

The Standard-Bearer

ANNUAL REPORT (For the fiscal year ended June 30, 2002)



National Accreditation Council for Agencies Serving the Blind & Visually Impaired

www.nacsb.org

SPECIAL EDITION

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President's Corner: "Giants"

By Lee Robinson, Ed.D., President of the Board of Directors.

Civilization depends on the use of acquired knowledge to support future improvements. Someone acknowledged this by stating they were able to accomplish their work by "standing on the shoulders of giants." The National Accreditation Council for Agencies Serving the Blind and Visually Impaired (NAC) has had the benefit of support from professional "giants" in the field who were concerned with improving the lives of individuals who are blind or visually impaired.

Some of the "giants" of the 1960's who understood the need for specialized service standards included: Donald Wedewer, Cleo Doland, Roy Kumpe, Louis Rives, Fr. Thomas Carroll, Douglas MacFarland, Peter Salmon, McAllister Upshaw, Max Woolly and literally hundreds of others. Their extraordinary work resulted in the COMSTAC Report of 1966 supported by the U. S. Government and the American Foundation for the Blind, as well as by the Irene

Heinz Given and John LaPorte Given Foundation, the Gustavus and Louise Pfeiffer Research Foundation and the Rockefeller Brothers Fund. The COMSTAC legacy "...is a sense of hope and a spirit of determination that blind men, women and children shall have the best that organized community efforts can produce for their well-being, now and in the future." (COMSTAC Report 1966)

The NAC standards have been periodically revised during the past decades. However, as reflected in our December 2002 Summit gathering of leaders in the field, the current standards are in need of a major upgrade. Since the Summit, the NAC board has already commissioned a task force headed by Dr. Richard Hyer to begin the process of upgrading the standards. Furthermore, NAC has retained a computer programmer to upgrade the operating systems, including the expanded utilization of the NAC website. Schools and agencies that

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will be reviewed for accreditation this fall will benefit from the upgraded standards and improved on-site review system.

Mark Richart, President of the Association for Education and Rehabilitation of the Blind and Visually Impaired (AER) seized the moment during the concluding portion of the Summit. Mr. Richart suggested that it could be more effective if NAC includes national service organization representatives on its Board of Directors. This was a welcome suggestion even though the current NAC by-laws require “consumer” representation. The next Board Meeting is on May 2-3, 2003 and Mr. Richart’s suggestion is on the agenda to be formally acted upon.

The NAC Board of Directors is making the commitment to: (1) assure that standards related to services for the blind are included in other accreditation, where applicable; (2) revise and update standards to include outcome

measures of performance similar to those monitored by government agencies and used by other accrediting associations; (3) assure that the revision of the NAC standards will include strong representation of blind or visually impaired individuals; (4) reduce duplication of accrediting efforts and; (5) streamline the accrediting process to reduce costs.

The Summit made it clear that specialized standards are more important now than ever before. Addressing the giant issues of today is perhaps even more important because of continued generic philosophies and funding patterns. NAC believes there are just as many outstanding professionals as were among the “giants” of the 1960’s. The Board and Officers of NAC invite consumers and professionals who provide services to the blind and visually impaired to participate in our continued efforts to assure quality services. Please let us know how you would like to be informed and involved in this important work.

“A Plea for Unity”

By Steven Obremski, Immediate Past President of the NAC Board of Directors

I want to thank all individuals and organizations for their participation in the National Accreditation Council’s Summit on Accreditation, held on December 13, 2002. It is my opinion that this Summit was the turning point for NAC and its contribution to the field of blindness. The input presented by those in attendance, including NAC members and representatives from national organizations and consumer groups, provided strong direction for NAC’s future. It also

reinforced NAC’s belief in the importance of an independent entity providing a set of standards and a methodology for accountability geared specifically towards services for people with visual impairment.

Approximately 25% of the attendees, composed of consumers, administrators and professionals, were blind or visually impaired, therefore providing inclusive representation from

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consumers. These participants unanimously agreed upon the importance of a system of standards and accreditation specific to our field. As a result, NAC will continue its plans for renewal and reorganization, as described elsewhere in this newsletter.

