

NYSCB
COMPREHENSIVE SERVICE CONTRACT
VENDOR AGENCY REPORT CARD

Agency: Association for the Blind and Visually Impaired-Goodwill – 422 South Clinton Avenue
Rochester, NY 14620 (585) 232-1111

Service Area: Monroe, Wayne, Ontario, Livingston, and Steuben counties

Program Sites: One site (Rochester)

Population Served: Individuals who are Legally Blind and Deaf/Blind

Staff Configuration:

Social Work—5FTE
Vision Rehabilitation—4FTE
Orientation & Mobility—2FTE (+ 1 open)
Low Vision—5FTE (1PTE Doctor)
Work Force Development—3FTE (+ 1 open)

Date of Review: August 28, 2018

Description of Services

ADAPTIVE LIVING PROGRAM (ALP)

The goal of the Adaptive Living Program (ALP) is to make a comprehensive package of rehabilitation services available to individuals who are legally blind and are not seeking paid employment.

- **ALP-2:** Rehabilitation services provided to older individuals to assist

them to achieve a greater level of safety and confidence in their living environments.

- **ALP-2E:** Services provided to older individuals who require services in excess of the typical ALP-2 program in order to achieve their goals when special consumer needs are identified during the assessment.
- **ALP-3** Rehabilitation services provided to individuals who will be served under the VR program with the goal of homemaker.

VISION REHABILITATION THERAPY, ORIENTATION AND MOBILITY, AND SOCIAL CASEWORK ASSESSMENT

Prior to receiving Vision Rehabilitation Therapy, Orientation and Mobility Instruction, or Social Casework Services, individuals will participate in an Assessment.

The Assessment will:

1. Determine a consumer's readiness for services
2. Establish a baseline of skill against which future progress can be compared, and
3. Provide information about the amount of time services may take in order to assist the NYSCB counselor and the consumer in their vocational planning

VISION REHABILITATION THERAPY, ORIENTATION AND MOBILITY TRAINING, SOCIAL CASEWORK SERVICES

These services are designed to provide consumers, including high school and college students, with comprehensive and integrated training in basic life skills to prepare them for competitive or supported employment. Consumers referred for Rehabilitation services will receive training and/or services in any or all of the following three skill areas necessary to function as employed persons: safe travel/orientation and mobility, vision rehabilitation therapy, and social casework.

VOCATIONAL SKILLS TRAINING ASSESSMENT

1. Determines a consumer's readiness for Vocational Skills Training Services,
2. Establishes a baseline of skill against which future progress can be compared, and,
3. Provides information about the amount of time services may take, in order to assist the NYSCB counselor and the consumer in their vocational planning

VOCATIONAL SKILLS TRAINING

Vocational skills training is hands-on, experiential learning for service, clerical, industrial or technology related occupations. This training is provided to consumers to prepare them for a specific occupational goal for entry or re-entry into gainful employment consistent with the individual's interests and capabilities as identified in their mutually agreed upon Individualized Plan of Employment (IPE).

PRE-VOCATIONAL SKILLS ASSESSMENT (FOR YOUNG ADULTS)

1. Determines a consumer's readiness for Pre-Vocational Skills services
2. Establishes a baseline of skill against which future progress can be

- compared, and
3. Provides information about the amount of time services may take, in order to assist the NYSCB counselor and the consumer in their vocational planning.

PRE-VOCATIONAL SKILLS TRAINING (FOR YOUNG ADULTS)

Pre-vocational skills are those specific skills necessary for vocational clarification, job seeking, on-the-job behavior and skills, and life-related activities which support the person in job retention. The development of pre-vocational skills includes the provision of services to parents to gain their support as their child prepares to go to work.

WORK READINESS SKILLS ASSESSMENT

Prior to receiving Work Readiness Skills Training, an individual will participate in a Work Readiness Skills Assessment. The Assessment will:

1. Determine a consumer's ability to actively participate in Work readiness Training;
2. Establish a baseline of skill levels against which future progress can be compared; and
3. Provide an estimate of when the training will be completed, in order to assist the NYSCB Counselor and the consumer in vocational planning.

WORK READINESS SKILLS TRAINING

The Work Readiness Skills Training component provides individuals with assistance in developing the "soft" skills that will enable them to make a satisfactory adaptation to the needs and expectations of any workplace in which they find themselves.

WORK EXPERIENCE TRAINING

Consumers starting work experience training services participate in a time-limited experience which: (1) provides the consumer with an understanding of the work environment, and work-related behaviors, work skills and work experience; and (2) provides NYSCB with information on how the consumer performed in the work setting.

JOB PLACEMENT

Placement services are the programs that are directly related to assisting a consumer to prepare for and achieve or maintain non-subsidized, integrated employment. Job placement services are expected to result in employment of referred, job-ready consumers. Placement services should be customized to meet the needs of the NYSCB consumers.

REPORT

AGENCY:

Total agency review sample of 10% of all successful cases for the 18-month month period from 2/1/17 to 7/31/18.

SERVICES	% OF SUCCESS CASES SAMPLED	AVG. # OF UNITS OF SERVICE PROVIDED	AVG. LENGTH OF TIME FOR SERVICE PROVISION
ADAPTIVE LIVING PROGRAM 2	12	6.3	5.9 months
ADAPTIVE LIVING PROGRAM 2E	10	10.8	5.2 months
ADAPTIVE LIVING PROGRAM 3	10	17.1	7.8 months
VISION REHAB THERAPY ASSESSMENT	9	2.6	1.6 months
VISION REHAB THERAPY LEVEL 1	8	6.1	7.3 months
VISION REHAB THERAPY LEVEL 2	8	6.6	7.7 months
VISION REHAB THERAPY LEVEL 3	8	5.9	6.6 months
ORIENTATION & MOBILITY ASSESSMENT	9	2.6	14 days
ORIENTATION & MOBILITY LEVEL 1	8	4.3	2.9 months
ORIENTATION & MOBILITY LEVEL 2	8	4.8	4.6 months
ORIENTATION & MOBILITY LEVEL 3	6	7.5	3.6 months
SOCIAL CASEWORK ASSESSMENT	7	1.7	4.2 days
SOCIAL CASEWORK SERVICES	7	12.6	7.9 months
PRE-VOCATIONAL SKILLS ASSESSMENT	5	2.8	3.3 months
PRE-VOCATIONAL SKILLS TRAINING	5	21.25	3 days
JOB PLACEMENT ASSESSMENT	5	4.95	1.1 months
JOB SEEKING	5	8.8	6.5 months
JOB DEVELOPMENT	2	10.6	3.1 months
Job Placement Day 6	5	1	9.6 days
Job Placement Day 90	5	3.25	2.6 months

VOCATIONAL SKILLS ASSESSMENT	5	4.1	1.4 months
VOCATIONAL SKILLS TRAINING	5	52.6	3.3 months
WORK EXPERIENCE TRAINING	5	10.2	3.2 months
WORK READINESS SKILLS ASSESSMENT	5	2.5	8.2 days
WORK READINESS SKILLS TRAINING	5	37.2	25 days

CONSUMER SATISFACTION SURVEY

Telephone surveys were conducted with consumers prior to the review; based on a scale from one to ten, with one being the worst and ten being the best.

SERVICES	# of Consumers Surveyed	Average Satisfaction Score
ADAPTIVE LIVING PROGRAM	12	9.4
VOCATIONAL REHABILITATION	8	8.6
JOB PLACEMENT	4	8.8

ADDITIONAL REPORT CARD/SURVEY INFORMATION: