

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

Agency: Aurora of Central New York, Inc., 518 James Street, Syracuse NY 13203-2019  
Ph.: (315) 422-7263 Fax: (315) 422-4792

Service Area: Onondaga, Oswego, and Cayuga Counties

Program Sites: One Site – (Syracuse) NY

Population Served: Individuals who are Legally Blind or Visually Impaired

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

Date of Review: February 22, 2013

**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:**

***Total agency review sample of 11.8 % of all successful cases for the eighteen month period from 6/1/2011 to 12/31/2012.***

<b>SERVICES</b>	<b>% OF SUCCESS CASES SAMPLED</b>	<b>AVG. # OF UNITS OF SERVICE PROVIDED</b>	<b>AVG. LENGTH OF TIME FOR SERVICE PROVISION</b>
<b>ADAPTIVE LIVING PROGRAM 2</b>	10.4%	2.7	1.7 months
<b>ADAPTIVE LIVING PROGRAM 2E</b>	10.3%	8.2	2.4 months
<b>ADAPTIVE LIVING PROGRAM 3</b>	13.8%	10.8	2.6 months
<b>VISION REHAB THERAPY ASSESSMENT</b>	12.1%	2.3	1.3 months
<b>VISION REHAB THERAPY LEVEL 1</b>	11.8%	2.5	3.0 months

<b>VISION REHAB THERAPY LEVEL 2</b>	11.8%	9.0	4.6 months
<b>VISION REHAB THERAPY LEVEL 3</b>	12.5%	3.0	4.5 months
<b>ORIENTATION &amp; MOBILITY ASSESSMENT</b>	11.8%	1.8	1.2 months
<b>ORIENTATION &amp; MOBILITY LEVEL 1</b>	12.5%	3.8	2.6 months
<b>ORIENTATION &amp; MOBILITY LEVEL 2</b>	13.8%	5.3	5.8 months
<b>ORIENTATION &amp; MOBILITY LEVEL 3</b>	13.3%	5.8	6.3 months
<b>SOCIAL CASEWORK ASSESSMENT</b>	13.8%	2.0	29.3 days
<b>SOCIAL CASEWORK SERVICES</b>	16.0%	12.0	5.1 months
<b>PRE-VOCATIONAL SKILLS ASSESSMENT</b>	40.0%	2.5	1.1 months
<b>PRE-VOCATIONAL SKILLS TRAINING</b>	11.8%	9.5	21.5 days
<b>ACADEMIC INSTRUCTION ASSESSMENT</b>	N/A	N/A	N/A
<b>ACADEMIC INSTRUCTION</b>	N/A	N/A	N/A
<b>VOCATIONAL SKILLS ASSESSMENT</b>	100.0%	1.0	24.5 days
<b>VOCATIONAL SKILLS TRAINING</b>	11.8%	81.0	10.7 months
<b>WORK EXPERIENCE TRAINING</b>	11.1%	17.0	7.1 months
<b>WORK READINESS SKILLS ASSESSMENT</b>	28.6	4.0	13.0 days
<b>WORK READINESS SKILLS TRAINING</b>	40.0%	95.0	1.6 months
<b>PLACEMENT ASSESSMENT</b>	28.6%	14.5	6.8 months
<b>JOBSEEKING/JOB DEVELOPMENT</b>	22.2%	39.0	4.2 months
<b>INITIAL PLACEMENT (6 Day)</b>	40.0%	32.5	4.1 months
<b>PLACEMENT (90 Day)</b>	40.0%	20.3	2.9 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*

<b>SERVICES</b>	<b># of Consumers Surveyed</b>	<b>Average Satisfaction Score</b>
<b>ADAPTIVE LIVING PROGRAM</b>	23	8.7
<b>VOCATIONAL REHABILITATION</b>	8	9.0

**ADDITIONAL REPORT CARD/SURVEY INFORMATION: N/A**