The field of blindness and visual impairment is minuscule in the universe of education and rehabilitation. For many years, the various components of our field have progressed, often independent of each other, primarily due to their focus on survival. Consumer groups have tried to gather strength to have a voice among the numerous disability-related organizations; preparatory programs have struggled to compete for students and funding with other more financially and professionally attractive professions; schools and educational programs for blind children have fought for funding within the area of Special Education; rehabilitation agencies have struggled to survive due to limited funding and professional shortages. At the same time, philosophical differences within our field have created much discourse among these groups, which resulted in the erosion of the field's foundation and a reduction of its effectiveness in gaining the financial and professional attention it

needs to survive.

It is now, more than ever, necessary for the diverse groups in our field to come together to improve our professional standing, attract needed personnel, and ensure that the services provided are both cost-effective and appropriate to the changing population of people with visual impairment. Standards and a review process, specific to our field, and the support of the various components of our field in implementing these standards is one aspect of improving the field of blindness and visual impairment. In addition, we must come together to establish new funding sources to attract professionals to the field, and create a system of accountability that demonstrates our effectiveness in the provision of services to people of all ages.

I wish to thank the NAC Board of Directors and Steven Hegedeos, NAC's Executive Director, for their leadership in NAC's renewal process. Their efforts during the past two years have established the framework for NAC to move into a more significant and more effective position of ensuring quality services to people who are visually impaired. I look forward to seeing their plans unfold as NAC moves into a new era.

Message from the Executive Director

Steven K. Hegedeos

Renaissance means revival and implies enthusiasm. This is an accurate term to describe recent events surrounding NAC. The December 13, 2002 NAC Summit assembly was a renaissance in the true sense of the word. The Summit was an intelligent response to concerns for NAC's future. In fact, several participants commented during the reception afterwards

that this was a "very intelligent conference." No one made long speeches and nobody attempted to dominate the deliberations

Perhaps the reason the Summit was characterized as an intelligent conference was because NAC laid every issue on the table for discussion and by the group. The preparation

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for the Summit was an arduous task and the agenda was framed around the Sterling Report of 2000, which was a scientific survey about NAC.

The assembly also required hundreds of communications links, a great deal of political finesse, a focused purpose and the courage of ones convictions. The NAC Board of Directors, its Executive Committee and its President, Steven Obremski, demonstrated all of these qualities resulting in a productive gathering of leaders in the field of blindness rehabilitation. In particular, Dr. Rosetta Pinder, Past President of the Board, deserves our appreciation for her foresight and determination for laying the groundwork for this renaissance event during her tenure as President.

I went to the Summit prepared to accept a decision to discontinue NAC! My tentative plans included honoring the accreditation commitments to our member schools and agencies should NAC dissolve. In fact, there was one participant (Carl Augusto: President and CEO of the American Foundation for the Blind) at the Summit who recommended the discontinuance of NAC. All of the other participants indicated that NAC should continue. Fortunately, I also came with a draft plan for the redevelopment of NAC's specialized accreditation program. There was unanimity that the NAC Standards are overdue for reconstruction.

NAC's plan is based on a number of elements; the outcome of the 2002 Summit, The COMSTAC Report, the Sterling Group Report

and several recent documents, such as the Outcomes Project by Richard Welsh, Ph.D.

The plan is:

- A mass communication by the NAC Board of Directors, outlining the updating of the existing NAC Quality Measurement Standards;
- Appointment of an experienced and well-qualified project director;
- The establishment of a number of taskforces composed of credentialed professionals and consumers with defined assignments that are accepted by each taskforce chairperson;
- The endorsement on official letters of agreements (or contracts) between NAC and cooperating organizations such as CARF, Johns Hopkins University, Emory University, the VA, JCAHO, state school accrediting bodies and others;
- The creation of the database for standards compliance and the automation of the on-site review process, complete with an electronic reporting system;
- The field testing of the revised standards; and
- The publication and dissemination of the NAC Revised Standards. The funding source supporting the project will be acknowledged in all appropriate publications.

A formal agreement already exists between The Commission on Secondary and Middle Schools of the Southern Association of Colleges and Schools (SACS) and NAC to perform joint accreditation reviews. This agreement is a model for other associations. The Board of Directors modified the by-laws

in 2001 to accommodate joint accreditations.

