

# **2014 Annual Report**

*Missouri State  
Rehabilitation  
Council for the Blind*

# *Return on Investment*

In FFY14, RSB closed 247 client cases in Competitive Employment

Earning annual salaries totaling \$5,434,247

It will take 3.6 years to pay back in taxes what it cost to assist these blind/visually impaired Missourians into successful employment.

Those 247 individuals paid \$1,086,306 in Federal and State Taxes.

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## *Purpose*

**The Missouri State Rehabilitation Council for the Blind was established in February 1993 by Executive Order 93-01 to:**

Act as a forum through which citizens with blindness, parents, providers, and other interested Missourians can voice their opinions and constructive criticisms, make recommendations and give public recognition for services being performed on their behalf by RSB;

Serve jointly with RSB in its activities to improve the services, programs, and facilities for individuals with blindness and visual impairments;

Receive from RSB information concerning the intents and objectives of RSB so that the Council, in turn, can pass this information on to individuals with blindness.



## *Letter from the Chairman of the Missouri State Rehabilitation Council for the Blind*



Dear Fellow Missourians:

As Chair of the State Rehabilitation Council (SRC), it is my honor to submit, with my colleagues, the 2014 Annual Report. The SRC is responsible for reviewing, analyzing and advising Missouri Rehabilitation Services for the Blind (RSB), an agency in the Missouri Family Support Division (FSD), on its policies and provision of rehabilitation services to Missourians who are blind or visually impaired. This Council is dedicated to working with RSB to assist visually impaired Missourians to become self-supporting and fully participating members of society.

The population of those with visual impairments has changed dramatically over the years. In recent years, increased incidence of age-related vision loss has increased the older blind population, and improved medical technology has led to an increase in babies surviving birth with multiple disabilities. RSB has been working to respond to the needs of this changing population. In 2014, formal partnerships were developed with the MO Department of Vocational Rehabilitation and with the MO Deaf Commission to increase the breadth of knowledge and improve services to Missourians with dual disabilities.

Additionally, gaps in knowledge about available services have been identified in serving Missourians with vision loss and developmental disabilities. RSB continues to lead on gaps like this and will improve access and meet the growing challenges facing our fellow citizens.

It is the Council's goal that this report provides an informative overview of the activities of RSB; and we would be pleased to answer any questions about this report, the operations of RSB, or the work of the Council.

Respectfully Submitted,

Clay C. Berry  
State Rehabilitation Council Chairman  
Director of Education & Rehabilitation at Alpha Pointe

# *Message from the Director of the Rehabilitation Services for the Blind*

Dear Fellow Missourians:

The annual report presented to you from the Missouri State Rehabilitation Council for the Blind for fiscal year 2014 provides information on the Missouri Rehabilitation Services for the Blind employment program for individuals with visual disabilities.

Rehabilitation Services for the Blind (RSB) has completed another successful year of providing services to assist blind Missourians. In the fiscal year 2014, RSB completed planned services to assist a total of 271 blind individuals to obtain or retain employment. RSB is proud to say that we have met the federal performance standard of providing services to assist more blind Missourians to work than in the previous year for the last nine years.

There are many different alternative techniques and skills used by blind and visually impaired individuals to overcome the barriers to independent living and economic self-sufficiency and these are significantly different from the accommodations required by persons with other disabilities.

The process of instructing the blind and confronting the issues and visual demands of everyday life requires separate and categorical agencies serving blind, highly trained, committed personnel who deliver specialized services and the tireless commitment of the separate State Rehabilitation Council for the Blind whose members demonstrate a thorough understanding of blindness and the resultant issues in our society.

In closing, I, along with the Council, offer our sincere appreciation for your interest and support in serving blind Missourians.

Sincerely,  
Kevin Faust  
Acting Deputy Director  
Rehabilitation Services for the Blind



## *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.

# 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.

# Year in Review

SRC analyzed the results of client satisfaction surveys which were received from RSB clients at the time of case closure. The comments and concerns of the clients were discussed by the SRC. The SRC also discussed the possibility of providing surveys to active clients as well.

SRC discussed the Deaf-Blind Cooperative Agreement which RSB signed with Missouri Vocational Rehabilitation to jointly serve eligible deaf/blind individuals. RSB has been providing training and coordination for RSB counselors so they could begin cooperation on cases.

