

THE VENDORSCOPE®

RANDOLPH-SHEPPARD VENDORS OF AMERICA®



SPRING, 2014 – VOLUME 46 – ISSUE # 1



BLIND BUSINESSMEN/WOMEN BUILDING A BETTER AMERICA



Purpose of the Randolph-Sheppard Vendors of America®

The purpose of this national organization is to bring together blind persons engaged in the operation of vending facilities, and individuals and groups supporting the goals and objectives of this organization, its members, and the Randolph-Sheppard vending facility program, in order to:

- A: Provide a continuing forum for the expression of the views of licensed blind vendors, trainees, retired blind vendors, and blind employees participating in, or affected by, the Randolph-Sheppard vending facility program;**
- B: Protect the interests of blind persons engaged in the operation of vending facilities under the Randolph-Sheppard program;**
- C: Promote the expansion and improvement of the Randolph-Sheppard program and the economic benefits and employment opportunities for blind vendors throughout the United States; and**
- D: Assist in promoting the purposes of the American Council of the Blind through affiliation with that organization.**

Bequests

If you or a friend would like to remember the Randolph-Sheppard Vendors of America in your will, you can do so by employing the following language; "I give, devise and bequeath unto the Randolph-Sheppard Vendors of America, a nonprofit charitable organization in the USA, the sum of \$--- (or '---') to be used for its worthy purposes on behalf of blind persons."

If your wishes are more complex, you may have your attorney communicate with the executive office for other suggested forms.

THE VENDORSCOPE®

A PUBLICATION OF
THE RANDOLPH-SHEPPARD VENDORS OF AMERICA®
(Copyright 2014 by Randolph-Sheppard Vendors of America)

PRESIDENT: DAN SIPPL, WISCONSIN

RSVA® NATIONAL OFFICE

Kim Venable
940 Parc Helene Drive
Marrero, LA 70072-2421
504-328-6373
800-467-5299
Kim.Venable@att.net

PUBLICATION COMMITTEE

Publications Chair: Ardis Bazyn (CA),
Hazel Harmon (CA), Kim Venable (LA),
Ron Eller (NC)

THE VENDORSCOPE® provides a forum for issues of interest concerning the Business Enterprise Program for the Blind. Editorials, columns and articles appearing in this publication are the opinions of the author and do not necessarily reflect the position of RSVA's Board of Directors. Furthermore, editorials, columns and articles appearing in **THE VENDORSCOPE** do not constitute policies or recommendations of the organization unless otherwise stated. All submissions are welcome and will be considered for publication.

*Printed by: Horizons for the Blind
Crystal Lake, IL 60014
www.horizons-blind.org - 815-444-8800*

TABLE OF CONTENTS

| | |
|--|----|
| The President's Message <i>By: Dan Sippl</i> | 1 |
| From the Desk of the Chair <i>By: Ardis Bazyn, Publications Chair</i> | 3 |
| RSVA Office Report <i>By: RSVA Administrative Staff</i> | 5 |
| RSVA 2014 Sagebrush Conference Summary <i>By: Ardis Bazyn, RSVA Secretary</i> | 8 |
| RSA Commissioner, Janet LaBreck, Encourages New Support for Marketing BEP to Younger Generation <i>By: Hazel Harmon, Vendorscope Publication</i> | 14 |
| Sagebrush State Updates <i>By: Marie Keane, RSVA Board Member</i> | 16 |
| Latest News from the RSVA Legislative Committee <i>By: Ken Jessup, RSVA Board Member</i> | 20 |
| ACB Presidents' Meeting and Legislative Seminar <i>By: Ron Eller, Dan Sippl, and Ardis Bazyn RSVA Officers</i> | 21 |
| Franchising: How Much Do We Know? <i>By: Marie Keane, RSVA Board Member</i> | 26 |
| The Benefits of Cashless Vending <i>Excerpts from a Press Release for New Data From USA Technologies' 2013 Cashless Knowledge Base</i> | 28 |

| | |
|---|----|
| Sagebrush Awards Ceremony <i>By: Eddie Turner, RSVA Awards Chair</i> | 31 |
| Viva Las Vegas Summer, 2014 <i>By: Ardis Bazyn, RSVA Board Secretary</i> | 32 |
| Attention: Seeking Awards Nominations <i>By: Eddie Turner, Awards Chair</i> | 37 |
| RSVA Constitution Amendments <i>By: Ardis Bazyn, RSVA Constitution Committee Chair</i> | 39 |
| Resolution Submissions <i>By: Ardis Bazyn, RSVA Constitution Committee Chair</i> | 39 |
| What's New? <i>By: Ardis Bazyn, RSVA Board Secretary</i> | 40 |
| Audio Description, Only a Phone Call Away <i>By: Pshon Barrett, Member ACB Audio Description Committee</i> | 45 |



**REMEMBER TO MAKE YOUR RESERVATIONS
AT THE RIVIERA HOTEL, LAS VEGAS FOR THE
ANNUAL RSVA/ACB SUMMER CONVENTION!**

**CHECK OUT THE DETAILS FURTHER IN
THIS ISSUE OR GO TO WWW.RSVA.BIZ!**

MESSAGE FROM THE PRESIDENT

By: Dan Sippl, RSVA President

THE NEW HUMPHREYS RANDOLPH-SHEPPARD EMPLOYMENT INSTITUTE

It's been a long winter for all of us, but thankfully a busy one to keep our minds off the weather and focus on business that sustains us. As Sagebrush was yet another blooming success and much knowledge was provided, the weather was beautiful while there, though many had some issues in getting home and had to travel into or through various winter conditions.

Our Convention Committee deserves a big round of applause for gathering so many experts so we could glean their knowledge. The Golden Nugget stood up to its 4-1/2 star rating once again in its superb accommodations and service for our conference. An added fun feature this year was a slot tournament which gave our minds a break from absorbing all the knowledge and allowed even more opportunities to network with colleagues and business associates.

We have entered into a contract with them for 2015, the same week of the year, February 8th through February 13th. Those that wish to enjoy their special day with their favorite Valentine are able to do so with special convention rates for the weekend. I am pleased to announce that the Golden Nugget is so pleased with all of our participants, that they granted us the same room rates for 2015 we enjoyed this year...as low as \$45 for weekdays. Please note that Sagebrush was streamed live over ACB Radio and is now in the archives, along with the 2013 Sagebrush, should you desire to review any of its incredible information and speakers.

You can check them at www.acbradio.org, under archives or on the RSVA website: www.rsva.biz, under the Conference and Convention link. The ACB Affiliate Presidents' Meeting and Legislative Conference was another success this year with RSVA being represented by several of your Board members as we continue our advocacy for our program and those of the entire blindness community. The Student Affiliate again sponsored a Trivia Night to allow us to network and move our minds in different directions before we embarked on our mission of educating our legislators on the "Hill". It is so exhilarating to hear so many white canes clanking and dog guide commands navigating their way around all of the streets and hallways on the "Hill".

RSVA was part of the ACB Midwest Leadership Conference in St. Louis, Missouri, where many issues of concern to ACB affiliates were discussed at length, in an effort to move blindness issues forward for the benefit of all society. Fund development was just one of the many subjects discussed with many of the success stories shared that will undoubtedly open doors for many nonprofits during these changing times.

As you can see, it was an extremely busy winter for RSVA, but this did not hinder RSVA from staying with its mission of enhancing and improving the lives of the blind and visually impaired. With the assistance of Gary Goyke, a well known legislative liaison around the "Hill" and the Midwest, RSVA announced the creation of the Humphreys Randolph Sheppard Employment Institute during Sagebrush. Over the recent years it has become ever so apparent that our program has been on an accelerated pace of decline while we continue to debate the same old issues.

Albert Einstein once defined insanity as “doing the same thing over and over again and expecting different results”. With the recent decline in Government budgets and no expansion of government in the foreseeable future, it has become apparent that even should we prevail in having vending and food service in every Federal and State facility, the pace of decline will only slow down momentarily, and would undoubtedly continue to erode us to a skeletal position. The Humphreys Randolph-Sheppard Employment Institute was created to not only enhance the lost income of current blind managers, but more importantly to create entrepreneurial and employment opportunities for many blind people and their families.

I hope to see many of you at this summer's RSVA conference during the ACB conference and convention in Las Vegas!

* * * * *

FROM THE DESK OF THE CHAIR

By: Ardis Bazyn, Publications Chair

This issue is packed with numerous articles about RSVA's successful Sagebrush Conference. Please enjoy the highlights of the conference and plan to attend next year's conference, the week of February 9th-13th, 2015. Do make your reservations at the Riviera Hotel in Las Vegas for our summer convention, held in conjunction with the ACB Conference and Convention. The details will hopefully tempt you to attend.

In this issue, you will also read about the ACB Legislative Seminar, midyear meetings and current legislation. Dan Sippl's, President's Message explains our latest proposal to expand the Randolph-Sheppard Program.

