

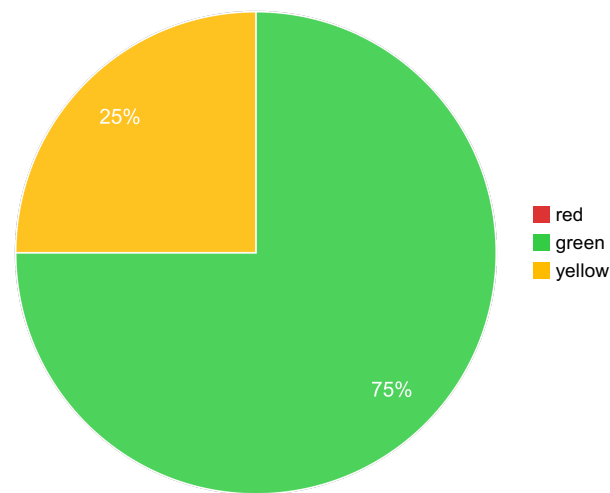
Commission for the Blind

Annual Performance Progress Report

Reporting Year 2026

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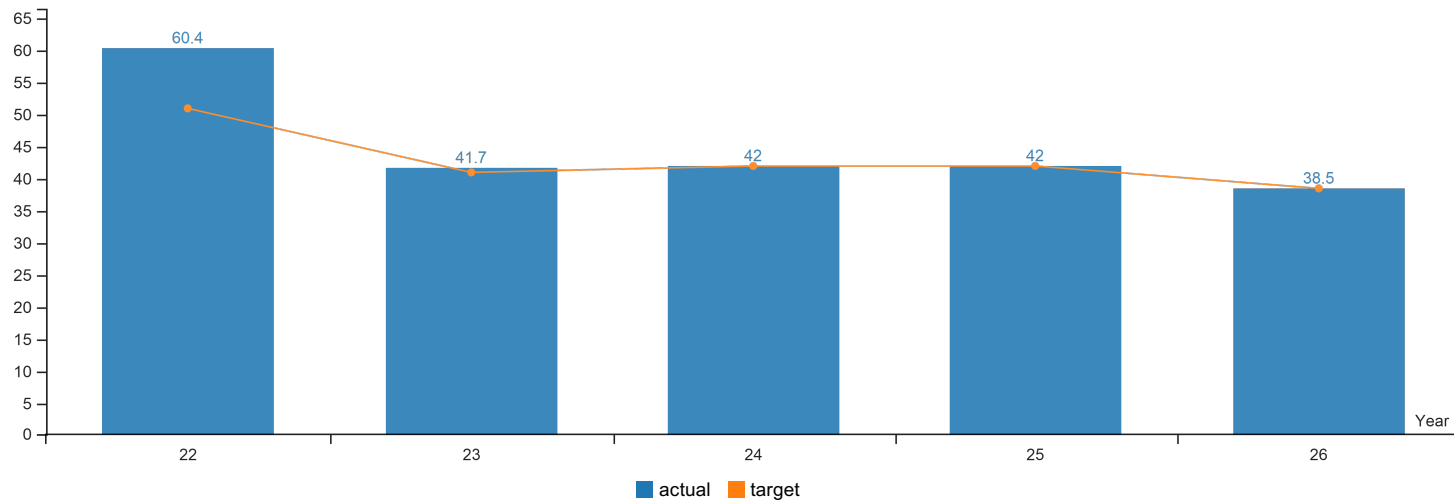
KPM #	Approved Key Performance Measures (KPMs)
1	EMPLOYMENT - Percentage of Vocational Rehabilitation participants who are employed in unsubsidized, competitive, integrated settings the second quarter after exiting the program.
2	INDEPENDENT LIVING - Percentage of eligible individuals closed successfully and unsuccessfully in the Older Blind Independent Living Program who reported feeling that they are in greater control and are more confident in their ability to maintain their current living situation as a result of services received.
3	CUSTOMER SERVICE - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.
4	BEST PRACTICES - Percent of total best practices met by the Commission.