SRC consulted with RSB on strategies for outreach to make sure individuals with blindness know about RSB services. RSB hosted a booth at the Missouri State Fair, which provided a great outreach effort to reach possible clients.

SRC reviewed the map of RSB office coverage area boundaries, which were adjusted to provide services more efficiently across the state.

RSB shared last year's SRC Annual Report with Missouri's Legislators to provide educational information and answer any questions about the services RSB provides and the positive effects of those services.

Public Forums were held by the SRC in Kansas City, Springfield, Jefferson City, and St. Louis. Speakers provided information for attendees about valuable services available to individuals with blindness.



# Public Forum

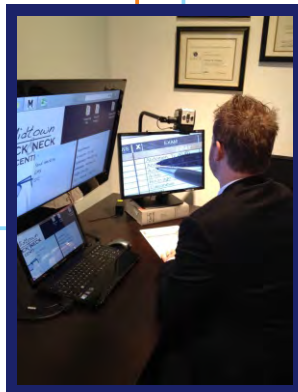
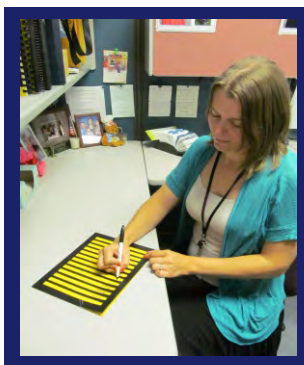
*The SRC continued to hold public forums throughout the state, allowing individuals to voice opinions and concerns about the services of RSB. To assist those with difficulty traveling, the council provides phone conferencing.*

In 2010, the SRC began inviting speakers to the public forums to further educate those who attend the public forum. This year's speakers were:

**February:** Missouri State University, Education Director Dr. Paul Ajuwon spoke on "The Importance of Alternative Techniques of Blindness"

**May:** A panel of former clients of RSB's Vocational Rehabilitation program shared techniques that have helped them adapt.

**August:** Kevin Hollinger, a TVI/OM in Francis Howell, and an adjunct professor at Lindenwood University, discussed Alternative Techniques of Blindness and how they are used.



## Committees

### Evaluation Committee:

Chair: Mary Kay Savage

The evaluation committee handles anything that the Council does to evaluate the performance and/or operation of RSB, such as surveys and annual reports.

### Governmental Affairs Committee:

Chair: Sheila Wright

The governmental affairs committee works on things happening at the state and federal level and that are governmental in nature.

### Planning Committee:

Chair: John Thompson

The planning committee's primary responsibility is the state plan and any other planning operation of the Council. The business network issues will be included in this committee.

### Membership Committee:

Chair: Donna Borgmeyer

The membership committee works on the membership status of Council members, as well as recruitment of potential new members.

### Program & Policy:

Chair: Gene Fleeman

The program policy committee handles new policy and or program items from RSB rather than waiting until the next Council meeting.

## *RSB Success Story Mr. Eric Taylor*



Mr. Eric Taylor had a sudden vision loss in January of 2011 due to Optic Neuritis. This visual condition is a result of Multiple Sclerosis, which he had already been coping with since his diagnosis in 1990. This progressive vision loss required Eric to quickly adjust how he approached his life, and he states that he found strength in his faith. At the time of his diagnosis, Mr. Taylor was living with a family member who was not supportive. Due to the onset of his vision loss, this family member asked him to move out, and unfortunately, Eric did not have any other support in the St. Louis area. Through an acquaintance, Eric was able to go to the New Life Evangelistic Center, which assists homeless individuals in a variety of ways. Individuals allowed to stay at this Center's facilities received room and board by completing volunteer work that helps the organization serve populations in need.

This work eventually led Mr. Taylor to Joplin, MO, where he was present for the May 22, 2011 catastrophic tornado while inside of a hospital. Eric assisted affected individuals that day; and as time went on, assisted with the New Life Evangelistic Center's relief efforts in this town. This included gathering clothes, food, and water for distribution. Mr. Taylor also helped to link these efforts with FEMA and local churches that were assisting Joplin. In doing so, Eric met an individual who informed him of Rehabilitation Services for the Blind (RSB) and of ways in which this agency could help him.