Please make nominations for our summer awards -- read the award nomination requirements. Please congratulate the winners of the Sagebrush awards, especially Charlie Carroll, for his years of dedicated service to RSVA. Finally, you might enjoy the many tidbits in the "What's New?" column. The RSVA Publications Committee extends an invitation to all affiliates to please share your state upward mobility and state affiliate events with us, both to publicize your events in advance and to share outcomes and information about them, after they occur. Please let me know if your affiliate is planning an upcoming event and we'll write about it!

Did you know you can change the format of your Vendorscope if you wish? If you would prefer to receive your issue via email in Word or text, please let us know. We just need your preferred email address. This will save RSVA some money and make it easy for you to save the copies, without taking room in your bookcase. Our website now has past issues of the Vendorscope on it. The latest Vendorscope is not placed online right away, since receiving the Vendorscope promptly is a benefit of membership. However, we want members to encourage others to learn about our publication. We'd also like you to let us know what you'd like to see in future issues.

We have a periodic award for the best article sent in by an RSVA member, who is not on the RSVA Board of Directors or RSVA Publications Committee. This award entitles the winner to a free flight, hotel and conference registration to an upcoming RSVA conference of your choice. Please keep those "FaceBook" and "LinkedIn" messages coming. We'd like to get you all connected. If you don't like to use the online site, sign up for the RSVA-L email list.

It is the easiest way to connect with others interested in Randolph-Sheppard issues. There are links to all three opportunities on the RSVA website.

I want to again thank our Publications Committee and their commitment to complete each issue on time. If anyone is interested in serving on this committee, please give me or Dan Sippl a call. Do check the www.rsva.biz website for more information about RSVA!

* * * * *

RSVA OFFICE REPORT

By RSVA Administrative Staff

If anyone would like to include a memorial or their get-well wishes in "The Vendorscope", contact RSVA.

GET WELL WISHES FROM RSVA

Richard Bird (OH)

Terry Camardelle (LA)

Charles Carroll (AL)

Ron Eller (NC)

Anne Elliot (IN)

Hazel Harmon (CA)

Charles Hodge (VA)

Natasha Humphreys (HI)

Harvey Johnson (TX)

Richard Mindling (OH)

Warren Toyama (HI)

Jeannette Tu (HI)

Kim Venable (LA)

All of your much needed tax deductible donations can be sent to the RSVA National Office, 940 Parc Helene Drive, Marrero, LA 70072-2421. The Office Phone number is: 504-328-6373 and the fax number is: 504-328-6372.

Remember, RSVA is a 501(c) (3) nonprofit organization and all donations are tax deductible. It is a pleasure to see our members so dedicated to our cause.

- - - - -

DONATIONS TO RSVA

George Arsnow (MD)

Dawn Brush (SD)

Kevin Slayton (IA)

The Hawaii Vendors Group (HA)

- - - - -

DONATIONS TO DURWARD K. McDANIAL LEGAL FUND:

Charles Hackney (FL)

John Lazarz (CA)

Deborah Malmberg (FL)

Kevin Slayton (IA)

- - - - -

RSVA LIFETIME MEMBERSHIPS

PRESIDENTS COUNCIL: Our most honorable individual membership award is bestowed upon those most philanthropically disposed individuals. Lifetime memberships may be attained with a one-time contribution of \$1,000.00 or more. A lifetime member in the RSVA Presidents' Council receives a plaque from RSVA and acknowledgement at a national conference. If you are interested in becoming a life member in the Presidents Council or perhaps you would like to honor someone else with an RSVA lifetime membership in the Presidents' Council, please contact the RSVA National Office at 504-328-6373.

You can also purchase a life membership in RSVA for \$200. A separate fund has been established for life membership donations.

All persons or organizations that make donations to RSVA are listed in the Vendorscope in the issue immediately after receiving the donation.

THE CURRENT QUARTER LIFE MEMBERSHIPS ARE:

Wade Coker(AL)

Willie Shoemaker (CA)

RSVA has instituted a “Monthly Monetary Support” or MMS plan. The plan is in conjunction with the American Council of the Blind (ACB). All an individual needs to do is sign up and determine whether the MMS will come from a checking account or credit/debit card. There are two date choices for withdrawal during a month. That’s it!! Fifty percent goes to ACB and fifty percent goes to RSVA. If you want to donate \$25.00 a month to RSVA, the total would be \$50.00, with \$25 going to ACB.

You can call the MN office of ACB with your credit card or banking account information at: 612-332-3242 or toll free: 800-866-3242.

Alternatively, you can go to www.acb.org any time and click on the donation link. Then click on *MMS donation*. It will give you two options: either clicking a link for a credit card withdrawal form or a link to a banking account withdrawal form. Once you’ve signed up, you will receive a printed annual statement showing your total contribution, which is TAX DEDUCTIBLE!

You will be helping your organization as well as yourself!

* * * * *

**RSVA® 2014 "SAGEBRUSH"
CONFERENCE SUMMARY**

*By: Ardis Bazyn, RSVA Secretary/
Publications Committee Chair*

The conference theme for this year truly was appropriate for the diverse set of speakers and topics at this year's conference: "Let's Embrace Change - Change is the Steel We Can Forge to a New Future."

On February 10, the RSVA® Board of Directors meeting was streamed online for the first time ever. The "RSVA Welcome to Vegas!" reception allowed those in attendance to network with one another. It was nice to see vendors and friends from across the country.

On February 11, Filo Tu (HI), the Sagebrush Conference Chair, welcomed all participants to the conference. Dan Sippl (WI), RSVA President, welcomed all and introduced the morning moderator, Ken Jessup (VA), RSVA Board Member. He introduced several members from Nevada to welcome everyone: Kae Pohe (NV), President, Randolph-Sheppard Vendors of Nevada; Rick Kuhlmeier (NV), President, Nevada Council of the Blind; and Drazen Elez (NV), Bureau Chief, Business Enterprises of Nevada.

Dan Sippl asked participants to introduce themselves. Janet LaBreck from the (D.C.), Commissioner Rehabilitation Services Administration (RSA), gave a report on RSA. She outlined her plans for the Randolph-Sheppard Program in the future. Next was the annual time allowed for the "Vendor Report Card."

This year, vendors from states attending were asked to report on their ServeSafe training programs and healthy product initiatives. Eric Dell (VA), Senior Vice President Government Affairs, National Automatic Merchandising Association then gave the latest updates from NAMA. He told vendors about the April conference in Chicago. Mike Barclay (AL), President, Southern Foodservice Management Inc., a Dealer's Choice Sponsor, told about options with Southern Foodservice." They have added four more partnerships in the last year.

The next topic "Bookkeeping Tips To Prevent an Unnecessary Audit" was provided by Robert A Wagner (NV), an Enrolled Agent with Wagner & Associates Tax Solutions. Jeff Thom (CA), First Vice President, American Association of Visually Impaired Attorneys, was available all afternoon for one-on-one questions on R-S Program issues.

The afternoon Moderator was Zach Snow (GA), RSVA Board Member. He introduced the panel on "BEP Training -- How Can it Work?" Members of the panel were: Kathleen Fujimoto (HI), Hawaii Business Enterprise Manager; Don Ward (NE), Nebraska BEP Program Coordinator; Bill Schley (NV), Nevada Committee on Training; Gloria Walling, (WA), Oasis Cafe and Co-chair WA BEP Vendors Committee; Colleen Wunderlich (IL), Director Forsythe Center for Entrepreneurship at Hadley School for the Blind; and Brian Charlson (MA), Vice President Carroll Center for the Blind. Each state BEP program has unique training requirements and different ways of getting newcomers into the program. The Hadley School for the Blind has new entrepreneurship program courses which business owners can take.

The Carroll Center has many online courses on various blindness and business related topics. Tim Paul (WV), Regional Manager/South of Automated Merchandising Systems, a Casino Star Sponsor, gave a report on their products and invited participants to visit his booth during the exhibit time on Wednesday. Gary R. Goyke (WI), Legislative Director for Wisconsin Council of the Blind and Visually Impaired and principal in Goyke and Associates, spoke on "The Randolph-Sheppard Program -- The Big Bang!" He outlined the basic premise of the new RSVA project, the Humphreys Randolph-Sheppard Employment Institute.

At the end of the afternoon, a State Administrators meeting was held, co-moderated by Don Ward (NE), Nebraska BEP Coordinator and Rajaunnda "Raj" Gandy (GA), Director, Georgia Business Enterprise Program. A State Committee Chairperson meeting was also held, co-moderated by Clayton Hell (TX), EC Chair Texas and Scott Eggen (MN), EC Chair Minnesota.

On Tuesday evening, we enjoyed a slot tournament in the Golden Nugget Casino. Prizes were given to the top six winners: \$500, \$350, \$300, \$250, \$200, \$150, and \$100. Winners got the amount added to their player's cards to play during the week. The Golden Nugget gave the prizes. On February 12th, The moderator, Ardis Bazyn (CA), RSVA Secretary, introduced Jim Brown (CA), Chief Operating Officer, Blackstone Consulting, Inc., a Casino Star Sponsor, who gave some Blackstone Consulting news. The latest happenings from ACB were given by Jeff Thom (CA), First Vice President American Council of the Blind.

