

CBVH
COMPREHENSIVE SERVICE CONTRACT
VENDOR AGENCY REPORT CARD

Agency: Western New York Center for the Visually Impaired Phone: (716) 668-1166
3070 Transit Road, West Seneca, NY 14224 Email: jrunk3113@yahoo.com

Service Area: Erie, Niagara, Cattaraugus, Orleans, Genesee, Wyoming and Allegany
Counties

Program Sites: One - 3070 Transit Road, West Seneca, NY 14224

Population Served: Blind and Visually Impaired

Staff Configuration: Orientation & Mobility Training – 3 Staff, Rehabilitation Teaching – 5
Staff, Social Work – 4 Staff

Date of Review: July 23, 2012

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 CBVH 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 ASSESSMENT/DVE (DIAGNOSTIC EVALUATION)

A brief, time limited process to determine a person's resources, assets, interests and capabilities toward developing skills necessary for employment incorporating a comprehensive, systematic approach to engage the individual as an active participant in the assessment process, and including a thorough participatory interview with the individual and, as appropriate, with significant others.

ACADEMIC INSTRUCTION ASSESSMENT

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

ACADEMIC INSTRUCTION

Academic instruction may include educational programs adapted for individuals who are legally blind in the areas of Adult Basic Education, English as a Second Language, High School Equivalency, College Preparatory and Academic Tutoring to improve, enhance or supplement their academic or educational achievement levels as in a selected or anticipated vocational goal.

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 CBVH 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 CBVH 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 CBVH 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 CBVH with information on how the consumer performed in the work setting.

PLACEMENT ASSESSMENT

Prior to receiving job placement services, consumers will participate in a Job Placement Assessment to evaluate readiness to participate in placement services leading to community based, non-subsidized employment.

JOB SEEKING/JOB DEVELOPMENT

Improve consumer's interviewing skills, to obtain interviews for positions for which the consumer is qualified and to obtain a job commensurate with the consumer's interests, skills and economic requirements.

INITIAL PLACEMENT (6 Day)

The CBVH consumer obtains non-subsidized employment, consistent with his/her IPE, in an integrated setting following participation in placement activities outlined in a mutually agreed upon job placement plan prepared in consultation with the CBVH consumer.

PLACEMENT (90 Day)

The CBVH consumer who achieved employment under Initial Placement will have stabilized and maintained that employment continuously for a minimum of 90 days and the job is expected to remain permanent.

REPORT

AGENCY: WNYCVI

Total agency review sample of 15.2 % of all successful cases for the eighteen month period from 11/1/2010 to 4/30/2012.

SERVICES	% OF SUCCESS CASES SAMPLED	AVG. # OF UNITS OF SERVICE PROVIDED	AVG. LENGTH OF TIME FOR SERVICE PROVISION
ADAPTIVE LIVING PROGRAM 2	10.4%	2.2	2.5 months
ADAPTIVE LIVING PROGRAM 2E	10.5%	9.0	4.1 months
ADAPTIVE LIVING PROGRAM 3	16.7%	9.8	2.8 months
VISION REHAB THERAPY ASSESSMENT	25.0%	2.2	1.3 months
VISION REHAB THERAPY LEVEL 1	22.7%	1.0	5.0 months

VISION REHAB THERAPY LEVEL 2	27.8%	1.2	5.0 months
VISION REHAB THERAPY LEVEL 3	31.3%	1.2	5.0 months
ORIENTATION & MOBILITY ASSESSMENT	30.0%	2.3	18.0 days
ORIENTATION & MOBILITY LEVEL 1	42.9%	1.3	6.6 months
ORIENTATION & MOBILITY LEVEL 2	33.3%	1.3	6.6 months
ORIENTATION & MOBILITY LEVEL 3	33.3%	1.3	6.6 months
SOCIAL CASEWORK ASSESSMENT	36.4%	1.3	17.3 days
SOCIAL CASEWORK SERVICES	100.0%	2.3	6.4 months
PRE-VOCATIONAL SKILLS ASSESSMENT	NA	NA	NA
PRE-VOCATIONAL SKILLS TRAINING	NA	NA	NA
ACADEMIC INSTRUCTION ASSESSMENT	NA	NA	NA
ACADEMIC INSTRUCTION	NA	NA	NA
VOCATIONAL SKILLS ASSESSMENT	NA	NA	NA
VOCATIONAL SKILLS TRAINING	NA	NA	NA
WORK EXPERIENCE TRAINING	NA	NA	NA
WORK READINESS SKILLS ASSESSMENT	NA	NA	NA
WORK READINESS SKILLS TRAINING	NA	NA	NA
PLACEMENT ASSESSMENT	NA	NA	NA
JOBSEEKING/JOB DEVELOPMENT	NA	NA	NA
INITIAL PLACEMENT (6 Day)	NA	NA	NA
PLACEMENT (90 Day)	NA	NA	NA

CONSUMER SATISFACTION SURVEY

*Telephone surveys 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	14	7.4
VOCATIONAL REHABILITATION	4	9.1

ADDITIONAL REPORT CARD/SURVEY INFORMATION: NA