The Summit as well as the plan for the future of NAC receives encouragement from the resolution of the Florida Council of the Blind, part of which is stated below:

“NOW THEREFORE BE IT RESOLVED by the Board of Directors of the Florida Council of the Blind meeting at the Sheraton Safari Hotel in Orlando, Florida on this the 23rd day of November 2002, that this organization commends those agencies who seek NAC accreditation and the process of accreditation that is utilized by the National Accreditation Council”; and

“BE IT FURTHER RESOLVED that the Florida Council of the Blind welcomes the efforts being made by NAC to explore the most appropriate approaches to accreditation through the holding of a summit on accreditation that will occur on December 13th in Tampa, Florida”; and

“BE IT FURTHER RESOLVED that this organization strongly endorses efforts to develop a consumer-driven, outcome-oriented and blindness-specific accreditation process in which all agencies serving people who are blind should participate.”

NAC’s work represents a unique value and the collective effort of many individuals. Endorsement, such as from the Florida Council, are most welcome and are very much encouraged from other organizations.

There exists a long-standing controversy in the field of blindness rehabilitation, which currently is manifested by strong divergent attitudes about specialized standards for the blind. This controversy can and should be overcome with intelligent decision-making leading to a unified attitude. The claim made by some that only blind people should set standards for agencies serving the blind is not credible or constructive.

What is constructive is to work toward a set of well-defined standards, developed for the purpose of continuously improving valuable programs serving individuals who have vision loss. Charles Crawford, the Executive Director of the American Council for the Blind, and others expressed great concern that without specialized standards the accountability of services will be ignored. To quote Mr. Crawford: “... the fundamental reason that a lot of places don’t want to be accredited is because their expectations for success of blind kids, and blind adults, for that matter, are so low that they don’t really care what happens as a result of the services. In their minds, this person is not going to do anything anyway. It is a self-fulfilling prophecy.”

Blindness is impairment (of a certain kind) as reflected in NAC’s name. It is a handicap only if we let it become a handicap and it is a disability only if we think it is a disability. No human being is free from impairments. Because nobody is perfect, we should all strive to continuously improve.

Ray Miller won the R.B. Irwin Award

Ray Miller, began his career in the field of blindness in 1967 when he was named General Manager of the Alabama Industries for the Blind. During his tenure, Ray developed new Federal and commercial business opportunities for the agency, including one of the most successful state use programs in the nation. As a result, sales increased from \$900,000 to \$15 Million annually by the time of his retirement in 1996. Employment grew from 80 to more than 300 people who are blind, earning among the best compensation and fringe benefit packet of National Industries for the Blind (NIB)-associated agencies.

Ray served four terms on the NIB Board of Directors, was President of the General Council of Industries for the Blind and was involved in various other organizations dedicated to serving

the blind. Since his retirement in 1996, Ray has remained active in Lions International, serves on the Board of Directors of the National Accreditation Council and is Chairman of the Board of the Talladega Airport, which serves NASCAR's Talladega Super Speedway. Congratulations Mr. Miller.

The R. B. Irwin award is presented by the NIB Board of Directors to volunteers who have contributed exemplary service, or to a professional who has made a career of distinguished service to people who are blind. The award is named in honor of Dr. Robert B. Irwin, former Executive Director of the American Foundation for the Blind who worked diligently for passage of the Wagner-O'Day Act and the formation of NIB.

New NAC Board Members

Terms: January, 2003-December, 2005

Paul Edwards, Director of Access Services, Miami-Dade Community College. He earned his BA in history at the University of West Indies, a branch of the University of London. Mr. Edwards has two decades of experience in the field, beginning as a teacher of history and English as well as a vocational counselor. He is the Immediate Past President of the American Council of the Blind. Mr. Edwards and his wife, Helen, have three children and are currently living in Florida.

L. Penny Rosenblum, Ph.D., Assistant Professor at the University of Arizona in the Program in Visual Impairment, Department of Special Education, Rehabilitation and School Psychology. She received her Doctor of Philosophy from The University of Arizona. Dr. Rosenblum is the recipient of many awards such as the Dissertation of the Year from the Division of Visual Impairment of the Council for Exceptional Children. Her publications cover topics ranging from

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the 'non-driving adolescent' to the preparation of teachers and students with visual impairment.

Roxann Mayros is recently appointed Executive Director of the Miami Lighthouse for the Blind, previously serving for a decade as the Executive Director of the Lighthouse in Port Richey, Florida. Ms. Mayros earned a bachelor degree from Eckerd College and is currently enrolled in a masters program at the University of South Florida. She came to the blindness field from the business world, being the Director of Marketing and Corporate Training at InfoMarketing Systems, Inc. Ms. Mayros has a strong history of community service and has received a number of awards including the CARE award from the Pasco Pediatric Foundation for "Children's Advocacy & Recognition of Excellence."

R. Tracy Williams, O.D., is the Executive Director of the Deicke Center for Visual Rehabilitation. Dr. Williams is also an Associate Professor at Loyola University in the Department of Ophthalmology. He earned his Doctorate of Optometry degree at the Illinois College of Optometry and did an externship at the New York Lighthouse Low Vision Training program. Dr. Williams is an expert in the area of low vision rehabilitation and he is internationally sought after for speaking engagements on topics ranging from low vision driving to special devices and aids. Dr. Williams is active in many professional organizations like the National Eye Institute and the American Academy of Ophthalmology/Low Vision.

James F. Bemis, Ed.D., is Executive Director Emeritus, Commission on Colleges and Universities, Northwestern Association of Schools, Colleges and Universities. Dr. Bemis is currently a member of the Commission on Accreditation of NAC. He was on active military duty in both W.W. II and Korea and retired as Lieutenant Colonel, from the US Marine Corps Reserve. Dr. Bemis earned his doctorate from the University of Washington. Both his Masters Thesis and Doctoral Dissertation were published and he has additional publications dealing particularly with institutional accreditations.

W. Aubrey Webson is a Management Consultant at the Perkins School for the Blind for the International Development (Hilton/Perkins) Program. He is currently enrolled in the Executive Doctorate in Management Program at Case Western Reserve University. He earned his bachelor's degree as well as his master's degree in Management of Non-Profit Organizations, at the New School for Social Research, New York. As a consultant, he has traveled extensively, including the United Kingdom, South Africa, Uganda, Jamaica, Denmark and others. He has several publications on topics ranging from the impact of organizational policy on development to instructional material for the blind.

The list of member organizations

Organization	City	State
Alabama Institute for Deaf & Blind	Talladega	AL
Association f/t Blind & Visually Impaired	Grand Rapids	MI
Blind and Low Vision Services of North Georgia	Smyrna	GA
Center for Independence, Technology and Education, Inc., The	Orlando	FL
Center for the Visually Impaired	Atlanta	GA
Centre for Sight Enhancement	Waterloo, Ontario	N2L3G1
Chicago Lighthouse, The	Chicago	IL
Children's Center f/t Visually Impaired	Kansas City	MO
Cincinnati Association for the Blind	Cincinnati	OH
Clovernook Center for the Blind	Cincinnati	OH
Deicke Center for Visual Rehabilitation	Wheaton	IL
Envision	Wichita	KS
Florida Institute of Rehabilitation Education	Tallahassee	FL
Florida Lions Conklin Centers f/t Blind	Daytona Beach	FL
Florida School f/t Deaf & the Blind, The	St. Augustine	FL
Foundation for Blind Children, The	Phoenix	AZ
Georgia Academy for the Blind	Macon	GA
Indiana School for the Blind	Indianapolis	IN
Iris Network, The	Portland	ME
Lighthouse for the Blind, Inc., The	Seattle	WA
Lighthouse for the Visually Impaired and Blind	Port Richey	FL
Lighthouse of Broward County, Inc.	Fort Lauderdale	FL
Lions Volunteer Blind Industries, Inc.	Morristown	TN
Lions World Services for the Blind	Little Rock	AR
Mana-Sota Lighthouse for the Blind	Sarasota	FL
Maryland School for the Blind, The	Baltimore	MD
Miami Lighthouse for the Blind	Miami	FL
New Hampshire Assoc. f/t Blind	Concord	NH
North Dakota School for the Blind	Grand Forks	ND
NY Institute for Special Ed., The	Bronx	NY
Pittsburgh Vision Services	Pittsburgh	PA
Rehabilitation Support Services, Inc.	Akron	OH
SD School for the Blind & Visually Impaired	Aberdeen	SD
Sight Center Toledo Society for the Blind, The	Toledo	OH
Southeast Ohio Site Center, Inc.	Lancaster	OH
Tampa Lighthouse for the Blind	Tampa	FL
Upshaw Institute for the Blind	Detroit	MI
Utah Schools f/t Deaf and the Blind	Ogden	UT
Vision Center for Central Ohio, Inc.	Columbus	OH
Visually Impaired Center	Flint	MI
Visually Impaired Persons of Charlotte Co., Inc.	Charlotte Harbor	FL
Visually Impaired Persons of SW Florida, Inc.	North Fort Myers	FL
Watson Center	Largo	FL