He invited participants to the upcoming ACB Presidents' meeting and Legislative Seminar and the national conference in Las Vegas. Joe Majka (MD), Director of Business Development, Sodexo, a Dealer's Choice Sponsor, gave the forecast from Sodexo. Ken Jessup (VA), RSVA Ways and Means Chair, told participants about the Monthly Monetary Support and Life Memberships available to those wishing to support RSVA and ACB.

The next topic, "Integrating Healthy Products" was presented by a panel including: Eric Dell (VA), Senior Vice President of Government Affairs, National Automatic Merchandising Association (NAMA); Jessica Lamb (NV), Obesity Prevention Coordinator, Bureau of Child, Family, and Community Wellness; Roy Harmon (CA), RSVA Board Member; and Jeff Thom, (CA) ACB First Vice-President. Eric Dell outlined NAMA efforts in healthy product training, Jessica outlined the program provided with the Centers on Disease Control and GSA, and Roy and Jeff told about efforts in the CA legislature to move from the current 35 percent healthy foods in vending machines, to the requested 100 percent. The effort was pushed forward again. News about bulk purchasing was given by John Murn, President RSA Buying Group, a High Roller Sponsor.

The latest Trends at PepsiCo Foodservice were highlighted by Rick Grounds (WA), Foodservice Senior Sales Manager -- Workplace, PepsiCo Foodservice, a Las Vegas Whale Sponsor. He invited participants to attend his exhibit. The Sagebrush exhibit time was from 12 p.m. to 5 p.m. Besides exhibits, there were random cash and prize drawings for all present. This was another great way to network with friends and colleagues, as well as visit the exhibits and gain hands on experience with new

products and equipment. After exhibits, another State Administrators' Meeting was held with co-moderators: Don Ward (NE), Nebraska BEP Administrator and Rajaunnda "Raj" Gandy (GA), Director, Georgia Business Enterprise Program. Another State Committee Chairperson Meeting was co-moderated by Terry Camardelle (LA), EC Chair/Louisiana RSVA Treasurer and Scott Eggen (MN), EC Chair Minnesota.

On February 13th, Ron Eller, RSVA First Vice President, moderated the morning session. Zach Snow (GA), RSVA Board Member spoke on "Accessible Technology for Business Management." Jacqui Bybee (MS), Research Associate II, Mississippi State University, told about Randolph-Sheppard initiatives at Mississippi State University. The topic "How Could the R-S Program Include Micro Marts?" was addressed by Stuart Wise, Account Executive, 365 Retail Markets; Patrick McMullan (MN), Vice President, TurnKey Corrections, Three Square Market and Joe Majka (MD), Director of Business Development, Sodexo. They explained how these new systems could increase business for many BEP operations. Catriona Macdonald (D.C.), President, Linchpin Strategies, LLC gave the National Council of State Agencies for the Blind (NCSAB), Randolph-Sheppard report. Then Vivian U. Rivera, the SCORE Representative, presented customer service tips.

An update from the National Council of State Agencies for the Blind (NCSAB) was provided by Susan Schaffer (MA), Director, Office for Blindness and Vision Services, Maryland State Department of Education, Division of Rehabilitation Services. Vanessa Liston (TX), Vice President of Administration, Cantu Services, Inc., a Las Vegas Whale Sponsor, then followed with what's currently happening at Cantu Services.

She invited participants to attend the Friday morning session. The annual Sagebrush luncheon was moderated by Dan Sippl. The excellent keynote speaker was Blake Lindsay, Communications Manager at the Dallas Lighthouse for the Blind. He also manages Blazin' Blake Productions. Besides authoring two books, Blake is a voice talent on Texas radio stations such as 106.1, KISS-FM. He spoke about the importance of having a purpose in life.

George Arsnow Scholarship Awards were presented by Eddie Turner, RSVA Awards Chair. In the past, RSVA has had one award at Sagebrush. This year, there were three awards. The board voted to have a new award in the future, called the Charles Carroll Advocacy Award and gave one to Charlie at this conference. It was a surprise for Charlie. Several members gave renditions of Charlie, his advocacy efforts, his Alabama efforts and his friendliness to all he knows. These included Ray Dennis (AL), retired BEP Administrator in Alabama, and Ron Eller, RSVA First Vice President.

After the luncheon, the moderator was Marie Keane (MA), RSVA Board Member. The next panel presented the topic "Exploring Franchising?" Panel members were Robert M. Cushman (NV), SCORE Counselor, William Merchant (MS), Interim Director, Mississippi Business Enterprise Program and Rajaunnda "Raj" Gandy (GA), Director, Georgia Business Enterprise Program. The State Administrators panel completed the afternoon program. All State Administrators attending Sagebrush were encouraged to tell what is happening in their states. On Thursday evening, Cantu Services, Inc. invited participants to a social hour to network with others and ask questions.

On February 14th, Cantu Services, Inc. provided a half-day training session. Vanessa Liston (TX), Vice President of Administration, Cantu Services, Inc. introduced speakers on topics relating to facility operations, insurance workers compensation and safety, working with unions/benefits, and different contract programs under the Small Business Administration: 8a, Hubzone, Small Disadvantaged, Service-Disabled Veteran-Owned, and Women Owned. This educational seminar completed the 2014 Sagebrush Training Conference. See you February 9th-13th, 2015!

* * * * *

**RSA COMMISSIONER JANET LABRECK
ENCOURAGES NEW SUPPORT FOR MARKETING
BEP TO YOUNGER GENERATION**

By: Hazel Harmon, Vendorscope Publication

After the initial attendee introductions, newly appointed RSA Commissioner, Ms. Janet LaBreck, made a presentation via teleconference, due to a previous commitment and bad weather in the D.C. area, which made travel difficult within the limited timeframe. Ms. LaBreck, who was a former commissioner in Massachusetts, expressed much interest in the Randolph-Sheppard program.

She stated she views this Program as being uniquely positioned to offer economic viability to younger persons desiring entrepreneurial careers. She stated there are many longtime vendors who are in the process of retiring and we need to engage younger people to take this career path, and she is hopeful that vendors will return to their states and disclose to younger people the value of this program as a career.

Ms. LaBreck stated this program has been under marketed by state agencies and national organizations need to dialogue around this program. What barriers have limited the growth and potential success of this program? We need to think like businesses. RSA has a responsibility to look at trends that are driving business. Vendors need to be innovative and must know how to market themselves. Training programs need to be in place to partner with individuals and program strategies.

The new generation is the most “branded” generation we have ever had. A dialogue needs to continue in this avenue as technologies have changed. Every program has to come to a point in time to encourage new ideas so that the new generation can become interested. With the Presidential Initiative, we all know that we are part of that community, and she felt we could certainly do something with this. What works for you? How do we encourage young people to join this program and how do we ensure the viability of this program.

In follow-up questioning, it was asked if RSA can come up with funding to market this program. Ms. LaBreck stated that in 2015 funding will be a resource, but first we will have to discuss resources and gather expertise with ideas on how to best market this program. Another follow-up question concerned the replacement of the RSA BEP representative. Ms. LaBreck stated the interviews have been completed and the position should be announced sometime in March 2014.

Dan Sippl, RSVA President, then explained that for the past six months the RSVA Board has been diligently working on

development of a new project called the “Big Bang” for employment opportunities for the vendors and the SLA’s. He stated the proposal would be announced at this conference and

he was invited to share that information with her in the afternoon that date. It is very exciting to have a new program offered!

* * * * *

SAGEBRUSH STATE UPDATES

By: Marie Keane, RSVA Board Member

One of the favorite segments of our Sagebrush program sessions held on Thursday afternoon was the BEP representatives discussing the accomplishments they have made in their program during 2013.

The first state discussed was Michigan. They had just finished their first year at the Bureau Services for Blind Persons of Michigan. Edward F. Rodgers, II, is the Director of the new organization. He brought some of his staff to the conference such as their Administrative Services Manager, the person in charge of the BEP division, and his assistant manager.

Michigan has had a very interesting year. For the first time in the history of the organization, they are beginning to coordinate the training of the BEP operators and the training center. On February 8th, 2014, a new group of five operators began providing general training in Kalamazoo. When finished, they will move to specialized training in a separate location. They currently have 72 licensed operators in locations and are looking for new opportunities. They have been talking with American corporations about franchising, but could not disclose which ones at this time. Fees will be waived because of their enthusiasm in getting started with the vendor program. Michigan is one of the few states that have a state sponsored retirement fund.

People who are newer to the program, or younger, are involved in a state sponsored 401K program where there is a state match. The retirement program is stable and necessary. Lastly, the rules have not been looked at since 1992; they are to be reviewed soon.

