

# **Business Leadership and Superior Training B-L-A-S-T 2017 AGENDA**

## **Tuesday, September 12, 2017 Pre-Conference**

- 7:30 am – 9:00 am**                      **Registration - Hermitage**
- 8:30 am- 4:30 pm**                      **Exclusive SLA Staff Training Jointly Sponsored by the National Council  
of State Agencies for the Blind – Capitol I**
- Moderators: *Curtis Glisson*, Assistant Commissioner  
Alabama Blind and Deaf Services**
- John Gordon*, Bureau Chief  
Illinois Services for the Blind**
- Terry Smith*, Director  
National Federation of the Blind Entrepreneurs Initiative**
- 1:00 pm – 1:50 pm**                      **Concurrent Pre-Conference Session #1**
- “Maximizing Profits Through Rebates” - Knoxville  
By *John Murn*, President  
RSA Management Group**
- “SSDI and What the Randolph-Sheppard Vendor Needs to Know” -  
Memphis  
By *Mike Dalto*, Social Security Consultant**
- “Profit and Loss Strategies for the Blind Entrepreneur” - Chattanooga  
By *Scott Cass*, Instructor  
Hadley Institute for the Blind & Visually Impaired**
- “Coffee Service 101 for the Blind Entrepreneur” - Jackson  
By *Ken Shea*, VP for Coffee Services  
C & J Marketing and Sales**
- “Opportunities in Inmate Commissaries: A Question and Answer  
Session with Vend Engine” – Capitol II  
By *Kevin Burke*, Chief Strategy Officer  
Vend Engine**

**2:00 pm – 2:50 pm**

**Concurrent Pre-Conference Session #2**

**“Practical and Tactical Solutions to Loss – Jackson Prevention Through Effective Hiring”**

*By Mark Manney, CEO*  
Loss Prevention Results, Inc.

**“Writing Effective Business Plans for the Randolph-Sheppard Facility” - Chattanooga**

*By John Pirtle, Supervisor*  
Tennessee Business Enterprises

**“Micro-Markets and How They Can Increase Profits” – Capitol II**

*By Amber Tucker, Marketing Specialist*  
365 Retail Markets

**“SSDI and What the Randolph-Sheppard Vendor Needs to Know” - Memphis**

*By Mike Dalto, Social Security Consultant*

**“Maximizing Profits Through Rebates” - Knoxville**

*By John Murn, President*  
RSA Management Group

**3:00 pm – 3:50 pm**

**Concurrent Pre-Conference Session #3**

**“Opportunities in Inmate Commissaries: A Question and Answer Session with Vend Engine” - Knoxville**

*By Kevin Burke, Chief Strategy Officer*  
Vend Engine  
*By Kayla Stringer, Client Relations*  
Vend Engine

**“Micro-Markets and How They Can Increase Profits” – Capitol II**

*By Amber Tucker, Marketing Specialist*  
365 Retail Markets

**“Practical and Tactical Solutions to Loss Prevention Through Effective Hiring” - Jackson**

*By Mark Manney, CEO*  
Loss Prevention Results, Inc.

**“Writing Effective Business Plans for the Randolph-Sheppard Facility” - Chattanooga**

*By John Pirtle, Supervisor*  
Tennessee Business Enterprises

**“Coffee Service 101 for the Blind Entrepreneur” - Memphis**

*By Ken Shea, VP for Coffee Services  
G & J Marketing and Sales*

**4:00 pm – 5:00 pm**      **“A Special Workshop for Members of Elected Committees of Blind Vendors “ – Capitol II**

*By Jesse Hartle, Randolph-Sheppard Specialist  
Rehabilitation Services Administration*

