







# MiScorecard Performance Summary

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

**Green** >=90% of target  
**Yellow** >= 75% - 90% of target  
**Red** <75% of target  
 Date Approved: 11/7/2018

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>Customer/Constituent</b>								
BSBP-1	Consumers Obtaining Employment	Red		15	11	13	Monthly	Number of consumers successfully closed with employment during the month.
BSBP-2	Youth Low Vision Consumers Served	Green		17	59	51	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	3	0	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	5	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	Green		2350	2461	2068	Monthly	Number of instructional hours provided to students attending the training center.
BSBP-12	Business Enterprise Program Site Visits	Green		48	76	71	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%	99.4%	99.4%	Monthly	Increase the percentage of incoming phone calls successfully answered before the caller disconnects.