SPECIAL REPORT: NAC'S SUMMIT MEETING, Tampa, Florida

December 13, 2002

Purpose of the Summit

To assemble leaders in the field in order to review the value of, and need for, specialized accreditation; to analyze the role of the National Accreditation Council (NAC) in continuing to provide such accreditation; and to generate ongoing support for specialized services and accreditation in the field of vision loss rehabilitation and education.

Agenda

The facilitator was Mr. Don Wells from Duke University

Protocols & Consensus Technique

Don Wells

Summary of the Sterling Group Report

Don Wells

Overview of NAC

Steven Obremski

Developing group consensus about
specialized standards and the role of NAC

Discussion led by **Don Wells**

The proposed NAC Plan

Steve Hegedeos

Mr. Wells introduced an innovative method for building consensus by the “five finger” approach. Voting with five fingers extended indicated complete agreement, while four or less fingers is only partial agreement. A fist is refusal to let it pass and the participant is required to offer an alternative solution. There were eight (8) questions that were voted on using this method. Each hand raised was counted and the results, including special notations, were articulated by **Mr. Wells**:

#1. National standards are needed that are blindness/visual impairment specific.

(**Wells**) “It is overwhelming a 5.”

#2. The standards must be both generic and agency-specific allowing for variations of agencies’ mission, vision, program, and services.

(**Wells**) “Its about a 4.5. I see, two or three 2’s and 3’s; everything else was 5.”

#3. Standards must be developed with significant, that is more than 50% of consumer input with a clear distinction between educational and rehabilitation standards.

(**Wells**) “There is some variation and the 50% consumer involvement is not across the board.”

(**Wells**) “The show of hands are 4’s and 5’s in that whole category”.

#4. NAC should cooperate and possibly partner with other accrediting bodies, which are distinct accrediting entities that set standards for rehabilitation and education services.

(**Wells**): “There is about a 3.9 for that statement but ‘partnering’ is in the second seat.”

#5. The standards should be outcome/product-based measuring value of services
(Wells) “3’s, 4’s and some 5’s.”

#6. NAC should continue to exist beyond five (5) years and continue to fulfill its traditional role of developing and implementing standards for accreditation, but it should strengthen its systems and develop coalitions.

Note: An individual tally was conducted generating a calculated results of 3.96 points from those who voted. There were two abstentions and one fist. The fist (Augusto) was thoroughly and intensely discussed.

#7. NAC should change its current structure and include representatives of national consumer organizations on its Board of Directors in addition to the one-third-consumer representation currently in the by-laws.

(Wells) “Mostly 3’s, 4’s and 5’s.”

#8. Does this group believe that it is appropriate to develop joint standards between NAC’s educational standard and regional groupings who are currently undertaking accreditation, such as Southern Association of Colleges and Schools (SACS)?

(Wells) “It looks like it’s about 4 on average.”

These eight (8) issues were not easily defined or determined by the group. There were several versions of the questions posed and much discussion resulted in the evolution of the final statements above. An abbreviated representative and sequential sampling of the discussion follows:

(Crawford) “From the ACB point of view, we look at what happens to a consumer when a consumer engages an agency for the purposes of receiving a service. That consumer ought to have a choice at the end of the process and experienced something beneficial result from having received that service. When we have a clear understanding of the ultimate product (service), and then the value of standards become very important. I agree that standards have to be outcome-oriented, but aiming for the outcome tends to group all the people that are beneficiaries of the service into predicted outcome categories. This isn’t necessarily useful. I mean, different people will have different experiences and manifestations of the product they get as a result of having received the service.”

(Edwards) “There is an absolute value in our field in specialized standards for a variety of direct services that are needed by people who are blind and visually impaired.”

(Hyer) “I think it’s important for us to remember that it was the disabilities-specific issues, related to blindness that was the reason for creating the specialized standards of NAC including in the educational standards. But while we are concerned with the disabilities-specific

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considerations, there are many other standards that are set by state and national organizations in education that we must also comply with. So the partnership aspect of what we are talking about in schools and in education is perhaps foremost in what we should be dealing with. What we need to be concerned about is developing and revising standards for visually impaired students, and partnering with the associations for colleges and schools throughout the nation so that we meet the standards for all learners as well as visually impaired learners.”

(Crawford) “The point that **Dick Hyer, Lee Robinson** and I want to make is that in order to receive a high school diploma, in most schools throughout the country, you must pass a standardized academic test. If you don’t, you get a special education diploma. There are 100,000 names for the kinds with special diplomas, which are given to individuals who do not meet the academic standards. What we want to see are standards that address the outcome for all children, for all learners, whether they’re visually impaired children in residential schools, in public-based schools, or in any other program.”

(Mayros) “As the manager of a rehabilitation center, I’m finding that NAC provides a useful guide for both specific and general operating standards. We apply the NAC standards as tools for the managers. It supports the mission because it is consumer-driven and consumer-based, and gives us a tool for our planning process.”

(Edwards) “I think there are lots of reasons why an agency wouldn’t get accredited. One of them is a fiscal reason. Second, there are many agencies that aren’t interested in external standards being applied to them because they operate with the assumption that they know best how to serve and that any effort by an outside agency to tell them how to do the job, constitutes an invasion of their independent capacity to operate. And, I think, the third reason for some businesses not getting involved is due to having little regard for quality.”

(Oestreich) “We have fewer members now than we did before, and we are talking about the value of accreditation. I don’t think CARF has to discuss the value of accreditation because its reputation is sterling. NAC’s reputation needs to be improved from wherever we are at the present time.”

(Sterba) “We changed from CARF to NAC because CARF was not relevant to us. The CARF surveyors had no idea what we did. They were not from a blindness background, nor from a blind service background. The surveyors did not seem to know what we did and looked at nitpicking little things and criticized everything that they could, which had nothing to do with the quality of our program. When we switched to NAC, we had consistent reviewers who came in, who read our very thorough self-assessment prior to coming in, much more thorough than what CARF required, and they left us with not only the tools that my colleague in Miami referred to, but they left us with a map to follow, and we’re following that map.”

(Celorie) “Brian Boon the CEO/President of CARF, and some others are not satisfied with the CARF blindness standards, and if CARF was going to continue to become more involved

in this field, although that's not the current plan, then the standards would have to be improved and that would mean the involvement of NAC, including many of you as well as consumers throughout the country. We're not ready to do that at this particular time but we're extremely interested in what comes out of this meeting today and what it means for CARF. We're not opposed to continuing with specialization in this field, but we're not here to campaign for it either."

(Mayros) "I thank you **Dick Oestreich**, for putting on the table the statements that you did. My agency's accreditation is a tool for planning, but I also find it outdated. I found it redundant. I find that there is little professional follow-up or assurance so I do have issues with the value of accreditation. Can that be improved? Absolutely."

(Obremski) "We wanted to know first, does the field want to use specialized standards and second, should NAC, this national organization, continue. The survey done by the Sterling Group said that there doesn't need to be a new entity formed, and I'd like to have it confirmed or denied or changed by this group today, and if it's NAC, fine; if it's not NAC, fine, but let's talk about developing and improving standards for specialized services for people that are blind and visually impaired."

(Jackson) "Applying standards for accreditation involves a process of self-study, and that is misunderstood by many people. Some people want definitive indicators, 'Oh, if I have this person with this credential, then we are automatically in compliance.' "

(Usalis) "The agency that I represent has been accredited for 50 years and has obviously recognized the value of accreditation. But those agencies who are jumping from NAC to CARF, have been concerned that NAC will no longer exist at some point in time. I think that this Summit, as well as all of the other activities that Steve, the Board, and the member NAC organizations have done recently are going to strengthen NAC. The willingness to be responsive to the field is critical for agencies in choosing NAC."