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	75%	25%	0%

KPM #1	EMPLOYMENT - Percentage of Vocational Rehabilitation participants who are employed in unsubsidized, competitive, integrated settings the second quarter after exiting the program.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2022	2023	2024	2025	2026
Employment Rate					
Actual	60.40	41.70	42	42	38.50
Target	51	41	42	42	38.50

How Are We Doing

This is a state-wide measure and the target has not yet been agreed upon for Oregon's Workforce Innovation and Opportunity Act (WIOA) partners during the period under review for this APPR, however our current State plan does have an Oregon Commission For the Blind (OCB) /Oregon Vocational Rehabilitation (OVR)/ Rehabilitation Services Administration (RSA) negotiated target and we have been measuring our results for clients based on the formula RSA uses for this measure. The negotiated target for this period is 61.0%, however the way this measure is calculated is likely to impact what other partners will be willing to agree upon, since RSA requires that this measure include both clients who were employed upon closure and those who were closed in an unemployed status. This is important to note as this means that the percentage of clients employed the second quarter after closure includes those clients who were closed without achieving an employment outcome and one would generally expect that those who were closed unemployed would remain unemployed the second quarter after closure with the agency. For this reason, we have matched the target to our current status, until all WIOA partners agree on the state-wide target.

This is the only KPM measure reported in the Program Year (PY), as all other data is collected/reported based on the Federal Fiscal Year (FFY).

One critical piece of context for this data is the timeframe being measured. Since this is calculated in the second quarter after a client is closed, this data reflects conditions that we all continue to experience nationally—a heightened level of flux and instability in the workforce. We find that we need to keep cases open much longer than we did historically, even if clients are employed, in order to ensure clients have the on-going supports they need to remain successfully employed (with leadership and supports/systems changing constantly throughout the workforce). We also continue to invest a great deal of time and resources in helping clients meet their basic needs and addressing mental health concerns, as many of our clients continue to be in crisis (including in unstable housing situations) and unable to even consider the pursuit of work.

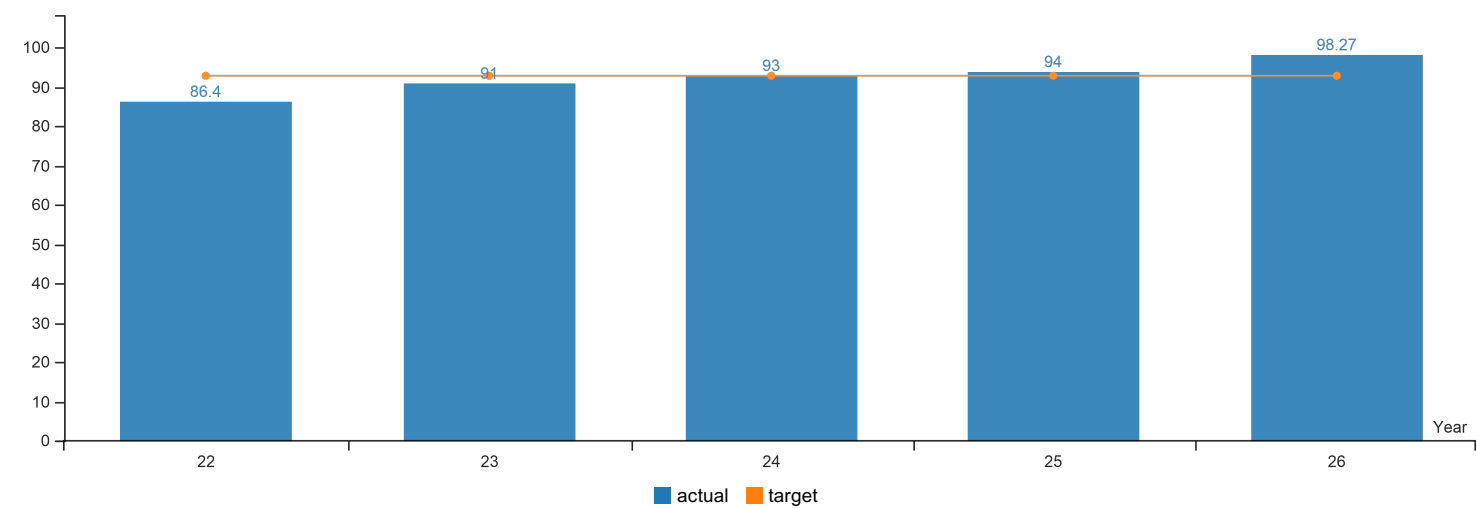
We use data provided by the Oregon Employment Department and client surveys to capture the data for this measure. This data is for PY 2025- July 1, 2025, through June 30, 2026. For all cases included in this measure, for clients we were able to reach/had data, 38.5% were employed the second quarter after closure. For those clients who were employed at closure (for whom we had data/were able to reach), 67.5% were employed the second quarter after closure.