Hawaii has four people waiting to go into training and four who are done with training and ready to go into their own shop. The average annual earnings of a Hawaii blind vendor are \$98,280 dollars which is a 21 percent increase over last year and the actual earnings is \$32,227, which is a five percent increase over last year.

The Hawaiian vendors hire 227 persons, in which fifty percent have visual impairments. They have two facilities that need to be renovated. They are the older facilities and need updates and repairs. At the end of the year, they had a statewide meeting and their Upward Mobility Training.

Nebraska wanted to update us on the Veterans Administration. There are exciting things happening in Nebraska, concerning the VA Hospital. Nebraska has heard negative things from other states and asked us to wish them luck.

Alaska uses unassigned vending machine money for retirement and sick leave. All of the active vendors get \$2000 a year for retirement and \$540 for sick leave and full health care. They are working on revamping their training program and collaborating with vocational rehab services, to help choose the type of person for their BEP training. Their focus is to get the BEP word out to the whole state, even in rural Alaska.

They do have facilities in rural Alaska but it is challenging to have them. In their snack bars, they are replacing all the menu boards with flat screen TV's so they can switch out the menu

disk. Their annual meeting includes attending the annual food show held at the largest convention center in Alaska.

The Director of the Blind and Visual Services in Maryland, is going to take a look at the Business Enterprise Program. Since the present director in Maryland is planning on leaving, they feel it is a good time to look over and make changes in their program, including realigning the staffing in preparation of the director retiring.

There are fifty to sixty blind vendors in MD and the BEP administrators work well with them. They just signed on three additional vendors and will train people from D.C. and Delaware. It was mentioned that the BSCB meeting at Mississippi State will have a gathering of all the directors of BEP's to discuss the present Randolph-Sheppard program.

The Peach state is getting ready to celebrate their 70th year of the BEP of Georgia. Anyone interested in helping with the celebration, is to let Raj Gandy, administrator, know. This is the second year that the BEP is under their new state agency. They were previously under the Department of Labor, until two years ago, when the Governor put them under their own agency called Georgia Vocational Rehabilitation Agency. Under this program, there are five rehabilitation buildings. They were hiring people with Social Services backgrounds and they are changing now to hiring more with business backgrounds, to help improve the program.

The state of Georgia has 77 vendors and over 130 sites with an average income of \$36,000 and a set aside fund going towards equipment and renovations. To help all the vendors maximize their earnings, they will be getting tools to keep records such as

iPads, Square products and talking cash registers from USA technologies, which will help increase the earning potentials.

In Alabama, the BEP program has been in existence for 67 years. Their BEP placed third for blind vendors per capita in each state, and provides employment for 106 blind vendor licensees. They have vendors in snack shops, a gift shop, vending facilities, sixty-five vending routes and five dining halls. Alabama's blind vendors also employ 337 other Alabamians to assist them in their facilities. They averaged over \$37,500 last year, up ten percent from the prior year. The BEP formula for success includes managerial and technical support and a close relationship with the training partners from the Alabama Institute for the Deaf and Blind. The can-do attitude and spirit of the blind vendors keeps the BEP alive.

About three years ago, Maine brought the first micro markets nationally into the BEP program. They now have six micro markets throughout the state of Maine. They are used in the snack bars that were not successful. Each micro market has 500 to 600 items to offer. They will streamline it down to 75 to 400 items offered. It will not affect earnings but relieve the operator from some inventory responsibility. The micro markets are working out well in this state. If there are any questions on any of the above state information, please contact the director in that state.

In summary, the BEP throughout our nation, has many enthusiastic and forward-looking administrators and representatives who are always looking for new avenues for success for their vendors.

Their willingness to share their reviews and activities within their states is always appreciated by RSVA attendees at the annual

Sagebrush Training Conference. As technologies are modernized for the visually impaired, it is important for state administrators to seek and share information for vendor and national program success.

* * * * *

**LATEST NEWS FROM THE RSVA
LEGISLATIVE COMMITTEE...**

By: Ken Jessup, RSVA Board Member

Two days of freezing wind, ice and snow could not stop your RSVA Legislative Committee from their appointed rounds, following the Annual ACB Legislative Seminar.

Led by the RSVA 1st Vice President and Legislative Chair, Ron Eller, and accompanied by RSVA Board members Ken Jessup and Zach Snow, our committee had a very successful visit on the Hill. The focus for discussion was on the proposed paper, increasing Randolph-Sheppard opportunities, and questioning why the federal government always exempts itself from the laws and acts that congress passes. This discussion was prompted by sharing the difficulties created while trying to work with the VA, the post office and GSA agencies.

This was the first visit to Congress for Zach, and I must say he did a fantastic job! Zach told a heartwarming story about his life, and the effect Randolph-Sheppard has played in creating an opportunity to live the American dream. Zach also noticed on the Hill that all vending, as well as all food services, were operated by someone, just not Randolph-Sheppard. We met with staff from the Congressional offices of Rep. Scott Rigell, Rep. Bobby Scott, Rep. Robert Pittenger, Rep. Pat McHenry, as

well as Senators Isakson, Burr and Warner, along with three staff members of the Senate HELP Committee.

* * * * *

**ACB PRESIDENTS' MEETING
AND LEGISLATIVE SEMINAR**

By RSVA officers: Ron Eller, Dan Sippl, Ardis Bazyn

The ACB Presidents' meeting began on Saturday, February 22nd. After welcomes from President Kim Charlson and Executive Director Melanie Brunson, and self-introductions, John McKam told about the ACB social media team.

The ACB Twitter feed is: [AcbnNal](#) and the Facebook page is: [Americancounciloftheblindofficial](#). All in attendance were asked to sign on to build the online presence. The next panel was on leadership training, including the Leadership Institute, on Friday July 11th, and regional leadership trainings held in March in Louisville and St. Louis.

The summer Leadership Institute sessions will be profiles of good leaders, governance documents, telephone conference call etiquette and conflict resolution, a luncheon guest speaker, building membership -- older and younger, fundraising, and pr -- how to have a successful event. This will be a group activity, putting together an event. Preregistration will be online with the convention registration form. The cost will be \$75 and the time period will be 8 a.m. to 5 p.m. Lunch will be included in the cost.

The luncheon speaker was from Vanda Pharmaceuticals, Inc. She talked about the Non24 Syndrome and how to determine if you have it.

The link, non-24.com is a specific link for health care providers, so they can recommend people who may have it. The next session "Empowering Young Leaders and Giving Them a Place to Contribute," was presented by Sara Conrad and Josh Pearson from ACB Students. They said mentoring and networking are important. Young people don't always see the need for being part of an organization. They also talked about the "Brenda Dillon Memorial Scholarship" and the primary goal of ACBS -- to encourage student participation, not age exclusive, but potential to the organization -- getting connected. It's important to get students to realize that everyone has a place in ACB.

The next topic was about ACB Radio and how to listen by phone, by calling 1-231-460-1044. An affiliate streaming request form now needs to be filed six weeks in advance of any streaming on ACB Radio. If you have questions, you can email any of the following: info@acbradio.org, larry@acbradio.org or marlaina@acbradio.org.

The ACB Braille Forum and Eforum now have more information available, six print and Braille publications with 48 pages and Eforums available other months. The Eforums can be found in podcasts, the NFB newslines, email, and the ACB website. The BOP is thinking more carefully about what is placed in the print/Braille publication. A survey in the ACB Braille Forum and other means will give input about different forms, so ACB members can say what they like best. Members can email: bopchair@acb.org.

Budgets for affiliates were discussed next. Suggestions were to set goals before setting your budget. For receipts, there should be a corresponding expense. It's important to have a reserve.

The audio description project was the next topic, including live theater, movies, and TV. A contest for young people will be open soon: writing a review of a described movie. June 13th will be the deadline for the young described description contest. There will be award nominations for 6 annual audio description awards: media achievement, museum, international, Mansfield-new aps, and Barry Levene reader-career achievement.

Finding sap buttons is still an issue, all remotes are different. Download description for TV at home. Members need to call their cable operator and ask about requirements for pass-through audio description.

Information about the Brenda Dillon Memorial Walk, www.walk.acb.org or call Donna Brown at 304-822-4679. Leslie Spone is in charge of the ACB Auction committee for July 16th, from 7-10 p.m. A new committee for special events has been formed; send ideas to lesliespoone@cfl.rr.com. Several streams of fund-raising are being developed: grant writing, sponsorships and advertising, corporate giving, and advisory committee. The Public Relations Committee has a special events promotion contest going; please send your application to prcommittee@twc.com.

The new AMMS program checks all don't work under IE8 or XP. The membership data base contact list has 10 fields available. The Certification system waits until ready to be submitted (other changes are immediate) and sends the request to data base managers and to Sharon. The affiliate president must indicate which users for each affiliate. Reports can be generated. If you make changes throughout the year, it's easier to get certified before March 15th. Rick Morin, Donna Pomerantz, Ed Branch, Lane Waters, and Donna Brown were on the Technical Committee.

