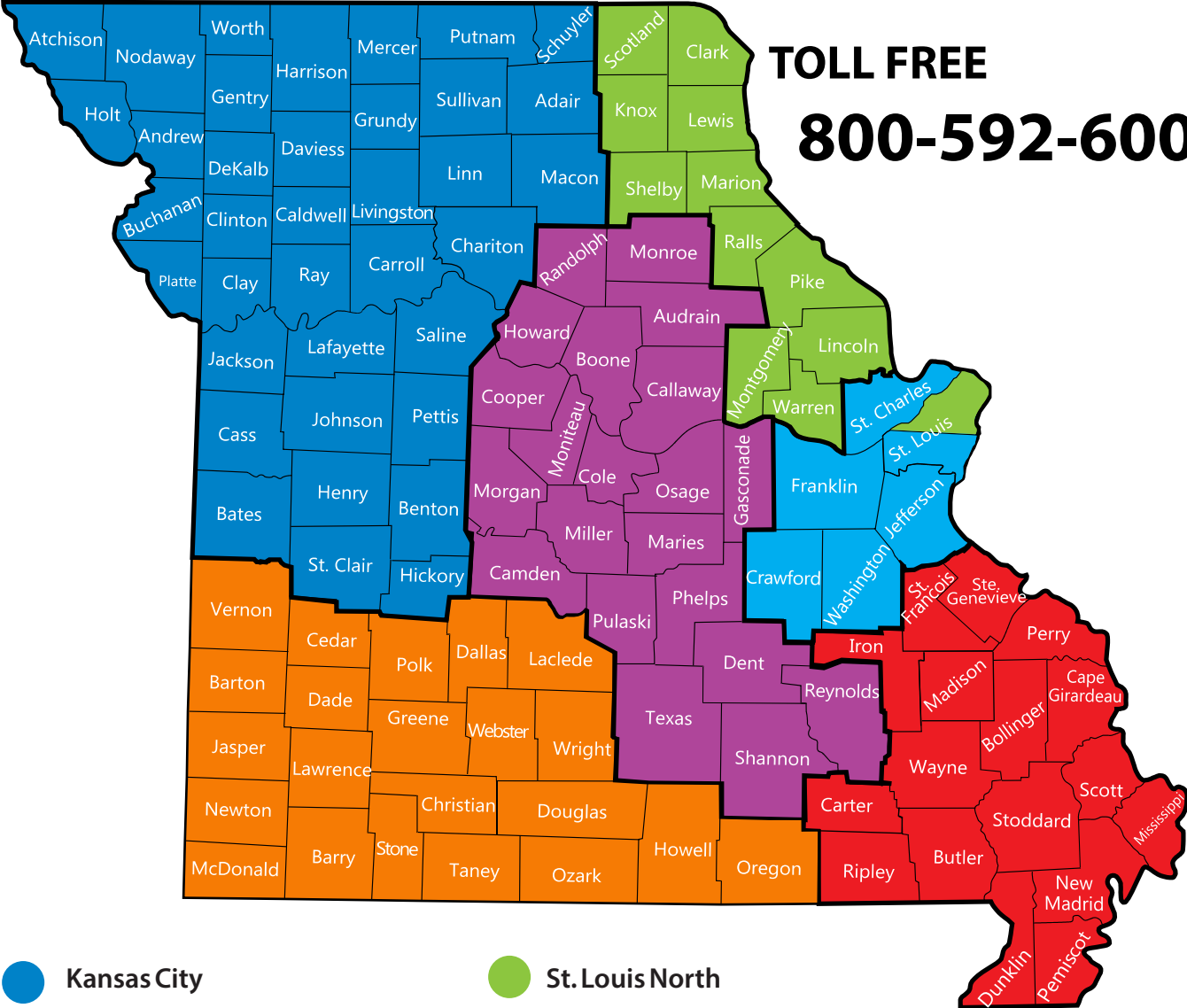
1. Promote the full inclusion, participation and integration of Missouri blind and severely visually impaired in the economic, social, cultural and educational mainstream of society.
2. Through the SRC's advisory capacity, assure that appropriate education and rehabilitation services increase the employment rate of blind and visually impaired individuals in Missouri.
3. Promote and assure the continuation of specialized vocational rehabilitation services to consumers who are blind and severely visually impaired through specially trained professional staff with unique skills and knowledge of blindness.
4. In partnership with RSB, develop, agree to, and review the annual state goals and priorities, including strategies to address the unprecedented turnover the agency has experienced in recent years to ensure Missourians who are blind receive high quality service from qualified personnel.
5. In partnership with RSB, the SRC will work to implement new procedures congruent with the expectations of the Workforce Innovation and Opportunity Act, in order to ensure coordination of all entities involved increasing access of blind Missourians to today's job market.

YOU CAN "QUOTE" ME

***RSB was caring about my success, helped me access helpful visual aids and always answered my questions.
—RSB Client***

REHABILITATION SERVICES FOR THE BLIND

TOLL FREE
800-592-6004



Kansas City
615 E. 13th St.–Rm. 409
Kansas City, MO 64106
816-889-2677

St. Louis North
9900 Page Ave.–Ste. 105
St. Louis, MO 63132
314-264-7601

Southwest
149 Park Central Sq.–Rm. 640
Springfield, MO 65806
417-895-6386

St. Louis South
3867 Magnolia Ave.
St. Louis, MO 63110
314-933-7311

Mid-MO
3418 Knipp Dr.–Ste. A-2
Jefferson City, MO 65102
573-751-2714

Southeast
106 Arthur St.–Ste. E
Sikeston, MO 63801
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