**5:00 pm – 6:00 pm**      **“A Roundtable Discussion with Rest Area Vendors” – Capitol II**

*Nicky Gacos, President  
National Association of Blind Merchants*

*Gabe Cazares, Government Affairs Specialist  
National Federation of the Blind*

**2:00 pm– 6:00 pm**      **Registration - Hermitage**

**6:00 pm – 8:00 pm**      **Opening Night Reception – Cumberland Ballroom**

**Wednesday, September 13, 2017**

**7:00 am– 9:30 am**      **Registration - Hermitage**

**7:30 am – 10:15 am**      **Leadership Breakfast – Cumberland Ballroom**

**Master of Ceremonies – *Nicky Gacos, President*  
National Association of Blind Merchants**

**Opening Ceremony – “A Nashville Showcase of Talent”**

**Welcoming Remarks**

*By Daniel Frye, President-Elect  
National Council of State Agencies for the Blind*

**“A Shout Out to Our Sponsors”  
*By Melissa Smith*  
NABM Board Member**

**“Aira: Instant Access to Information – A Quick Demonstration”**

**9:00 am – 10:15 am**      **Keynote Address**

**“Stress Less and Laugh More”**

*By Collette Carlson*

- 10:15 am – 10:45 am**      **Break**
- 10:45 am – 12:30 pm**      **General Session – Upward Mobility Training Session #1 – Cumberland Ballroom**  
**Moderator: Ed Birmingham, 2<sup>nd</sup> Vice President**  
**National Association of Blind Merchants**
- 10:45 am – 11:30 am**      **“The Rhythm of Teamwork: An Integrative Presentation”**  
**By the Drum Café**
- 11:30 am – 12:00 pm**      **“FitPick: News for You”**  
**By Roni Moore, Vice President**  
**Marketing & Public Relations for the National Automated Merchandising Association**
- 12:00 pm – 12:30 pm**      **“The New D.C.: What It Means for Randolph-Sheppard”**  
**By Catriona Macdonald, Policy Advisor**  
**National Council of State Agencies for the Blind**
- 12:30 pm – 4:30 pm**      **TRADESHOW – Nashville Ballroom, Foyer, Capitol I**
- 3:00 pm – 4:30 pm**      **“Exclusive SLA Roundtable Discussion” – Cumberland Ballroom**  
**Moderators: Curtis Glisson, Assistant Commissioner**  
**Alabama Deaf and Blind Services**  
  
**John Gordon, Bureau Chief**  
**Illinois Services for the Blind**  
  
**SLA staff ONLY are invited to this exclusive round table discussion of relevant topics affecting state business enterprises programs today. It is an opportunity for staff to learn from each other and to share ideas.**
- 4:30 pm – 6:00 pm**      **Exhibitor Appreciation Reception - Foyer**
- 6:30 pm – 12:00 am**      **“Honky Tonkin - Music City Style” (Buses go downtown)**  
**Buses will be departing and returning every 30 minutes to take participants downtown to visit the country music honky tonks and other Nashville hot spots.**

**Thursday, September 14, 2017**

- 7:00 am – 8:15 am**      **Women’s Breakfast – Capitol Ballroom**  
**Moderators: Sharon Treadway and Debra Smith**  
**Guest Speaker: Pam Allen, Executive Director**  
**Louisiana Center for the Blind**
- 8:30 am – 12:00 pm**      **General Session – Upward Mobility Training Session #2 – Cumberland Ballroom**  
**Moderator: Joe Higdon**

