

CABVI – Strategic Plan 2020-2022

Our Mission

Empowering people who are blind and visually impaired with opportunities to seek independence

Leverage Innovation to Enable CABVI to inspire and earn Clients, Customers and Employees

- Increase clients served annually to 7,000 per year by 2022.
- Through new and enhanced services, grow client satisfaction ratings of “Highly Recommended” from 75% to 85% by 2022.
- Grow non-AbilityOne annual sales to \$3.5M for the Industries Program and VIEAbility by 2022.
- Improve CABVI’s employee satisfaction to achieve recognition as a “Best Place to Work” by 2022.

Become more data-driven across all parts of CABVI

- Ensure every department knows and achieves their Key Performance Indicators (KPI).
- Identify forward-looking opportunities via data analytics to drive success throughout CABVI. Begin providing data-driven insights by Q4 2020.



Building Brighter Futures for People with Vision Loss

Our Values

*Compassion Hope Opportunity
Integrity Collaboration Empowerment*

Change CABVI’s economic engine to provide predictable financial sustainability

- Decrease CABVI’s AbilityOne budget dependency by 15% by 2022.
- Maintain overall combined net margin of at least \$1.7M from all Social Enterprise Operations.
- Increase Vision and Information Services departmental expense coverage to 60% by 2022.
- Increase annual fund development total to \$1.5M by 2022.

Increase CABVI’s Service offerings to underserved and disadvantaged individuals

- Create meaningful connections with other community resources that lead to new referrals to CABVI.
- Reevaluate 100% of existing services and programs for relevance and develop new services, if needed by 2022.
- Provide “Computer-based-on-the-job” training for 100 legally blind individuals by 2022.



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