Mr. Taylor became a client with RSB in August of 2012, with Vocational Rehabilitation Counselor Brady Clevenger, while being relocated to Springfield, MO, from Joplin, MO. There, Eric continued volunteering by running the Veterans Coming Home program facilitated by the New Life Evangelistic Center. However, this participation in serving veterans did not give Eric an opportunity for a steady salary. With the assistance of Mr. Clevenger, Eric received adaptive aids such as a CCTV, eyeglasses, and job development services. However, once Mr. Taylor was eligible for Social Security Disability Insurance benefits, he decided to return to his home town of St. Louis, MO, and was able to find an apartment in January of 2013. After this time, Eric was transferred to Counselor Jane Zerr. Ms. Zerr and Job Development Specialist Sharon Silverstein assisted Mr. Taylor with employment leads and paratransit resources through registration with Metro Call-A-Ride. Mr. Taylor was transferred to Counselor Daniel Schoenig in the summer of 2013, and was referred by Job Development Specialist Sharon Silverstein to the Starkloff Disability Institute's "Class of 2014." Eric participated regularly in this course, which allows individuals with a variety of disabilities to learn about items such as ADA law, disclosure, interview skills, and resume development. The course also permitted Eric to network with employers in the St. Louis area.

While participating in the Starkloff Disability Institute's course, RSB staff provided Mr. Taylor with a job lead for an Eligibility Determination Specialist position with the State of Missouri's Family Support Division. Eric interviewed successfully and began his employment on May 12, 2014. Eric assists clients applying for services such as Food Stamps and Medicaid in their eligibility processes through interview and analysis of relevant documentation. Counselor Daniel Schoenig was able to assist Mr. Taylor with necessary adaptive aids, such as a magnifier, two large-screen monitors, and ZoomText magnification software. Eric states that the aforementioned course provided a large boost to his interviewing skills, and that he is very happy to have meaningful employment. He states that a year ago he had wondered if he would ever work again, and that he is pleased to have health insurance that helps him to manage his chronic illness. Mr. Taylor's coworkers have noted that his cheerful presence continues to uplift both them and his clients.





# Vocational Rehabilitation (VR) 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, and marketable 21st Century job skills. Rehabilitation Services for the Blind provides valuable services that effectively address these barriers and more.

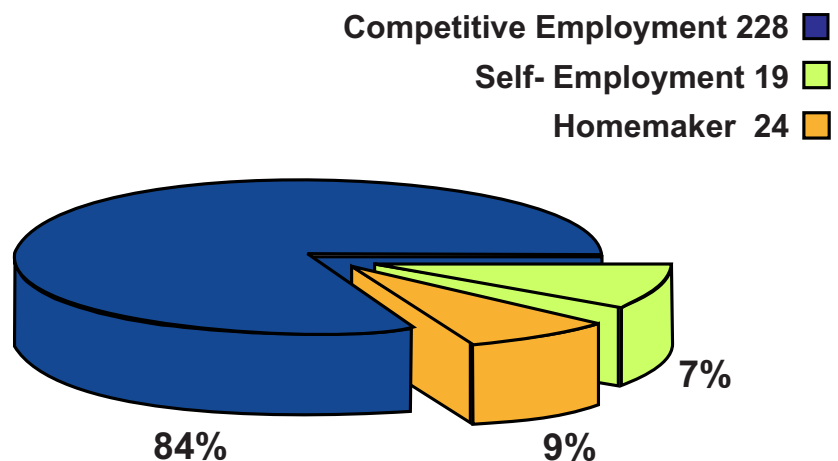
In federal fiscal year 2014, RSB successfully rehabilitated 271 Missourians in pursuit of their employment goal. The following data profiles show those successful closures:

## Rehabilitation Rate

72.27% in FFY 2014,  
down slightly from 72.97% in  
FFY 2013.