Factors Affecting Results

It is important to re-state that this measure includes those clients who concluded their services with OCB having achieved employment outcomes but also includes those who were not able to achieve an employment outcome by the time of closure. As noted, we also attribute these lower numbers to the over-all instability in peoples' lives and work, which has been a national and even global phenomenon throughout/post pandemic. Given these factors, and the on-going challenges related to data collection/ fidelity and reaching clients post-closure, we understand why our rate is under the agreed upon target with RSA but look forward to establishing a reasonable target with our WIOA partners throughout Oregon. We continue to be committed to looking for new and more effective ways to capture this data and to positively impact outcomes for our clients.

KPM #2	INDEPENDENT LIVING - Percentage of eligible individuals closed successfully and unsuccessfully in the Older Blind Independent Living Program who reported feeling that they are in greater control and are more confident in their ability to maintain their current living situation as a result of services received.
	Data Collection Period: Oct 01 - Sep 30

* Upward Trend = positive result



Report Year	2022	2023	2024	2025	2026
Independent Living					
Actual	86.40	91	93	94	98.27
Target	93	93	93	93	93

How Are We Doing

OCB provides specialized instructional services to older blind individuals in order to instill confidence and provide alternative skills to perform daily tasks around their homes and communities. We know that with teaching interventions, we are able to maximize our clients' independence in all aspects of their lives. If Oregonians who experience vision loss remain independent in their homes/communities in lieu of opting for higher levels of care such as assisted living or nursing facilities, we are improving the lives of our older citizens as well as providing a significant cost savings to the state.

During the measured FFY, 98.27% of individuals served reported feeling that they are in greater control and are more confident in their ability to maintain their current living situation as a result of services they received from OCB. The reporting period for this measure is FFY 2025 (Oct. 1, 2024 through Sept. 30, 2025).

The older blind independent living program provides services to individuals who are age 55 and older who are experiencing challenges due to a decline in their vision, Even though the federal eligibility allows for individuals at age 55 to receive services, over 80% of the individuals served on average each

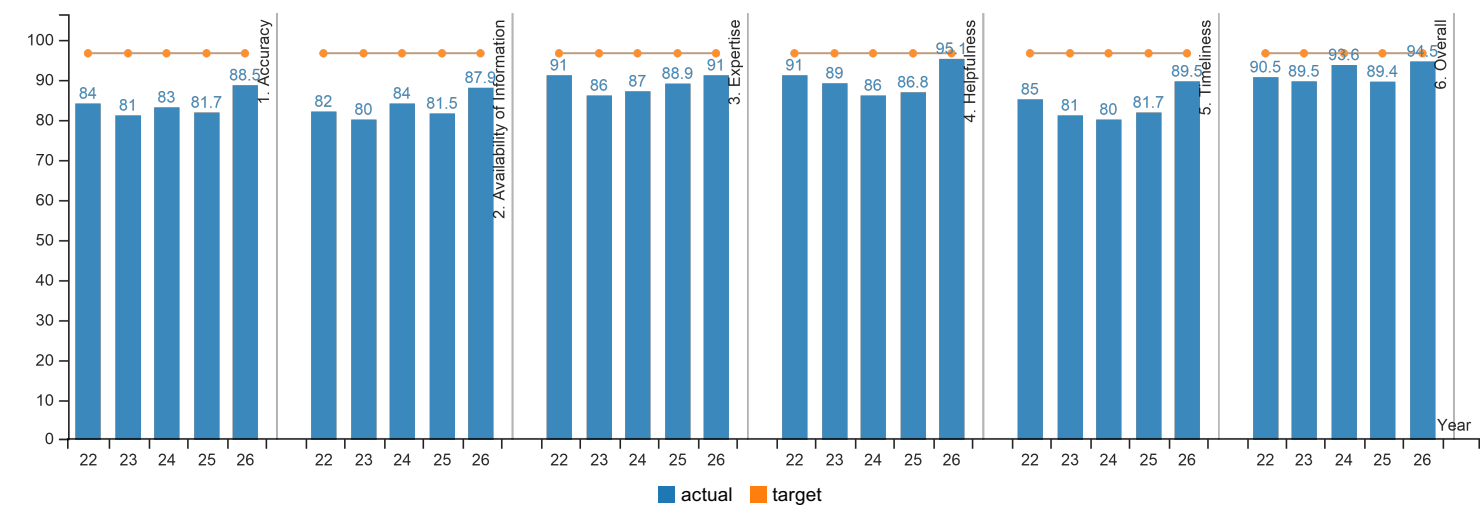
Year are over 75 years of age and have a strong desire to remain living independently for as long as they are able.

