

MiScorecard Performance Summary

Business Unit: Services for Blind Persons
Executive/Director Name: William Robinson
Reporting Period: Feb 2018

Green >=90% of target
Yellow >= 75% - 90% of target
Red <75% of target
 Date Approved: 4/3/2018

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Customer/Constituent								
BSBP-1	Consumers Obtaining Employment	Red	☐	15	7	7	Monthly	Number of consumers successfully closed with employment during the month.
BSBP-2	Youth Low Vision Consumers Served	Green	☐	17	88	89	Monthly	Number of consumers between ages 14 and 26 in school through 12th grade who were provided eye exams and/or corrective lenses.
BSBP-3	Transition Youth Consumers Served	Red	☐	9	1	1	Monthly	Number of consumers entering VR program from high school and receiving Pre-Employment Transition Services (Pre-ETS).
BSBP-4	Independent Living Consumers Served	Red	☐	29	7	9	Monthly	Number of consumers in either the IL Older Blind or IL Part B program who received services during the month.
BSBP-6	Training Center Instruction	Green	☐	2350	3060	3116	Monthly	Number of instructional hours provided to students attending the training center.
BSBP-12	Business Enterprise Program Site Visits	Green	☑	48	60	44	Monthly	Number of site visits by BEP Promotional Agents to BEP Operator Sites and vending facilities in the statewide program.
BSBP-13	Braille & Talking Book Library	Green	☐	95.0%	93.7%	94.8%	Monthly	Increase the percentage of incoming phone calls successfully answered before the caller disconnects.