## Self-employment Rate

7.01% in FFY 2014,  
down from 9.63% in FFY 2013



**In 2014, through the services of RSB, 271 individuals have been able to gain or retain employment. Their occupations are as follows:**

Management	32	Protective Service	4
Business and Financial	7	Food Preparation and	
Computer and Mathematical	8	Food Serving	11
Architecture and Engineering	4	Building and Grounds Cleaning	
Life, Physical, and Social Science	2	and Maintenance	12
Community and Social Service	10	Personal Care and Service	31
Legal	2	Sales and Related	19
Education, Training, and Library	19	Office and Administrative Support	54
Arts, Design, Entertainment,		Farming, Fishing and Forestry	6
Sports, and Media	13	Construction and Extraction	1
Healthcare Practitioners		Installation, Maintenance, and Repair	7
and Technical	7	Production	11
Healthcare Support	9	Transportation and Material Moving	2

# *RSB Success Story*

## *Samantha Anderson*

Samantha Anderson graduated from high school and came to Rehabilitation Services for the Blind (RSB) in 2007. She was diagnosed with Macular Degeneration, a progressive condition that affects the central vision. She began working with her Vocational Rehabilitation Counselor (VRC) at the time and selected the employment outcome of Architectural Drafters.

Ms. Anderson chose to attend Kansas State University, where she earned a Bachelor's and Master's degree in Architecture. While there, RSB provided funding for tuition, books, and lodging. She also received training from Rehabilitation Teacher, Rekha Nanchal, who taught her daily living skills and the use of adaptive technology such as the portable digital magnifier. This allowed her to attend school and access print information independently.

Ms. Anderson's new VRC, Julie Huebner, provided services, including the purchase of eye glasses and contacts. Ms. Huebner continued to work with Ms. Anderson throughout her education and eventual completion of her degrees. Although Ms. Anderson completed her degrees and was able to secure employment, she was nervous about transitioning to life without RSB support. Her counselor, Julie Huebner, was instrumental in helping her overcome her anxiety and to realize that she could do it all independently. Ms. Huebner encouraged her by insisting that she was going to continue to be successful. She had the knowledge, training, and all of the skills she acquired via RSB services. Ms. Anderson agreed and stated "Yes I will!"

Ms. Anderson is currently employed at Lickel Architecture. There she serves as an Architect Assistant. She develops drawings for building plans and sections on the computer. RSB helped by providing work accommodations allowing her to access the information and perform her drafting duties. She uses a Closed Circuit Television (CCTV) and a large monitor to enlarge print and access various software programs. Ms. Anderson's case was closed Successfully Employed in April 2014.



*During federal fiscal year 2014, RSB opened 430 new cases and served a total of 2,007 consumers in the Vocational Rehabilitation program.*

The average annual earnings for a successfully Rehabilitated Client is **\$22,001**

The following information is based on that amount:

MO State Taxes Paid per Rehabilitated Client, **\$1,098**

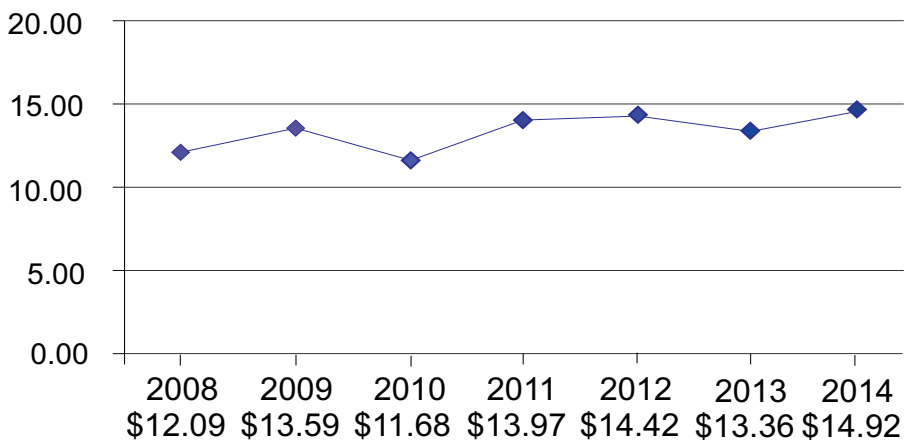
Federal Taxes Paid per Rehabilitated Client, **\$3,300**