Factors Affecting Results

The agency works with an aging population in this program. It is not uncommon for individuals to experience a medical setback that causes a decrease in their independent living functioning that is unrelated to vision loss and/or the services provided by the agency.

It is our goal to be sure that seniors in Oregon have the training/tools/resources they need to live as independently as possible. Seniors being able to remain independent in their homes is a significant cost savings to other county, state and federal programs when nursing or assisted living programs can be delayed or are no longer necessary.

KPM #3	CUSTOMER SERVICE - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.
	Data Collection Period: Oct 01 - Sep 30



Report Year	2022	2023	2024	2025	2026
1. Accuracy					
Actual	84	81	83	81.70	88.50
Target	96.50	96.50	96.50	96.50	96.50
2. Availability of Information					
Actual	82	80	84	81.50	87.90
Target	96.50	96.50	96.50	96.50	96.50
3. Expertise					
Actual	91	86	87	88.90	91
Target	96.50	96.50	96.50	96.50	96.50
4. Helpfulness					
Actual	91	89	86	86.80	95.10
Target	96.50	96.50	96.50	96.50	96.50
5. Timeliness					
Actual	85	81	80	81.70	89.50
Target	96.50	96.50	96.50	96.50	96.50
6. Overall					
Actual	90.50	89.50	93.60	89.40	94.50
Target	96.50	96.50	96.50	96.50	96.50

The agency has conducted customer satisfaction surveys for many years prior to the adoption of these standardized measures for all agencies. Each year we seek input from clients who have obtained services in the Vocational Rehabilitation (VR) and Independent Living (IL) Programs to determine how we can improve service delivery and identify any systemic issues that should be addressed.

We have an ongoing commitment to addressing issues as they arise and satisfaction surveys are one tool for us to monitor how we are doing. In 2011, these targets were increased by the Legislature. Given that we have never been able to reach this target, we are concerned about the unrealistic nature of this target and plan to request a new target that is in better alignment with other client/facing agencies at some point in the future.

The agency highly values customer service for the clients we serve. We are confident that as we continue to survey our constituents, we will be able to set a target that is realistic and reflective of Oregon's priorities for state agencies. We also understand that people have come to expect same or next day service delivery, which we would like to be able to provide as well, however we do operate within the constraints of eligibility determinations, documentation requirements and state/federal regulations that have to be followed, many of which can take days, weeks and in some cases, even months to complete (depending on the availability of needed information). We realize these state and federal constraints can impact client experiences and would, naturally, be reflected in their satisfaction ratings.

Note: All percentages reflected are for the VR program other than the category of Overall. For this category, we have satisfaction survey results from clients in both the VR and IL programs for an average (which better reflects OCB's overall client satisfaction). For FFY 2025 the overall client satisfaction for VR/IL was 94.5%.

Surveys are conducted in each FFY, which means data provided here is for the previous FFY, given that data for the current FFY is not yet available. This data is for FFY 2025 (October 1, 2024, through September 30, 2025).

