Division for the Visually Impaired (DVI)
Business Enterprise Program (BEP)
Blind Vendors Committee (BVC)
1901 N. DuPont Highway
New Castle, DE 19720
October 25, 2018 Meeting Minutes

Roll Call:

Wayne Marsh, Blind Vendors Chairperson; Anthony Paolin,i Blind Vendor Committee Member; Rob Schmidlkofer,Division for the Visually Impaired; Andy Kloepfer, Division for the Visually Impaired; Mark Ridenour, Division for the Visually Impaired; Elisha Jenkins, Division for the VisuallyImpaired; Olufunso Ogunsola, Division for the Visually Impaired; Romy Mikhail, Division for the Visually Impaired; Jill Morrison, Division for the Visually Impaired; Sandra Miller, Division for the Visually Impaired; Pat Carzo, Guest, Alice Johnson, Division for the Visually Impaired.

Rules of Engagement:

Rob Schmidlkofer reviewed the Rules of Engagement.

Approval of Minutes:

Anthony Paolini made a motion to accept the July 26, 2018, minutes and the August 25, 2018, minutes. Wayne Marsh second the motion. The motion carried.

New Business

Policies

Due to the backlog of reviewing policies at the federal level and priorities shifting, additional policies will not be developed at this time. There is a need for an Operator Engagement Policy or revision to the Operator Agreement to include training, suspension, removal from a location, revocation of license.

An immediate opportunity is for Customer Service/Management Training for the Blind Operators. The Division for the Visually Impaired will review other states' resources for discussion.

Committee By-laws

Draft By-laws have been disseminated. Feedback on the draft will be shared at the next meeting

State Employee Training

Due to some of the challenges experienced with Employee Snack Bars violating the Randolph Sheppard Act, there were several recommendations to educate State Employees. Recommendations included: developing a policy and requiring all State Employees to review via the Delaware Learning Center, Including BEP Operators in New Employee Orientations, and

post policies at various locations. The magnets on some of the machines identify BEP but this has not resolved the problem. This issue may be addressed with marketing/outreach strategies for discussion later in the meeting.

Operator Training Policy

Rob Schmidlkofer shared the requirement of training for upward mobility. The recommendation was to require a certain number of hours of training per year and the opportunity for incentives. The BVC questioned how an independent operator is required to complete training. Rob will inquire how other states handle this issue and obtain guidance from the consultant.

Location Visits by Operator Policy

The number of times an Operator visits their locations vary. Currently this is not a policy regarding the number of times a Blind Operator should visit a location. The request is for a minimum number of visits to be agreed upon. This may be better outlined in the Operator Agreement.

BEP Fact Sheet/Brochure

A BEP Fact Sheet had been drafted and disseminated. BEP Operator success stories are needed for the Brochure and other marketing strategies. Due to their being five BEP Operators there is an opportunity to highlight each.

Fiscal information/ P&L

The Profit and Loss for the BEP was reviewed. Smyrna and DTCC continue to see a loss. DTCC loss was $12,971.11. Labor costs were $17,804.72 due to three payrolls. Gross DTCC sales were $33,917.18. Operating Expenses were $28,406.95. Measures such as authorizing purchases in advance and reducing hours have been implemented. Rob Schmidlkofer will provide the sales for this year and last year for review for the Smyrna location. Labor costs for Smyrna was $4,612. Operating Expenses were $165. Gross sales were $4,400. Further review of the Smyrna location will occur at the November 29th BVC Meeting.

Old Business

1. DTCC Update
    - The DTCC Cafeteria will close on December 21,2018.
2. Smyrna Rest Stop Update
    - Due to the continued loss at this location, the termination clause of the contract will be reviewed with plans to close.
3. Discuss and Write Changes to 9606
    - Will be discussed at the next meeting

Public Comment:

There was not any public comment.

Next Meeting:

November 29, 2018 10:00-12:00
Division for the Visually Impaired
Biggs Building
1901 N. DuPont Highway
New Castle, DE 19720

Adjournment:

The meeting was adjourned at 12:06 p.m.