

# Terry C. Smith

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## Objective

To use my knowledge, skills, and experience to enhance entrepreneurial opportunities for individuals who are blind.

## Experience

### **January 1, 2012 – Present      National Federation of the Blind Business Opportunity Specialist**

- Spearheading NFB's Blind Entrepreneur Initiative
- Providing Policy Advice to NFB on blind entrepreneurial issues
- Advocating on behalf of blind entrepreneurs with elected representatives and government officials
- Networking with other stakeholders in the blindness field
- Providing technical assistance to state agencies for the blind, blind entrepreneurs, and other stakeholders

### **November 1, 2011 – Present      TCS Consulting Sole Proprietor / Independent Contractor**

- Providing technical assistance and training for state agencies for the blind and blind entrepreneurs
- Conducting program evaluations and strategic planning initiatives for state business enterprises programs
- Facilitating joint ventures between blind entrepreneurs and private sector companies to further expand opportunities

### **1983 – Present      Tennessee Department of Human Services Director of Services for the Blind & Visually Impaired and Services for the Deaf & Hard of Hearing**

- Administered the public vocational rehabilitation program for persons who are blind/visually impaired in Tennessee
- Provided stability and leadership to an agency in turmoil
- Developed a nationally recognized business enterprises program, increasing the number of vending facilities by 50%, doubling annual sales, and quadrupling the average earnings per blind vendor
- Enhanced Rehabilitation Teaching services as evidenced by a 98% customer satisfaction rating
- Secured federal funding to serve older blind persons and designed an innovative service delivery approach
- Established a network of peer support groups across the state
- Built coalitions and working relationships with consumer organizations and community service providers
- Served on the Committee for Purchase from the Blind & Other Severely Disabled

- Facilitated the privatization of the two state operated workshops for the blind
- In 2005 established and assumed responsibility for the unit to provide VR services to individuals who are deaf and hard of hearing
- Provided oversight and supervision to the Tennessee Council for the Deaf & Hard of Hearing
- Implemented performance based contracting to ensure greater efficiency of the community centers serving persons who are deaf and hard of hearing
- Served on the Leadership Team for the Division of Rehabilitation Services
- Served on the Strategic Planning Team for the Division of Rehabilitation Services
- Spearheaded or coordinated numerous efforts on behalf of the Division as a whole

**1982 – 1983      Tennessee Department of Human Services  
Regional Supervisor, Services for the Blind & Visually Impaired**

- Addressed serious personnel issues so that the office could serve clients more effectively
- Increased the number of successful VR closures by 25%
- Improved fractured relationship between regional office and central office
- Established a positive working relationship with the local Committee of Blind Vendors representatives and the two consumer organizations

**1976 – 1981      Middle Tennessee State University  
Director of the Office for Visually Impaired Students**

- Coordinated University support services to all students with visual disabilities
- Established a college prep program for students transitioning from high school
- Authored “A Handbook for College Students in Tennessee with Visual Disabilities” which was distributed to all college bound students with visual disabilities in the state
- Developed special recreation programs for students
- Taught a special education course on visual disabilities
- Initiated a job placement program for students with visual impairments

## **Outside Consulting and Related Activities**

### **2012 Hawaii Services for the Blind**

Facilitated updating of strategic plan for Business Enterprises Program

### **2011-12 Mississippi State University Research & Training Center on Blindness and Employment**

Serving as a research consultant on two research projects related to business enterprises programs for the blind

### **2011 Ohio Rehabilitation Services Commission**

Conducted a program evaluation and facilitated development of a strategic plan for the Business Enterprises Program

### **2009 U.S. Department of Education**

Served as panel member on a Randolph Sheppard federal arbitration case: *State of Ohio v. the United States Postal Service*

### **2008 U.S. Department of Education**

Served as panel member on a Randolph Sheppard federal arbitration case: *State of Arizona v. the United States Postal Service*

### **2007 Missouri Services for the Blind**

Conducted a program evaluation and facilitated development of a strategic plan for the Business Enterprises Program

### **2006 Hawaii Services for the Blind**

Conducted a program evaluation and facilitated development of a strategic plan for the Business Enterprises Program

### **2005 Oregon Commission for the Blind**

Conducted a program evaluation and facilitated development of a strategic plan for the Business Enterprises Program

## **Education**

**1974 - 1976** University of Tennessee – Knoxville  
M.A., Rehabilitation Counseling

**1970 - 1974** University of Tennessee – Knoxville  
B.A., Psychology / Sociology

## **Professional Affiliations**

- National Council of State Agencies for the Blind (NCSAB)  
Past Secretary, Past President, Current Member of Executive Committee,  
Chair of Randolph Sheppard Committee
- Served on RSA task forces on Active Participation, Federal Reporting, National Performance Measures in the Randolph Sheppard Program, and the 2000 and 2010 National Randolph Sheppard Training Conferences
- Council of State Administrators for Vocational Rehabilitation (CSAVR)  
Past Member of Executive Committee
- National Blind Entrepreneurs Alliance – Coordinator from 2006 to 2010
- Association for Education and Rehabilitation of the Blind and Visually Impaired (AER) Past State Chapter President, Past Board Member
- Governor's Committee for Purchases from the Blind and Severely Disabled from 1992 – 2005
- George Peabody College of Vanderbilt Advisory Committee on Education of the Blind & Visually Impaired
- Lions World Services for the Blind Business and Service Advisory Council

## **Honors and Awards**

- 2011 – National Association of Blind Merchants Lifetime Achievement Award
- 2011 - National Federation of the Blind of Tennessee Distinguished Service Award
- 2005 – TRUST in Tennessee Distinguished Service Award
- 2005 – Award of Appreciation presented by the staff of Tennessee Services for the Blind in recognition of continued commitment to quality services to individuals who are blind
- 2004 – National Gold Star Award presented by the National Association of Blind Merchants
- 2002 - Special Achievement Award presented by the Tennessee Committee of Blind Vendors
- 2001 – Outstanding Leadership Award presented by the Department of Human Services Employee Recognition Program

- 1996 – Leadership Award presented by NCSAB in Recognition of Outstanding Service to Blind Americans
- 1993 – Graduated Tennessee Government Executive Institute
- 1990 – Gladys Ridgeway Award presented by the Tennessee Chapter of AER in Recognition of Outstanding Service to Blind Tennesseans
- 1988 – Rehabilitation Professional of the Year presented by Tennessee Chapter of AER

**Strengths:** Commitment to Organizational Goals, Passionate About Serving People with Disabilities, Team Oriented, Positive Attitude, Strong Work Ethic, Excellent Communication Skills, Leadership Skills, Ability to Manage Diverse Opinions and Build Consensus