Jeff Thom, chair of the Advocacy Committee, asked those participating to find experts in various areas to work with individuals to assist. Options are: information and referral, giving steps of guidance, and referring them to particular staff people who know the process. Subject matter areas are: Medicare-Medicaid, SSA, housing, transportation, etc. Email: ebridges@acb.org.

Legislative Seminar Topics

Jennifer Dexter from the Easter Seals Office of Public Affairs, Jeff Thom, First Vice President of ACB, and Alice Richert, ACB Transportation Committee, spoke on local, state, and federal transportation issues for bus, Amtrak, and air. Matthew Wieseler from Google gave some statistics on the Google survey.

The first imperative was discussed by Eric and others. The new bill, HR3749, asks for a five year, low vision Medicare demonstration project with CMS. CMS now has a rule saying no device with a lens can be paid for with Medicare funding. This demonstration would be used for high powered video magnifiers, not simple handheld ones purchased at a local drugstore. A doctor would have to prescribe the device which would cost above \$500. The demonstration project would show the need is sufficient to change the Medicare rule permanently.

The second imperative, described by Mark Richert, Director of Public Policy, American Foundation for the Blind, was HR4040, The Cogwell Macy Act, named for the first deaf student and the first teacher of the blind. This bill adds needed changes to IDEA. It would help identify blind children with additional disabilities currently not known as blind.

States need to identify these children so they get blindness skills training and are not dependent on others their whole lives. When documented, these children may need low vision or Braille training. Each child can be properly evaluated for all needed training...especially independent living skills training. States should ensure all children get a full spectrum of services. The bill sets up the Department of Education to get correct data collection, provide core education for those students and refocus spending resources, so they are given correct training.

Janet LaBreck, RSA Commissioner, was the luncheon speaker. She identified her goals for the coming years. Karen Keninger gave an update on National Library Services. Blane Wie, Deputy Assistant General Counsel, Office of Aviation Enforcement and Procedure, U.S. Department of Transportation gave the latest about rule making for air carriers. She mentioned the changes in service animal rules and took questions from listeners including one about whether a rule could insist that people, who speak adequate English, assist English speaking passengers. She couldn't answer that one. She said she would ask.

The next topic was the implementation of the CVAA rule and accessibility of TVS. Karen Peltz Strauss, Deputy Chief of Consumer and Governmental Affairs Bureau, FCC, gave an update on the rules and asked members to follow through with asking for access from their providers. Logistics for Capitol Hill visits and other issues advocates could address with legislators, were discussed. Issues were: ratification of the CRPD treaty for people with disabilities, asking all nations for universal rights for people with disabilities which are already included in the ADA; the Teach Act HR3505 on instructional language guidelines for colleges and universities, providing accessible materials;

subminimum wages -- funding for 14c ended and asking for replacement of some services; and ABLE Act, HR647 and S313 for 549 funding IRS, saving money for education, technology and housing for those on Medicaid.

Dan, Ron, Ken, Zach, and Ardis went to their respective state representatives and others, as time permitted. Dan also met with Janet LaBreck about funding for the new proposal on the Humphreys Randolph-Sheppard Employment Institute.

* * * * *

FRANCHISING: HOW MUCH DO WE KNOW?

By Marie Keane, RSVVA Board Member

During one of the most informative and exciting Sagebrush conferences that I have attended, we had three presentations exploring franchising concerning Randolph-Sheppard vendors.

The first speaker was the director of the BEP for Georgia, Raj Gandy, who was informative as well as delightful. There is a U.S. Post Office in Georgia, where BEP tried to run the cafeteria unsuccessfully for years. They fixed it up and put it out for bid and there were no takers. While thinking out of the box, they tried something different. They made an effort to franchise. Since there were no takers for the U.S. Post Office cafeteria, they decided on a chicken wing franchise. Once the vendor began utilizing the cafeteria facility, he asked if he could add subs and sandwiches to the operation. Unfortunately, the employees did not want to pay the prices. Even though it did not work out, it was a great idea. The message from Raj was to always think out of the box, try new things, and good things can happen. The facility is still in business with chicken wings and entrees.

The next speaker was one of the luckiest door prize winners at the conference. He is the interim director in Mississippi, William Merchant. He is also successful in the franchise department. In Jackson, Mississippi, there are presently two locations. The Addie McBride Rehabilitation Center for the Blind, opened in 2008, which can be lucrative because of the blind vendor agreement. Vending machines are placed in locations which require the vendor to be present at least three to five times a week. The vendor also has the catering opportunity while collecting the check from Subway.

The second location was developed in 2012, in the Woolfolk State Office Building. It is not as lucrative as the one at the rehab center, but the blind vendor has about twelve vending machines which keep him active. After all the lawyers get the paperwork finished, one more will open at the end of the year at Stennis Space Center, located in the southern part of the state. There are several thousand employees in this facility, plus the vendor will have an open counter snack shop to operate every day.

The next location is in a Federal court house. In this building, there is no food service facility so the vendor will pair up with four branding partners and provide food for the employees. All the equipment will be provided by GSA. Mr. Merchant feels that the vendor can fare well with franchising as long as the vendor works alongside in the facility.

The last speaker was Robert Cushman, a SCORE representative from Nevada. Mr. Cushman said that there are three items that are important to us: The first is to recognize brand naming, the second is to plan so that the results are as good as predicted and the third is to be smart about it.

Some of the responsibilities for a franchise managerial position, are that they are smart, experienced and capable of planning. Their obligations include having enough money, along with treating your customers and staff right.

A lawyer would need to write the franchise agreement, which includes the terms of the agreement: what the territory is, what the franchisor's expansion rights are, the required training for you and the employees, approval of the suppliers, advertising funds and intellectual property, which consists of keeping information confidential. Lastly, before considering going into a franchising business, confer with an attorney to make the experience a positive one.

* * * * *

THE BENEFITS OF CASHLESS VENDING

(Note: the following paragraphs are excerpts from a press release on New Data from USA Technologies' 2013, Cashless Knowledge Base)

New Data from USA Technologies' 2013, Cashless Knowledge Base, tracks positive impact on sales for machines enabled by its cashless payment platform. It demonstrates how a cashless payment platform can be instrumental in driving additional revenues.

One of the highlights of the 2013 study was a sales trend analysis that showed a 28% increase in average revenues and 23% increase in average transactions, for a dataset of approximately 10,000 vending terminals over a twelve month period.

This Knowledge Base represents cash and cashless payment data collected from its ePort Connect® service network, a network that processes over \$200 million in cashless, self-serve, retail transactions annually. The 2013 Knowledge Base is designed to help customers optimize their cashless payment platforms and includes various subsets of vending machine activity that can be used to gauge incremental revenue, post cashless installation, average transaction metrics and channel information.

Mike Lawlor, USAT's Senior Vice President of Sales and Business Development, unveiled key data from the 2013 Cashless Knowledge Base, at this year's NAMA One Show, in Las Vegas. "Our customers no longer question whether consumer demand is trending toward the use of cashless forms of payment, rather the bigger question we try to address is: 'can it help my business results and if so, how?' The data, noted below from the Sales Trend analysis, presents a positive story. We are not just seeing cashless sales and volume increase over time, as last year's study pointed to, but we are seeing growth in cash sales as well. In our view, that tells us that cashless is doing more than just replacing cash, it's bringing in business."

12-Month Study

The data used for the Sales Trend Analysis, consisted of qualifying data from approximately 10,000 cashless vending terminals with data tracking, beginning the first month after installation. Qualifying data was defined as data from cashless deployments that started after 12/31/2010, generated at least \$1,000 in cashless sales by the end of the 12-month period following installation, and had at least 12 months of data available.

Highlights:

Highlights included a 28% increase in average monthly vending sales (credit and cash), fueled by a 79% increase in credit sales; a 17% increase in cash sales, and a 23% increase in average monthly vending transactions (credit and cash), fueled by a 74% increase in credit transactions and a 15% increase in cash transactions.

3-Month Study

USAT also evaluated data over a three month period, from January through March, 2013, from approximately 62,000 ePort Connect cashless vending terminals, that had at least \$500 a year in annualized cashless sales.

Highlights:

The average credit "spend" was 30% higher than a cash vend. The rate of cashless usage more than doubled for a three dollar transaction, compared to a one dollar transaction. For more information on USAT's 2013 Cashless Knowledge Base, check: <http://investor.usatech.com/releasedetail.cfm?ReleaseID=762942>

- - - - -

More about Cashless Vending

Check the next issue of NAMA's Newsletter

This April, MEI will host its 3rd annual Technology Panel during the NAMA One Show. Joined by colleagues at Crane Merchandising Systems, this year's topic centers on EMV and what it means for the cashless vending space.