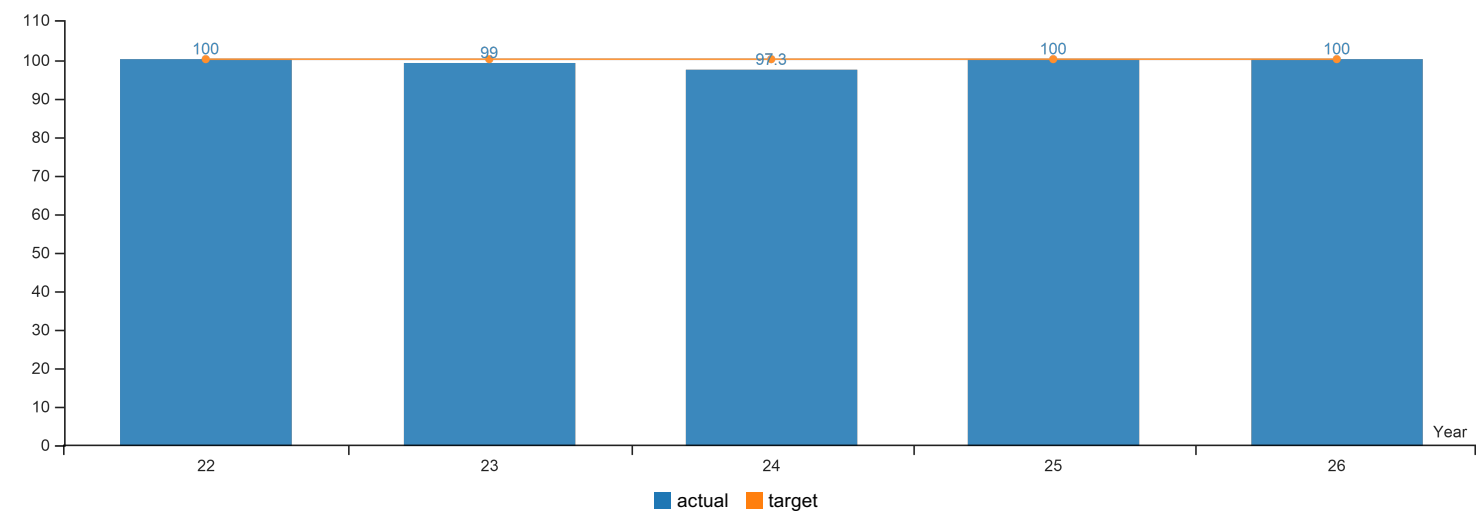
Factors Affecting Results

These questions are included as part of the agency's customer satisfaction surveys that are conducted annually via telephone or on-line, for all participants who have participated/exited our programs. VR and IL clients who are surveyed include those who have reached their employment/independent living goals and those who were not successful in reaching their employment/independent living goals.

OCB management continues to place a high value on customer satisfaction and exemplary service delivery for Oregonians who experience vision loss, and we look forward to reaching consensus on a new, achievable and reasonable target for future APPRs.

KPM #4	BEST PRACTICES - Percent of total best practices met by the Commission.
	Data Collection Period: Oct 01 - Sep 30

* Upward Trend = positive result



Report Year	2022	2023	2024	2025	2026
Best Practices					
Actual	100%	99%	97.30%	100%	100%
Target	100%	100%	100%	100%	100%

How Are We Doing

The Commission board has determined that the Oregon Commission For the Blind has met 100% of the best practices for FFY 2025 (Oct. 1, 2024 through Sept. 30, 2025).

The Commission utilizes a process of surveys conducted via phone in order to collect Commission board members' votes on best practices. The board is comprised of seven commissioners, four of these commissioners served on the commission over the FFY under review. Four out of four commissioners surveyed said that all best practices were met.

The Commission is actively engaged with the agency management team in decisions regarding the agency goals and strategic planning, policies, budgets and fiscal issues that have a direct impact on the agency.

Factors Affecting Results

Last year the agency updated our process from Commissioners responding to an on-line survey to offering the surveys via phone. This allowed for a more timely/scheduled response and also allowed for a more interactive process (in case Commissioners had questions related to any specific best practices). Based on last year's experience, the agency has determined this change was highly effective and we used the same approach for this review. We plan to continue this methodology for future best practices surveys.