

NYSCB COMPREHENSIVE SERVICE CONTRACT **VENDOR AGENCY REPORT CARD**

Date of Review: April 8, 2015

Agency: Catholic Guild for the Blind
1011 First Avenue, 6th Floor
New York, NY 10022
(212) 371-1000, ext. 2455

Service Area: Manhattan, Bronx, Brooklyn, Queens, Staten Island, Ulster County, Dutchess County, Sullivan County

Program Sites: One site (NYC) The Hudson Valley has offices only, no program sites.

Population Served: Individuals who are legally blind

Staff Configuration:

2.0 FTE – O&M/VRT (NYC)
1.0 FTE – O&M/VRT program coordinator Mid-Hudson Valley
1 as needed consultant O&M/VRT (Hudson Valley)
1 as needed consultant– O&M (NYC)
1.0 FTE – Vision Rehab. Aide (NYC)
1.0 FTE – Social worker (NYC)
2 as needed consultants – Social workers (Hudson Valley)
1.0 FTE academic instructor (NYC)
1 hourly consultant – ESOL (NYC)
1 hourly consultant – science and math (NYC)
1.0 FTE – coordinator (NYC)
1.0 FTE Employment Specialist (NYC)
2 hourly consultants – Job Placement (1-NYC and 1-Hudson Valley)
1.0 FTE – Computer Skills Instructor (NYC)
1.0 FTE –Director

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 assist older individuals in achieving 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 that 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 an estimate of time services may take to assist the NYSCB counselor and the consumer in 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.

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 to assist the NYSCB 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 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 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

1. Prior to receiving Work Readiness Skills Training, an individual will participate in a Work Readiness Skills Assessment. The Assessment will:
2. Determine a consumer's ability to actively participate in Work readiness Training;
3. Establish a baseline of skill levels against which future progress can be compared; and provide an estimate of when the training will be completed 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 that provides the consumer with an understanding of the work environment, and work-related behaviors, work skills and work experience; and provides NYSCB with information on how the consumer performed in the work setting.

REPORT

AGENCY: Catholic Guild for the Blind

Total agency review sample of 12.2 % of all successful cases for the eighteen-month period from 6/1/13 to 12/31/14.

SERVICES	% OF SUCCESS CASES SAMPLED	AVG. # OF UNITS OF SERVICE PROVIDED	AVG. LENGTH OF TIME FOR SERVICE PROVISION
ADAPTIVE LIVING PROGRAM 2	22.7%	8.4	2.1 months
ADAPTIVE LIVING PROGRAM 2E	12.1%	9	1.9 months
ADAPTIVE LIVING PROGRAM 3	15.1%	18.8	3.6 months
VISION REHAB THERAPY ASSESSMENT	10%	2.6	1.2 days
VISION REHAB THERAPY LEVEL 1	11%	3.5	1.5 months
VISION REHAB THERAPY LEVEL 2	11%	6.7	1.6 months
VISION REHAB THERAPY LEVEL 3	10%	4.9	1.5 months
ORIENTATION & MOBILITY ASSESSMENT	10%	2.4	4.5 days
ORIENTATION & MOBILITY LEVEL 1	10%	4	1.7 months
ORIENTATION & MOBILITY LEVEL 2	11%	4.6	1.9 months
ORIENTATION & MOBILITY LEVEL 3	10%	5.4	1.6 months
SOCIAL CASEWORK ASSESSMENT	10%	2.3	2.3 days
SOCIAL CASEWORK SERVICES	10%	6.9	4.0 months
PRE-VOCATIONAL SKILLS ASSESSMENT	41.6%	1.5	1.0 days
PRE-VOCATIONAL SKILLS TRAINING	N/A	N/A	N/A
ACADEMIC INSTRUCTION ASSESSMENT	14.4%	9.0	19 days
ACADEMIC INSTRUCTION	10%	103.5	5.4 days

VOCATIONAL SKILLS ASSESSMENT	13.8%	1.0	1.0 day
VOCATIONAL SKILLS TRAINING	15.6%	86	4.3 months
WORK EXPERIENCE TRAINING	18%	303.3	7.2 months
WORK READINESS SKILLS ASSESSMENT	18%	1.9	1.6 days
WORK READINESS SKILLS TRAINING	16%	20.8	1.1 months

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	8	5.9
VOCATIONAL REHABILITATION	34	9.2

ADDITIONAL REPORT CARD/SURVEY INFORMATION: Reviewer's Note: ALP services
Reviewers noted that there was an average rating of 2.8 reported when consumers were asked to rate on a scale of one to ten, with one being the worst, and ten being the best, if the training and equipment they received has increased their confidence and independence. Out of 8 consumers, 2 consumers stated that they could not remember. One consumer stated that his wife provides most assistance and he could not rate the benefits of equipment.

Catholic Charities
Archdiocese of New York

Providing Help. Creating Hope.

November 30, 2015

Julie Cardone, Quality Assurance
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Catholic Charities Community Services

Catholic Guild for the Blind

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Dear Julie,

When we last spoke about the Catholic Guild for the Blind's program review, Brian invited me to put in writing my thoughts about the methodology of the satisfaction component of the evaluation and the impact it had on our ratings. Brian indicated that my comments would be attached to the final report in your files.

The methodology utilized by the reviewer was such that on a score of one to ten, with one being the worst and ten being the best, if a respondent was unable to respond for whatever reason, a zero was entered as the response. In our case, with ALP services, three out of eight individuals contacted were unable to respond. Two of these individuals experience dementia and had no memory of receiving services and one individual stated that his wife provides most assistance. The zeros resulted in very low scores in each of the three areas assessed.

Removing the zeros and calculating the level of satisfaction from the remaining respondents resulted in very different ratings.

Question 5: Do you feel the training and equipment gave you more confidence and independence?
Factoring out the zeros, the remaining scores averaged 7.3.

Question 6: Rating preparedness of instructors, factoring out the zeros resulted in an average of 7.6.

Question 7: Satisfaction with services resulted in an average of 7.8 once the zeros were factored out.

Soliciting feedback from a small sample of seniors who may be quite elderly, have difficulty with memory and in some cases received services over a year prior to the time at which they were contacted, is not a fair measure of agency performance.

I hope the NYSCB re-evaluates how the consumer satisfaction part of the program review is conducted.

Thank you for the opportunity to have my statement attached to the final report.

Sincerely,



Judith Katzen, Director
Catholic Guild for the Blind

CC: Brian Daniels ✓