* * * * *

SAGEBRUSH AWARDS CEREMONY

By: Eddie Turner, RSVA Awards Chair

At This year's Sagebrush awards luncheon, we were not only honored to present our annual George Arsnow Scholarship award, but we started a new scholarship to honor Charles (Charlie) L Carroll, for his many years of dedication, service and advocacy, for all Blind Entrepreneurs and Randolph-Sheppard Vendors of America. Charles received the first award. Charlie Carroll graduated from the Alabama School for the Blind and Jacksonville State University. He completed The Business Enterprise Program training in 1977 and, has managed numerous locations in Alabama. He currently serves as RSVA's Second Vice-President. He and his wife Patsy live in Clanton Alabama, with their dog Lucky. Charlie and Patsy were in attendance to receive this honor.

Kliphton A. Miller was the first recipient of the Charles "Charlie" Carroll Scholarship award. Mr. Miller completed his BEP training in Minnesota in 2008. Then, he filled in for another vendor who was in need of help. He patiently waited for his opportunity until May of 2012, when he was awarded his first facility.

The George Arsnow Scholarship Award is given each year to honor George Arsnow, who served for many years as chief of the vending branch at the Federal Rehabilitation Services Administration. During Mr. Arsnow's tenure, he actively supported blind vendors in the Randolph-Sheppard Program. Gesilar "Chef G" Joseph was this year's George Arsnow Scholarship winner. Chef G has been a vendor in Louisiana since May of 2013. She is on several committees and boards in Louisiana and as soon as she arrived at Sagebrush, she

volunteered to be on RSVA committees, as well as helping with some activities at Sagebrush.

I would like to take this opportunity to thank Cindy Carruthers, Ardis Bazyn, and Dan Sippl for their help on the Awards Committee.

* * * * *

VIVA LAS VEGAS SUMMER 2014

The Randolph-Sheppard Vendors of America Convention Committee is looking forward to a fun and informative conference again this summer. Some new activities are being planned, so please make your reservations soon. A tentative convention schedule is included below, as well as hotel, transportation, and tour information.

On Saturday, July 12th, an RSVA members-only mixer is planned for the evening in the RSVA suite. On Sunday July 13th, the RSVA Board of Directors will hold their preconvention board meeting at 10 a.m. Some potential topics for the RSVA programming on Sunday afternoon will include: "What's happening in the Nevada Business Enterprise Program?", "Highlights from Nevada Vendors," PR customer service, an update on the new accessible QuickBooks bookkeeping program, Medicare and how it affects your business, and adding Micro Marts to your business. The Nominating Committee will meet after the programming.

On Sunday evening, after the ACB first general session, RSVA will have its open hospitality with Independent, Visually Impaired Entrepreneurs.

On Monday, July 14, RSVA will hold its annual awards luncheon. ACB President Kim Charlson has been invited to be our speaker, followed with the annual award presentations. RSVA will hold its business meeting right afterwards. The RSVA Caucus for ACB leadership will be held immediately after the meeting.

On Monday evening, RSVA is checking into having an Elvis impersonator and dance. On Tuesday, July 15, there will be an RSVA Presidents and Board luncheon in the suite. RSVA is investigating the possibility of having a slot tournament on Tuesday evening.

Make your reservations soon! The Riviera is offering ACB a limited number of rooms in the Monte Carlo tower for \$63.00 per night. ACB will be using two towers, the Monaco and the Monte Carlo. The Monaco is a nonsmoking tower as are the meeting rooms and hotel restaurants. Rooms in the Monaco were remodeled in 2008. All rooms have refrigerators. ACB has a room rate of \$87.00 per night in the Monaco tower.

The Monte Carlo tower has smoking and nonsmoking floors. It was last remodeled in 1998. The rooms are older and do not have refrigerators. The ACB room rate in the Monte Carlo is \$63.00 per night. Both rates are for single or double occupancy. If you have already made your reservations and would like to switch to the Monte Carlo for the \$63 rate, contact the Riviera. Make your reservations at the Riviera today! Call 800-634-6753, make sure to mention you are with the ACB convention. You can also make reservations online at:

<https://gc.synxis.com/rez.aspx?Hotel=17104&Chain=6946&arrive=7/9/2014&depart=7/10/2014&adult=1&child=0&group=SACB71>

When you make your reservation, one night's stay will be charged to your credit card. The meeting rooms are located between the two towers. If you have questions about the national ACB convention, visit the web site www.acb.org and at the 2014 Conference and Convention link you will find additional convention information.

Are you wondering about flights to Las Vegas? Do you plan to use paratransit while at the ACB conference and convention? Do you plan to visit different venues while staying at the Riviera? Read on for Las Vegas transportation information.

McCarran International Airport (code LAS) is served by all major air carriers and many smaller airlines including: Air Canada, AirTran, Alaska, Allegiant, American, British Airways, Condor, Copa, Delta, Frontier, Hawaiian, JetBlue, Southwest, Spirit, Sun Country, United, and US Airways. Greyhound and Mega Bus have stops in Las Vegas. The Greyhound station is 3.2 miles from the Riviera, the Megabus stops at the South Strip transfer terminal, 4.5 miles from the hotel. The closest Amtrak stop is five hours away in Bakersfield, CA. Super Shuttle travel from the airport to the hotel, for an ACB Conference and Convention participant, costs a discounted fare of \$7.00 one way, \$14.00 round trip.

Make shuttle reservations online at www.supershuttle.com or by calling 800-258-3826. Use code YJGVH, when booking your reservation. You will be asked your flight number, arrival time, and the cell number where you can be reached, upon arrival. Reservations can be made at any time, but must be made at least 24 hours prior to your arrival. Taxi fares from the airport to the Riviera range in price from \$16 to \$21. The fare may vary

depending on time of day and traffic. There is an additional \$3 charge if the fare is paid with a credit card.

Visitors on casino properties, as well as the airport, must obtain a taxi from the designated cab stands. The taxis are in queue, passengers take the cab that is next in the cab line. Cabs cannot be hailed from the street or requested by phone. On the Strip, all properties have taxi stands.

There are two options available when traveling on the Las Vegas Strip, via bus. Both buses run the same physical route, but the stops are different. The Deuce makes numerous stops along the Strip and operates 24 hours a day, seven days a week. The closest stop to the Riviera is at Circus Circus, a two minute walk from the Riviera. The express bus, which has limited stops, operates from 9:00 a.m. until midnight. The closest express bus stop to the Riviera, is at the convention center, a seven minute walk from the hotel. Pricing for buses are: \$6 for a two hour pass, \$8 for a 24 hour pass and \$20 for a three day pass. For additional information, visit the following website: <http://www.rtcsv.com/transit/fare-information>.

To use Las Vegas paratransit, you must become certified with Clark County's, paratransit system: telephone 702-676-1815. You can request certification beginning June 1st, 2014, and you must obtain certification at least one week prior to your arrival. You will be asked for your name and address; you will then need your transit provider to fax your certificate of eligibility to the Clark County Certification Office at 702-676-1732. Rides cost \$3 per ride (cash only) and should be booked one to three days in advance. The phone number to book a ride, is 702-228-4800 or TDD 702-676-1834. For more information, visit this website: <http://www.rtcsv.com/transit/paratransit/>

You do not have to walk through the casino, (where smoking is permitted), to get to the meeting rooms, sleeping room towers, or hotel restaurants. The Riviera features several restaurants:

- Wicked Vicky's Tavern and Banana Leaf Café feature all day breakfast, as well as lunch and dinner. Both restaurants offer a selection of appetizers, burgers, sandwiches, salads and entrees. The most expensive entrée is under \$20, with most items in the \$10 to \$12 range.
- Banana Leaf Cafe also offers a selection of Asian dishes, including chow meins and curries.
- R Steakhouse and Seafood is the hotel's fine dining option.
- The Riviera also houses a food court. Currently the food court venues include Chinese, Indian, Italian and Mexican food as well as burgers, sandwiches and pizza.

There are two ABC stores, selling everything from toiletries, souvenirs, snack items, soda, bottled water and liquor. All items are very reasonably priced. Other retail shops at the Riviera include Celebrity Club Men's Barber Salon, Zeba's Beauty Salon, Riviera Florist Shop, Riviera Royale Wedding Chapel, Las Vegas Magic Shop, and 3 Lions Tattoo Studio.

Convention attendees will not be charged a resort fee, but will receive the following amenities: complimentary wi-fi service for hotel guests, unlimited in-room safe, free access to the fitness center, free unlimited local and 800 calls placed from your room, free access to the Riviera tennis courts and pool complex, free valet and self-parking, free enrollment in Club

Riviera, 50% off drinks at the Casino bar, valid on the first round of drinks and a 2 for 1 offer on the Comedy Club tickets. Feel free to contact Janet Dickelman, ACB conference and convention coordinator, by phone or email, 651-428-5059 or janet.dickelman@gmail.com.

Prospective ACB tours include: Friday, July 11th: Grand Canyon west rim and evening dinner and tour (tba), Saturday, July 12th: Skydive Las Vegas, city bus tour, Black Canyon rafting and lunch, Sunday July 13th: ACB Walk, city bus tours (morning and afternoon) and a winery tour with lunch, Monday, July 14th: Thrill Seekers (ride the Big Shot, (X Scream) and High Roller ferris wheel), Tuesday, July 15th: the Mob Museum, Sheri's Ranch (lunch included), Wednesday, July 16th: the Atomic Museum, Ethel M Chocolates, Thursday, July 17th: Hoover Dam, Saturday, July 19th: Richard Petty Driving School (includes lunch), and the Bonnie Springs Ranch.