Total Taxes Paid per Rehabilitated Client, **\$4,398**

Total Combined Yearly Taxes Paid by all Rehabilitated Clients **\$1,086,306**

**\$14.92**  
Average  
Hourly Wage

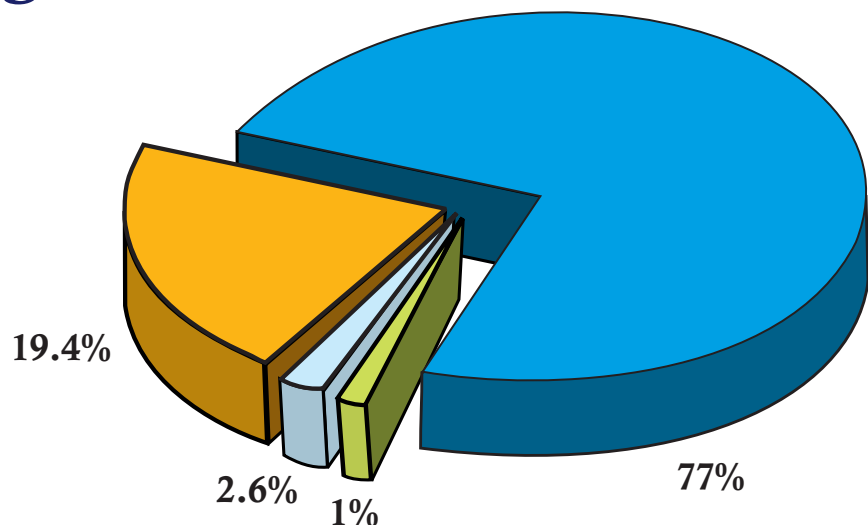
Average Hourly Wage at Closure



*State Fiscal Year 2014*

*Missouri Funding Sources*

- Federal Funds
- GR Funds
- BEST Funds
- Donations



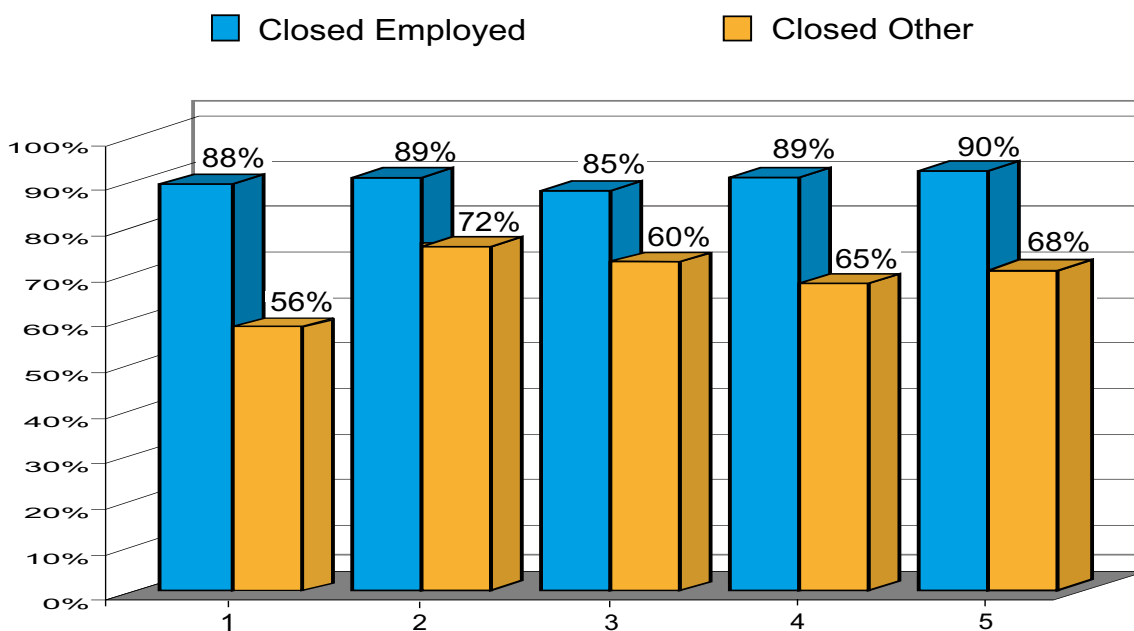
# Consumer Satisfaction Survey

Consumer 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 sent: a 14-question survey is sent to individuals whose cases are closed in competitive employment, and a similar 11-question survey is sent to individuals whose cases were closed in any status other than competitive employment.