(Oestreich) "While 'outcome measures' is the direction everything is going, if we claim, 'everybody is a consumer,' there is a little bit of subtle seduction in that. There is the possibility, of a kind of deprofessionalization like referred to earlier, 'Well, okay, let's just let somebody who is a good guy with cane teach me mobility instead of somebody who was educated at Florida State University.' That's why standards are needed. You've got to have a certified (or licensed) mobility instructor, with proper credentials. You've got to have an educated rehabilitation teacher. So standards are not only outcome-driven, and if that's where you're going, Charlie, I'm with you."

(Kelly) "I'd like to just voice my agreement with that. I think that when you look at community-based services, in many states, if the standards measure outcomes only, the level of

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professionalism begins to deteriorate. There's a lot of pressure in human services to 'dumb things down' and there are great pressures on an agency administrator not to have really highly qualified people. I think that in establishing standards, what we need to recognize are multiple paths with the same outcome, and also have a sense for having specific qualifications for providers."

(Crawford) "The standards and outcome measures should influence the very engine that drives staff to develop and use new skills. So that when developments in the field happen that have merit, they are implemented. This is a kind of convoluted approach to all of this but, ultimately, if consumers are to benefit, and that's the goal, then they need to have or we need to have standards that promote the best-prepared professionals. If that means that we need to change how we train those people who provide orientation and mobility, then let's not necessarily label that 'deprofessionalizing' because consumer choice is involved, but recognize and identify new approaches that work. Maybe a mixture of both approaches might make the most sense."

(Kelly) "If we change NAC and call it 'Joe,' it would not change the care about the quality of services as reflected in established standards. Are the people, right now, at the table, here to talk about standards and is this the nucleus of those who care about NAC? How do you invite other friends to the table? How do we make more friends and then invite them to the table? How do you start from some fresh point? How do you establish the nucleus of people who care about standards on some basic neutral ground? I don't have the answers to these questions. I'm very troubled by that problem, but I don't think that problem indicates that there is no demand for standards. I think that we have to find a way to unify the vision in this field."

(C. Miller) "There has to be a single entity to set standards for the field otherwise it leaves open the possibility for any interest group to set self-serving standards."

(Crawford) "When you mentioned credentialed professionals, that gets back to what I said earlier today, that there is a need to reach some understanding between consumer organizations and NAC, or its successor, with regard to what is really meant by credentialed professionals and consultations."

(Richert) "NAC needs representation from the three or four consumer groups and the Blind Veterans Associations. I think that it's important for NAC to demonstrate in a formal and structural way that there is something different now than it has been in the past, and to assure that the difference is recognized and received in the field. We need to be more open about who claim to represent people with visual impairments. We would like NFB to be part of the formal governing structure of the accrediting organization. That does not mean that any entity should control the vote. It doesn't mean one organization should have a majority representation on the Board, none of that nonsense, but representation should be more than an advisory committee without a clear focus. NAC needs to formally recognize the leadership role of national consumer organizations in setting policy for the accreditation organization."

A complete transcript of the Summit is available from NAC.

The Roster of Attendees of the NAC 2002 Summit:

Name	Title	Organization
Mr. Carl Augusto	President	American Foundation For the Blind
Dr Robert Beadles	Coor. Inst. Research	Alabama Institute for Deaf and Blind
Dr. James Bemis	COA	National Accreditation Council
Dr. Dennis J. Celorie	Board Member	CARF
Mr. Charles Crawford	Executive Director	American Council of the Blind
Mr. Paul Edwards	Access Services	Miami-Dade Community College
Mr. David Ekin	President	Nat'l Council of Private Agencies f/t Blind
Fr. Lawrence Gillick	BOD	National Accreditation Council
Ms. Subie Green	Executive Director	Center for the Visually Impaired, Inc.
Ms. Theresa Harvey	OSR-Coor/Observer	Georgia Academy for the Blind
Mr. Thomas Healy	Executive Director	Alphapointe Association for the Blind
Mr. Steve Hegedeos	Executive Director	National Accreditation Council
Dr. Mildred Howard	Superintendent	Georgia Academy for the Blind
Dr. Richard Hyer	COA	National Accreditation Council
Mr Carroll Jackson	COA	National Accreditation Council
Dr. Marjorie Kaiser	Superintendent	So. Dakota School f/t Blind & V. I.
Mr. Robert Kelly	Executive Director	FL Lions Conklin Centers f/t Blind
Ms. Susan LaVenture	Executive Director	Nat'l Assoc. of Parents of VI Children
Ms. Kay Macsi	V.P. of Rehab. & Ed.	Susquehanna Assoc. f/t Blind & V.I
Ms. Roxann Mayros	Executive Director	Miami Lighthouse for the Blind
Ms. Gail McEntee	Executive Director	Upshaw Institute for the Blind
Dr. Edd Miller	BOD	National Accreditation Council
Mr. Ray Miller	BOD - Treasurer	National Accreditation Council
Mrs. Cyral Miller	Director, Outreach	Texas School f/t Blind & Visually Impaired
Mr. Steven Obremski	BOD - President	National Accreditation Council
Dr. Richard Oestreich	BOD	National Accreditation Council
Dr. Rosetta Pinder	BOD - Past President	National Accreditation Council
Mr. Mark Richert	Executive Director	Assoc. for Ed. and Rehab Blind & VI
Mrs. Betty Rittersdorf	BOD - Secretary	National Accreditation Council
Dr. Lee Robinson	BOD - Vice President	National Accreditation Council
Dr. Penny Rosenblum	Adjunct Asst. Professor	University of Arizona
Mr. Steve Sanford	Chairperson	AER - Division I Consumer
Dr. Harold Snider	Observer	National Federation of the Blind
Mr. John Sterba	Executive Director	Southeast Ohio Sight Center Inc.
Ms. Robin Usalis	V.P. of Rehabilitation	Clovernook Center for the Blind
Mr. Don Wells	FACILITATOR	Duke Univ.- Program Non-Profit Management
Dr. Tracy Williams	Executive Director	Deicke Center for Visual Rehab.

Introductions of Charley J. George, computer programmer, and Derrick Watson, editor on contract.

Charley George and Derrick Watson join NAC: Charley George a 31-year old College student from Cleveland Ohio has joined NAC under a Cooperative Education Program or “Co-op”. Charley is studying computer science engineering at the University of Toledo’s satellite program at Lorain County Community College campus. His goals for NAC are to redesign and upgrade the web site as well as add new features to better serve consumers. He will also be creating a database for current trends in the field including information on “best practices.”

Derrick Watson is 20 years old, currently living in Cleveland, Ohio. Derrick has been retained by NAC for special services, including proof reading and editing. He graduated from the Ohio State School for the Blind in Columbus in June of 2001, where he passed his 9th grade proficiencies in his 8th grade year, and scored honors in writing and citizenship. Derrick was on the Wrestling team, swimming team, Forensics Team (Public Speaking), Student Council President and Vice President, member of the Technology Committee, volunteered his time doing announcing work at the Blind School track meets and received honors in writing and citizenship.

The 2002 FY audit report.

NAC FISCAL 2002 AUDIT REPORT

Statement of Activities (fiscal year ended June 30, 2002)

	FY2001	FY2002
Support and revenue		
<u>Support:</u>		
Contributions & combined federal campaign	\$708	\$6,740
Wills / Bequests	-0-	-0-
<u>Revenue:</u>		
Applications and dues from members	\$80,832	\$91,470
Development standards income	\$1,488	\$16,681
Publication sales	\$191	\$98
Investment income	\$13,819	\$388
Unrealized gain (loss) on marketable securities	(\$54,641)	(\$35,437)
Total support and revenue	\$47,685	\$79,940
Expenses		
Program Activities	\$119,317	\$136,483
Contractual and general	\$15,542	\$21,087
Fundraising	\$2,751	\$3,852
Total Expenses	\$137,520	\$157,169
Change in net assets	(\$89,835)	(\$77,229)
Net assets at beginning of year	\$274,680	\$184,478
Net assets at end of year	\$184,845	\$112,249

Our Mission...

- to develop standards which promote effective, sound, and publicly accountable programs of service, which help visually, disabled children and adults achieve their full potential,
- to ensure, through the accreditation process, that the standards are being met by programs of service which seek accreditation, and
- to give public recognition to those agencies and schools, which operate in compliance with the standards for accreditation.

For a complete copy of NAC's Audit Report,
compiled by Reinhard, Kopko, Keller & Mc Donnell, Inc.,

please contact:
Executive Director
Steve Hegedeos at
(216) 258-3333 or e-mail
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