* * * * *

ATTENTION: SEEKING AWARDS NOMINATIONS

By: Eddie Turner, Awards Chair

Do you appreciate RSVA members who work hard to preserve the Randolph-Sheppard Program and advocate for blind vendors in general? Each year, RSVA shows its appreciation to a few select people for their dedication to the preservation and growth of the Randolph-Sheppard Program, throughout the United States.

The people selected to receive recognition for their outstanding service are nominated by you, our members. Please take a few moments of your time to think of people you know who are contributing to our success.

Please help us honor those people who unselfishly give their time and expertise. You may nominate that special person for one of our awards.

Listed below are the criteria for each of the three awards presented by RSVA at our annual convention. This is your opportunity to show your appreciation to a person who you think has made a difference. Nominations are due no later than June 1st. For more information or questions, please contact me, RSVA Awards Chair, Eddie Turner, at 601-624-4443 or email: ETurnerServices@aol.com. Please send your nomination letter to: ETurnerServices@aol.com and send an email copy to: Randolph-sheppardvendorsofamerica@randolph-sheppard.org.

"Jennings Randolph Service Award"

This award is presented to someone outside of the Randolph-Sheppard Program who has given his or her time and energy to Randolph-Sheppard Vendors of America and for his or her service to blind vendors, but is not an active vendor.

"Vendor of the Year Award"

This Award is presented to an RSVA member who has been an active member for at least five years and has given his or her time and energy to Randolph-Sheppard Vendors of America and for service to blind vendors.

"Don Cameron Advocacy Award"

This Award is presented in memory of Don Cameron for his many years of service for blind vendors, especially in the areas of communication and legislation. This award has three requirements that must be met:

- (1) The nominee must be or have been a member of RSVA for at least five years.
- (2) The nominee must have been a blind vendor for at least twenty years.
- (3) The nominee must have been seeking to improve the goals of RSVA, as well as promoting blind awareness in their community, state, and nation.

* * * * *

RSVA CONSTITUTION AMENDMENTS

By: Ardis Bazyn, RSVA Constitution Committee Chair

If you are interested in submitting possible recommendations for changes in the RSVA Constitution, please send them to Ardis Bazyn at abazyn@bazyncommunications.com. If you have questions, please call 818-238-9321. All suggested changes must be submitted before the next Vendorscope is sent to the publisher. Please have any recommended changes sent to me by May 15th.

RESOLUTION SUBMISSIONS

All suggested RSVA Resolutions should be sent to Ardis Bazyn at abazyn@bazyncommunications.com. If you have questions, please contact Ardis Bazyn at the number listed above. All resolutions should be received before the convention if possible.

* * * * *

WHAT'S NEW?

By: Ardis Bazyn, RSVA Publications Chair

(To submit items for this column, please send information to Ardis Bazyn, email: abazyn@bazyncommunications.com. Note: the appearance of any items in this column does not imply any endorsement by the RSVA Board of Directors or the Publications Committee.)

2014 Onkyo Braille Essay Contest

The Onkyo Corporation sponsors a contest, and has an agreement with the National Federation of the Blind to handle the administration of the contest on behalf of the North America-Caribbean Region of the World Blind Union. ACB is given the opportunity to have a judge that participates in screening and scoring the entries. Please share this contest information with accomplished or blossoming writers who may wish to submit an essay on this year's theme. Contest winners receive cash prizes valued from \$500 to \$2,000.

The link for full information and the application for the contest is below. Essays must be written by contest participants, in English or their native language, in Braille on paper, and must be completely original in nature. Participants are also asked to submit their essays in electronic format. Entries should be no fewer than 800 words and no more than 1,000 words in length. There will be two groups of competitors-one Junior group, aged 25 and under; and one Senior group, aged 26 and up. All essays must be received by April 30th, 2014. In the US, they should be sent to the National Federation of the Blind in Baltimore. Essay topics are:

1. How do you acquire knowledge and information through Braille or audio devices? (Illustrate with some interesting personal stories/episodes.)
2. How can blind persons become independent by learning Braille or music?
3. Individual concept about world peace from the viewpoint of persons with disabilities.

Visit <http://www.nfb.org/onkyo-braille-essay-contest>. If you have questions, in the U.S., contact: Trisha Tatam at ttatam@nfb.org.

Visa / MasterCard Scam

The caller says "This is (name) and I'm calling from the Security and Fraud Department at VISA (or MasterCard). My Badge number is 12460. Your card has been flagged for an unusual purchase pattern, and I'm calling to verify. This would be on your VISA card which was issued by (name of bank). Did you purchase an anti-telemarketing device for \$497.99 from a marketing company based in Arizona?" When you say no, the caller continues.

"Then we will be issuing a credit to your account. This is a company we have been watching, and the charges range from \$297 to \$497, just under the \$500 purchase pattern, that flags most cards. Before your next statement, the credit will be sent to your address." The caller will ask if the address is correct. Once you agree, the caller says he/she will be starting a fraud investigation, and tells you to call the 1-800 number listed on the back of your card so you can ask questions from security. You will be given a control number, a 6-digit number, and asked if you need it repeated.

This is how the scam works: The caller then says he/she needs to verify you are in possession of your card. He'll ask you to turn your card over and look for numbers that verify you are the possessor of the card. The caller will ask you to read the last 3 numbers. After you tell the caller the 3 numbers, he'll say, "That is correct, I just needed to verify that the card has not been lost or stolen." He'll ask if you have any other questions and thank you.

You actually say very little, and you are never asked for the card number. After some were called, they called back within minutes to ask a question. They were told by the real VISA Security Department, it was a scam and in the last few minutes, a new purchase was charged to their cards. New real fraud reports were made and the accounts were closed. What the scammer wants is the 3-digit PIN number on the back of the card. Don't give it to them. Instead, tell them you'll call VISA or MasterCard directly for verification.

The real VISA or MasterCard security will never ask for anything on the card, as they already know the information, since they issued the card. By the time you get your statement and see charges for purchases you didn't make, it's more difficult to actually file a fraud report. It appears that this is a very active scam, and evidently quite successful.

The Lions International Youth Camp Exchange Program

This is an opportunity to connect with Canadians who are blind or partially sighted in a distinctively beautiful Canadian environment. Hosted at the CNIB Lake Joseph Centre in breathtaking Muskoka Ontario, the Youth International Exchange allows participants who are blind or partially sighted from around the globe the chance to experience all the Ontario

wilderness has to offer, such as waterskiing, sailing, campfires, water-tubing, swimming, fishing and outdoor cooking in a fully accessible environment.

This two week camp style program is the perfect environment for building connections with CNIB clients and participating in Ontario recreation activities, all the while expanding upon your knowledge of Canadian culture. Youth Exchange participants will also have the unique privilege of experiencing a Lions Day; where local Lions Clubs pick participants up at camp and introduce them to the different initiatives being put forth by the Ontario Lions Clubs, while on an excursion into the local community. Lions International and 'Lake Joe' are excited to partner on this exciting opportunity. Program dates are July 6th-July 19th 2014. Funding for this program is available. For more detailed program and facility information, please contact the CNIB Lake Joseph Centre at lakejoe@cnib.ca, 877-748-4028 or www.lakejo.ca.

Candle in the Window

The Candle in the Window 2014 retreat dates are August 6th thru 10th, 2014. The topic this year is: *blindness and your culture: how has it affected you and how do you affect it?* The place is the lovely and gracious Wooded Glen Retreat Center in Henryville, Indiana, located minutes away from Louisville, Kentucky. Visit www.woodedglen.com.

It's a great opportunity to connect with friends to enjoy conversations and great food! The cost of the conference is: per person is \$525 double occupancy or \$505 triple occupancy. The cost includes room, all meals and ground transportation between Louisville and Wooded Glen. Attendance is limited to 20 participants, so it would be advisable to make reservations

early. A \$40 deposit (non refundable) will reserve your spot. If payment is received before July 1, a \$15 discount is offered. Registration closes August 1, 2014.

Payment through PayPal should be sent to the email address: candleinthewindow1@gmail.com. Payment by check may be sent to: Carlos Taylor, 925 S. Luick Ave., Muncie, IN 47302. Make checks payable to Candle In the Window. Questions may be directed to: Deb Lewis at debbielewis@twc.com or 502-721-9129 or Becky Barnes Davidson at beckyb1120@gmail.com or 914-393-6613. Enjoy this year's Candle in the Window!

IDEAL Currency Identifier

The U.S. Department of Education announced the launch of the "IDEAL Currency Identifier," a free downloadable application to assist individuals who are blind or visually impaired to denominate U.S. currency on some mobile devices. The IDEAL Currency Identifier was developed by IDEAL Group, IQ Engineers and the Wireless Rehabilitation Engineering Research Center at the Georgia Institute of Technology, through a grant from the Department of Education's National Institute on Disability and Rehabilitation Research this supports.