The following is a random selection of those questions from the survey and their consumer satisfaction with RSB services.

## Competitive Employment Overall Satisfaction Level 88%

## Status other than Competitive Employment Overall Satisfaction Level 64%



1. The choice of services available from RSB was sufficient to meet my needs.
2. I received services from RSB in a reasonable amount of time.
3. RSB staff helped me build my confidence in my abilities.
4. My rehabilitation plan was individualized to meet my goals.
5. I am pleased with the overall outcome of my experience in the vocational rehabilitation program provided by RSB.

# *Success Story of Mary English*

Mary English was previously employed for fifteen years as a shuttle driver for Lambert Airport, a driver for US Transit Bus for three years, and most recently as a school bus driver for just over seven years. She realized that she was losing her vision and approached Rehabilitation Services for the Blind (RSB) in July 2012. Ms. English had always been employed as a driver and had not considered other employment possibilities.

Immediately she began working with Vocational Rehabilitation Counselor (VRC) Jane Zerr. Through a comprehensive assessment discussion with her counselor, Ms. English chose the employment outcome of Assistive Technology Instructor. She was so determined to follow her dream that she was willing to pursue training at World Services for the Blind, which meant being away from St. Louis and her family. Her training included learning adaptive software programs, such as the screen magnifier ZoomText and the JAWS screen reader program. In addition, she participated in training with Rehabilitation Teacher Abby Pfefferkorn to learn Braille skills.

Throughout her training, Ms. English stayed in contact with her VRC. When Ms. English neared the end of her training, Jane Zerr began job development services. Job Development services were initiated with several local companies, including six months of discussion and follow-up with Gateway for the Blind in St. Louis. In addition to her training, RSB provided additional equipment work accommodations, such as the Victor Stream and the iPad. Nearly two years to the day that she contacted RSB, Ms. English was hired as an Assistive Technology Instructor at Gateway for the Blind. There she provides instruction to blind and visually impaired students learning to access assistive and adaptive technology.



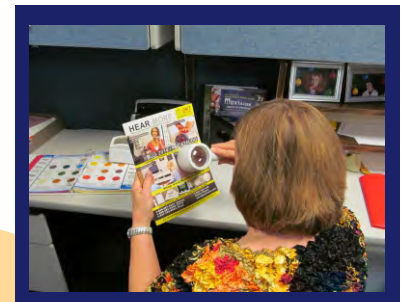
# *FFY 2013 Blind Agency Standards and Indicators*

## *SUMMARY OF RSB PERFORMANCE*

Section 106 of the Rehabilitation Act of 1973, as amended, requires the Rehabilitation Services Administration (RSA) to establish evaluation standards and performance indicators for the vocational rehabilitation (VR) program that include outcomes and related measures of program performance. RSB passed 6 of the 6 federal performance indicators in standard 1, and the required minority service rate ratio in federal performance indicator 2.1. RSB was one of 4 of 24 states with a stand alone Blind VR program to pass all Standards and Indicators.

## *GENERAL INFORMATION*

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.



## *Highlights of 2014*

- ◆ **RSB served 4,374 individuals with blindness/visual impairments in 2014.**
- ◆ 1,289 individuals were served in the Older Blind Independent Living Program and 750 closed successfully rehabilitated.
- ◆ 409 individuals received case management services in the Prevention of Blindness Program, screening 2,545 individuals for intra ocular pressure and other eye conditions.
- ◆ The Vocational Rehabilitation Program served 2,007 individuals, closing 271 in successful employment.
- ◆ 489 children received services in the Children's Services Program.
- ◆ 210 individuals were served in the Independent Living Program and 65 closed successfully rehabilitated.
- ◆ 39 Business Enterprise Program facilities, including 1 military installation, 31 managers, employing 796 people, with gross sales at \$35,648,350.

