








MiScorecard Performance Summary

Business Unit: Services for Blind Persons
Executive/Director Name: William Robinson
Reporting Period: Dec 2017

Green >=90% of target
Yellow >= 75% - 90% of target
Red <75% of target
 Date Approved: 1/31/2018

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Customer/Constituent								
BSBP-1	Consumers Obtaining Employment	Red		15	3	6	Monthly	Number of consumers successfully closed with employment during the month.
BSBP-2	Youth Low Vision Consumers Served	Green		17	96	104	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	5	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	10	6	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	Red		2350	1091	1090	Monthly	Number of instructional hours provided to students attending the training center.
BSBP-12	Business Enterprise Program Site Visits	Green		48	47	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%	94.2%	95.0%	Monthly	Increase the percentage of incoming phone calls successfully answered before the caller disconnects.