**NABM Board Member**

**8:30 am – 9:00 am**

**“An Industry Update”**

**By *Eric Dell*, Senior Vice President for External Affairs  
National Automatic Merchandising Association**

**9:00 am – 11:15 am**

**“Your CIA = Customer Innovation in Action”**

**By *Bonnie Knutson, PhD*, Professor  
The School of Hospitality Business  
Michigan State University**

**By *Clay Voorhees*, Associate Professor  
Department of Marketing  
Michigan State University**

**11:15 am – 11:45 pm**

**“Working with Health Advocates on Healthy Vending”**

**By *Katie Bishop Kendrick, MS, MPH*  
State and Community Advocacy Manager  
American Heart Association**

**12:00 pm– 1:45 pm**

**Luncheon – Nashville Ballroom**

**Master of Ceremonies: *Terry Smith*, Director  
National Federation of the Blind Entrepreneurs Initiative**

**“A Shout Out to Our Sponsors”**

**By *Melissa Smith*  
NABM Board Member**

**Special Guest – *John G. Pare, Jr.*  
Executive Director for Advocacy and Policy  
National Federation of the Blind**

**Keynote Address**

**“Specialized Services for the Blind: Future Challenges and Opportunities”**

**By *Dr. Fred Schroeder*  
Former RSA Commissioner**

**Presentation of Awards**

***Nicky Gacos*, President  
National Association of Blind Merchants**

**Call to Action**

**2:15 pm– 4:30 pm**

***General Session – Upward Mobility Training Session 3 – Cumberland  
Ballroom***

**Moderator *Zach Snow*  
NABM Board Member**

**2:30 pm – 3:15 pm**

**“The Future is in the Private Sector and Beyond – A Panel Discussion”**

**Facilitator: *John Gordon*, Bureau Chief**

**Illinois Services for the Blind**

**Panelists**

***John Murn*, President**

**RSA Management Group**

**Raven Pullium, BEP Director**

**Illinois**

***Lori Brady*, BEP Director**

**Alabama**

***Nicky Gacos*, President**

**National Association of Blind Merchants**

**3:15 pm – 3:45 pm**

**“The State of Randolph Sheppard: RSA’s Perspective”**

**By *Jesse Hartle*, Randolph Sheppard Specialist**

**U.S. Rehabilitation Services Administration**

**3:45 pm – 4:15 pm**

**“Rest Area Commercialization: The Threat is Real”**

**By *David Fialko*, Vice President for Government Relations**

**National Association of Truck Stop Operators**

**By *Gabe Cazares*, Government Affairs Specialist**

**National Federation of the Blind**

**4:15 pm – 5:00 pm**

**“The War with DOD Rages On – A Panel Discussion”**

**Facilitator *Melba Taylor***

**NABM Board Member**

**Panelists**

***Andrew Freeman*, Esq.**

**Brown, Goldstein, and Levy**

***Brent McNeal*, Esq. Deputy General Counsel**

**Florida Department of Education**

***Patrick B. Shirley*, Esq.**

**Office of Legal and Legislative Services**

**Kentucky Education and Workforce Development Cabinet**

**7:00 pm – 9:00 pm**

**Banquet – Nashville Ballroom**

**Master of Ceremonies *Nicky Gacos*, President**

**National Association of Blind Merchants**

**Dinner Music by *Steve Norman***

**“A Shout Out to Our Sponsors”**

*By Melissa Smith*

**NABM Board Member**

**“Carpe Diem (Seize the Day)”**

*By Deanna Jones, Special Guest*

**Presentation of Awards**

*By Nicky Gacos, President*

**National Association of Blind Merchants**

**“So.....There’s That”**

**Special Entertainment by *Killer Beaz*, Comedian**

**Friday, September 15, 2017**

**9:00 am – 11:00am**

***General Session – Upward Mobility Training Session #4 – Salon D***

***Moderator: Pam Schnurr, Treasurer***

**National Association of Blind Merchants**

**Randolph-Sheppard’s Biggest Challenges: An Open Dialogue**

***Facilitators: Nicky Gacos, President, National Association of Blind Merchants***

***Terry Smith, Director, National Federation of the Blind Entrepreneurs Initiative***

***Gabe Cazares, Government Affairs Specialist***

**National Federation of the Blind**

**This will be an interactive discussion of the key threats and legislative issues facing Randolph-Sheppard over the next year. Topics will include**

**Rest Area Commercialization**

**Department of Defense Troop Dining**

**Department of Defense Traditional Vending Facilities**

**Department of Veterans Affairs**

**Healthy Vending Mandates**

**Nominee Agencies**

**Funding Challenges**

**11 am – ADJOURN**