# *Federal Standards and Performance Indicators for FFY 2013*

<b>Evaluation standard 1 assesses VR's impact on employment. Standard 1 includes six performance indicators, three of which are primary indicators.</b>	<b>RSB's Performance</b>	<b>Standard Requirement</b>
1.1 Difference between the number of individuals exiting the VR program who achieved an employment outcome during the current performance period and the number of individuals exiting the VR program who achieved an employment outcome during the previous period.	Exceeded Previous Period by 1	Equal or Exceed Previous Period
1.2 The percentage of individuals exiting the program during the performance period who have achieved an employment outcome after receiving services.	72.97%	68.9%
1.3 The percentage who exit the VR program in employment in integrated settings with or without ongoing support services, self-employment, or BEP (Business Enterprise Program) employment with hourly rate of earnings equivalent to at least the federal or state minimum wage rate, whichever is higher, based on all the individuals exiting the program who have achieved an employment outcome after receiving services.	91.11%	35.4%
1.4 The percentage of those individuals identified in indicator 1.3 who have significant disabilities.	96.54%	89.0%
1.5 The ratio of the average hourly earnings of all individuals in competitive employment to the average hourly earnings of all employed in the state.	.654	.59
1.6 The difference in the percentage of individuals who at program entry reported their income as the largest single source of support, and the percentage that reported their personal income as the largest single source of support at program exit.	30.89	30.4
<b>Performance indicator 2.1 measures how successfully an agency is at ensuring that individuals from minority backgrounds have equal access to VR services (minority service rate compared to nonminority service rate).</b>		
2.1 The ratio of the percent of individuals with a minority background to the percent of individuals without a minority background exiting the program who received VR services.	.858 with 160 minorities	.80 with $\geq$ than 100

## *RSB Success Story*

### *Sherry Bowen 2014*

Sherry Bowen was born with congenital toxoplasmosis, causing her to lose her vision. In addition, she was diagnosed with detached retinas, causing further vision loss. Ms. Bowen came to Rehabilitation Services for the Blind in November of 2013. Having worked in an office previously, she selected the employment outcome of an Administrative Assistant. She was eager to get back to work, having earned her Bachelor of Science in Communications at Austin Peay State University in Tennessee.



She was so eager, that before she applied for RSB, services, she had volunteered with a local hospital and four different temp agencies. Ms. Bowen recognized that she did not have knowledge of resources available to the blind and visually impaired. She also realized that this knowledge was the key to being competitively employed.

Ms. Bowen's Vocational Rehabilitation Counselor (VRC), Katherine Cronin, helped her get connected by providing services, including demonstration and training in the use of assistive and adaptive technology in a clerical setting. Ms. Bowen became adept at using handheld magnifiers and screen magnifiers. Ms. Bowen stated that one particularly useful device was the Optelec Compact Touch. It allowed for magnification, color and contrast enhancements, and storage. This device made regular print equally accessible in meetings or at a workstation.

Ms. Bowen participated in training for adapted daily living skills with Rehabilitation Teacher (RT) Brian Mulvany. The training included reading, writing on a straight line, minor cooking, and clothing care. She was provided with a 4x easy Pocket Magnifier for reading labels, and a color identifier for identifying clothing. Ms. Bowen received orientation and mobility training addressing negotiation of stairs, especially at night or in poor lighting conditions. She further increased her orientation and mobility skills by learning to use public transportation.

Ms. Bowen was provided job development services through the Center for Specialized Services (CSS) where she updated her resume and prepared for interviews. In April 2014 Ms. Bowen was offered a job at Easter Seals Midwest as their Administrative Assistant. She receives and directs clients to their meeting places or activity spaces. Ms. Bowen receives and directs phone calls, faxes, and maintains records. She loves her job and performs well using adaptive aids and modifications.



# *Vision for the Future*

RSB's Vision Statement reads:

An organization of highly skilled and professional staff at all levels who through their synergism create a dynamic agency that is a State and National leader in blindness rehabilitation.

As RSB strives to create opportunities for the personal and vocational success of blind or visually impaired clients, 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 will continue 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 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 in preparation of the state plan and evaluate the effectiveness of services.
5. In partnership with RSB, conduct statewide comprehensive needs assessment to determine the unmet rehabilitation needs of the blind and severely visually impaired in Missouri.



# 2014 District Map

Missouri Rehabilitation Services for the Blind  
**800-592-6004**

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

Kansas City South  
4309 East 50th Terr. Ste B  
Kansas City MO 64130  
816-929-7171

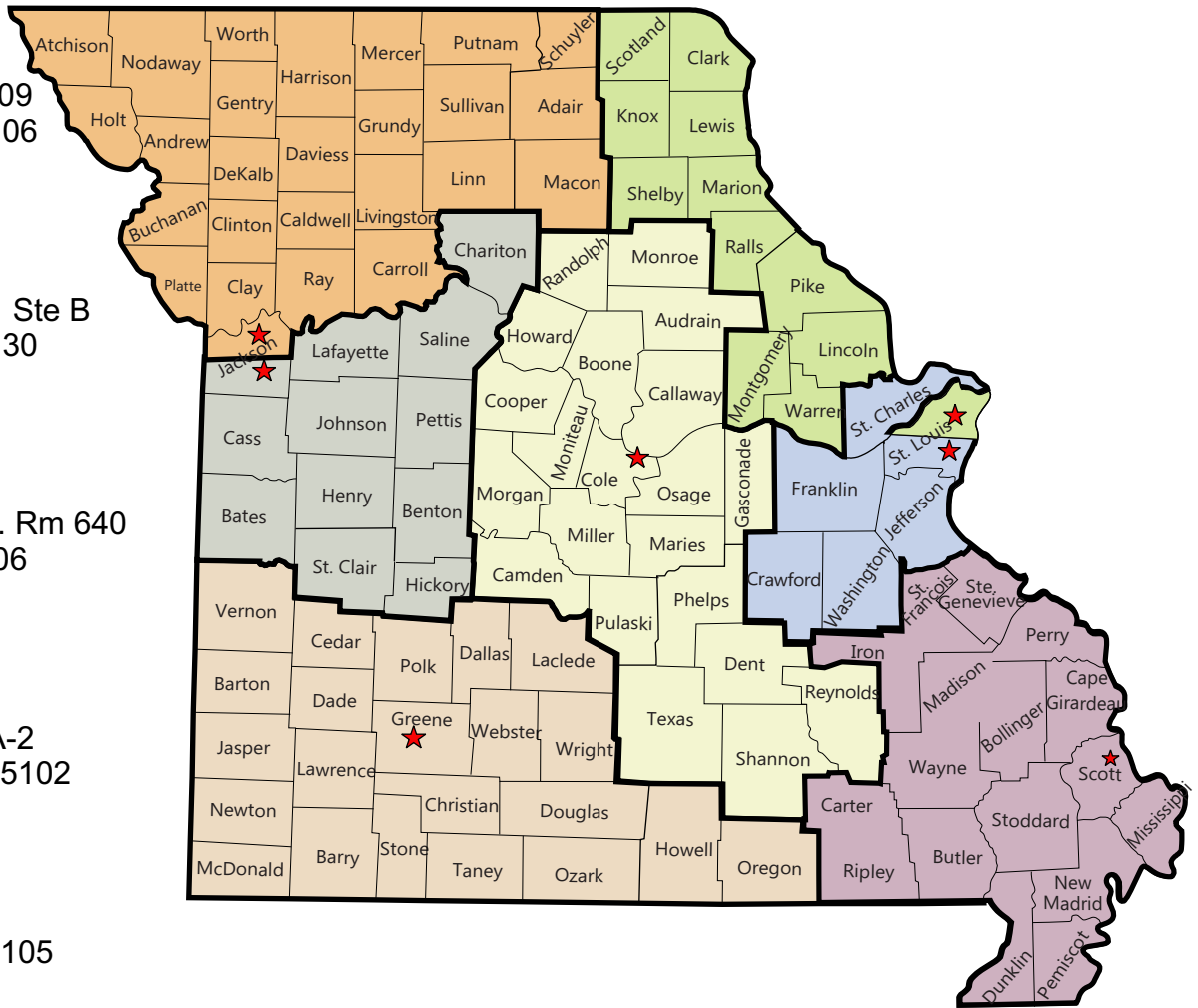
Southwest  
149 Park Central Sq. Rm 640  
Springfield MO 65806  
417-895-6386

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

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

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

Southeast Office  
106 Arthur St Ste E  
Sikeston MO 63801



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