The IDEAL Currency Identifier uses advanced image recognition technology to read a note and in seconds, provides users with an audible response indicating the note's denomination. The U.S. Department of the Treasury is committed to providing meaningful access to U.S. currency and using this technology helps individuals who are blind or visually impaired. They have the means to independently denominate the U.S. currency they use in daily commerce. The app, which interacts with Google's "Eyes-Free" applications, can be

downloaded for free on more than 1,250 different wireless devices.

The IDEAL Currency Identifier was developed by Apps4Android, Inc., a subsidiary of IDEAL Group that develops mobile applications. The BEP has introduced EyeNote®, a similar currency reading mobile app. The Treasury approved three measures to provide accessibility to U.S. currency for those who are blind or visually impaired. These measures include implementing a Currency Reader Program to distribute a currency reader device to blind and visually impaired U.S. citizens; continuing to add large high-contrast numerals and different background colors to redesigned currency the BEP may lawfully change; and adding a raised tactile feature to U.S. currency unique to each note which would provide users with a means of identifying each denomination via touch.

For more information about the IDEAL Currency Identifier and other accessibility apps, please visit www.moneyfactory.gov.

* * * * *

AUDIO DESCRIPTION -- ONLY A PHONE CALL AWAY

By: Pshon Barrett, Member, ACB Audio Description Committee

Audio description provides blind and low-vision patrons with equal access to the wondrous spectacle and subtle nuances of live performances, as well as recorded media such as for movies and TV programs.

Frequently, members of the blindness community are prevented from fully enjoying the performing arts or video programs because they can only hear voices and sounds. They miss key visual information because no one has taken the time to explain

or describe what is happening on stage. In recent years, however, theatre companies and some television networks have begun to offer audio description.

In November, 2013, I downloaded and used a new app for the iPhone called MovieReader. This app uses acoustic fingerprinting technology, which syncs the audio description track with the movie so that the audio description is perfectly timed with the movie track. I saw the movie, *Philomena*, and the description was phenomenal and added so much to my movie experience. The following story of her use of the MovieReading app is shared with permission from its author, Kathy Blackburn. Kathy is from Austin, TX, and is recently retired from the Texas TalkingBook Library and an ACB member.

"I would like to report a positive experience with audio description of a film currently showing in theaters. I used the MovieReading app to hear the description of "*Philomena*" this afternoon. I had downloaded the audio description file to my iPhone before we went to the movie. The MovieReading app is free, so was the audio description sound file. When I got to the theater, I put my phone in airplane mode and set it to vibrate. I connected the phone to my ear buds. Since my husband is blind, we each took one ear bud.

When the movie began playing, I double-tapped the okay button on my phone, and the description track began playing. The sound was clear...no static or hisses. The description and film sound stayed in sync through the film. My husband and I enjoyed the movie and are most pleased with our experience of this method of receiving audio description."

Kathy Blackburn: blackbn@austin.rr.com

RSVA COMMITTEE CHAIRPERSONS

STANDING COMMITTEES

Awards: Eddie Turner (MS), 601-914-7046 (home), 601-679-7003 (work), 601-624-4443 (cell), eturnerServices@aol.com

Constitution & By-Laws: Ardis Bazyn (CA), 818-238-9321, abazyn@bazyncommunications.com

Convention: Filo Tu (HI), 808-528-1791 (home), 808-861-1300 (work), 808-861-1308 (fax), 808-375-5554 (cell), f.tu@bvoihawaii.com

Credentials: Terry Camardelle (LA) 504-416-8392, rsvaterry@juno.com

Finance & Budget: Terry Camardelle (LA), 504-416-8302 (cell), rsvaterry@juno.com

Legislative: Ron Eller (NC) 828-726-0025, mreller47@att.net

Membership: Roy Harmon (CA), 760-419-0885, reharmon@gmail.com

Publication: Ardis Bazyn (CA) 818-238-9321, abazyn@bazyncommunications.com

Public Relations: Kim Venable (LA), 504-328-6373, kim.venable@att.net

Resolutions: Ardis Bazyn (CA), 818-238-9321, abazyn@bazyncommunications.com

Ways & Means: Ken Jessup (VA), 757-513-3967, kenjessup@cox.net

AD HOC COMMITTEES

Bingo: Terry Camardelle (LA), 504-347-7876, rsvaterry@juno.com

Legal: Kim Venable (LA), 504-328-6373, kim.venable@att.net

National Accounts: Dan Sippl (WI), 715-839-8591 (home), 715-828-9088, (cell), sippl@charter.net

Oasis Project/Roadside Rest Areas: Roy Harmon (CA), 760-419-0885, reharmon@gmail.com

Planning: Ardis Bazyn (CA) 818-238-9321, abazyn@bazyncommunications.com



**RANDOLPH - SHEPPARD VENDORS OF AMERICA
MEMBERSHIP APPLICATION**



Year First Joined: _____ New Member Renewal

First Name: _____ Last Name: _____

Home Address: _____

City: _____ State: _____ Zip Code: _____

Phone: _____ Fax: _____ Email: _____

BUSINESS

Business Name: _____ Work Address: _____

Work State _____ Work Zip Code _____

Cell Phone: _____

MEMBERSHIP

(Please Check One)

Regular Member: Dues \$10.00. Any legally blind person who manages or is an employee in a facility.

Associate Member: Dues \$10.00. Any interested person, business or organization wishing to support the aims and goals of RSVA.

Life Member: Free, retired, 5-year member nominated by state affiliate.

Any member in good standing wishing to become a Life Member for a one-time donation of \$200.00.

Any member in good standing wishing to become a Life Member in the President's Council for a one-time donation of \$1,000. This member will receive a plaque and special recognition at a national convention and in the Vendorscope.

Corporate Member: Any business or organization wishing to support the goals of RSVA. (Please contact the national office for details.)

(Over)



MEMBER PROFILE



Vendor Spouse Administrator Employee

Other _____

Blind Partial Sighted

THE VENDORSCOPE

Duplicate E-mail Large Print Cassette

ACB BRAILLE FORUM

Cassette CD Large Print Braille

DONATIONS

Randolph-Sheppard Vendors of America \$ _____

Durward K. McDaniel Memorial Fund \$ _____
A legacy of legal support

SIGNATURE _____ DATE ____/____/____

(Dues are due January 1st, delinquent March 1st of each year.)

Send application to:

RSVA, Kim Venable
940 Parc Helene Drive
Marrero, LA 70072-2421
Phone: 504-328-6373
Fax: 504-328-6372
E-mail: kim.venable@att.net

(Over)

RSVA® OFFICERS – 2013-2014

Dan Sippl, President
3151 Terry Lane
Eau Claire, WI 54703-1242
715-839-8591 (home)
715-828-9088 (cell)
sippl@charter.net

**Charles L. Carroll,
2nd Vice President**
95 Country Road, 951
Clanton, AL 35045
205-280-7581 (home)
205-688-6216 (work/cell)
cc3054@bellsouth.net

**W. Ronald (Ron) Eller,
1st Vice President**
362 Hoover Road/P.O. Box 7
Troutman, NC 28166
704-528-9834 (home)
828-291-2003 (work/cell)
mreller47@att.net

Terry Camardelle, Treasurer
1029 Parc Helene Drive
Marrero, LA 70072
504-347-7826 (home)
504-416-8302 (work/cell)
rsvaterry@juno.com

Ardis Bazyn, Secretary
2121 Scott Road #105
Burbank, CA 91504
818-238-9321 (home/work/fax)
818-209-8684 (cell)
abazyn@bazyncommunications.com

BOARD OF DIRECTORS – 2013-2014

Roy Harmon (CA), 760-419-0885 (cell) – reharmon@gmail.com

Filo Tu (HI), 808-528-1791 (home), 808-861-1300 (work),
808-375-5554 (cell) – f.tu@bvoihawaii.com

Warren Toyama (HI), 808-521-6213 (home), 808-833-4026 (work) –
toyamaj005@hawaii.rr.com

Eddie Turner (MS), 601-914-7046 (home), 601-359-7860 (work),
601-624-4443 (cell) – EturnerServices@aol.com

Zach Snow (GA), 678-882-6943 – zachnatl@gmail.com

Herbert Reado (LA), 225-383-6100 (home), 225-931-8027 (cell) –
hersheal2@yahoo.com

Ken Jessup (VA), 757-513-3967 – kenjessup@cox.net

Marie Keane (MA), 617-320-7457 (work/cell) – sunela@comcast.net

Richard Bird (OH), 216-862-3571 (home), 440-221-8764 (cell) –
rbird20763@aol.com

**NATIONAL OFFICE
940 Parc Helene Drive
Marrero, LA 70072 - 2421**

**FREE MATTER FOR THE
BLIND & HANDICAPPED**