

**CBVH**  
**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: Low Vision Center – 7 full-time-staff, Rehabilitation Teaching – 3 full-time staff, Orientation & Mobility Training – 3 full-time staff, Social Work – 3 full-time staff, Career & Training – 4 full-time staff

Date of Review: October 14 & 15, 2008

**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 up to 12/31/07. From 1/1/08 forward, rehabilitation services provided to an older individual who has significant needs and primary responsibility for managing the home.

## **CORE ASSESSMENT**

1. Determines a consumer's readiness for Core 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.

## **CORE**

Core 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. There are three skills areas necessary to function as employed persons:

1. Safe travel/orientation and mobility
2. Personal care/rehabilitation teaching
3. Job skills
4. Social casework – may be provided on as needed to support other skill areas

## **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 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**

1. Determines a consumer's readiness for Job Placement 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.

### **PLACEMENT 1**

Consumers referred by a CBVH counselor obtain non-subsidized employment in an integrated setting following participation in placement activities outlined in a mutually agreed upon job placement plan prepared in consultation with the consumer, the CBVH counselor and the Contractor's placement specialist.

### **PLACEMENT 2**

This applies to consumers who have been placed in employment under Placement #1 and receive support to maintain that employment continuously for at least 90 days. Any placement services that provide support to the consumer in performing the essential duties of the job are appropriate under this outcome.

### **PLACEMENT 3**

Consumers referred by a CBVH counselor, whose existing community based, non-subsidized jobs are at risk as a result of their legal blindness, retain continuously, for at least 90 days following participation in employment related activities outlined in a mutually agreed upon job placement plan prepared in consultation with the consumer, the CBVH counselor, and the Contractor's placement specialist. This applies to eligible consumers who are currently employed in a community-based and non-subsidized job, but are at risk for losing employment as a result of the visual impairment.

# REPORT

**AGENCY:**

***Total agency review sample of 10.8 % of all successful cases for the eighteen month period from 1/1/2007 to 6/30/2008.***

SERVICES	% OF SUCCESSFUL CASES SAMPLED	AVG. # OF UNITS OF SERVICE PROVIDED	AVG. LENGTH OF TIME FOR SERVICE PROVISION
ADAPTIVE LIVING PROGRAM 2	11.0%	8.7	3.1 months
ADAPTIVE LIVING PROGRAM 2E	10.3%	11.4	4.9 months
ADAPTIVE LIVING PROGRAM 3	17.4%	28.8	9.8 months
CORE ASSESSMENT	11.4%	3.1	4.0 months
CORE	15.2%	18.8	6.7 months
VOCATIONAL ASSESSMENT & DVE	N/A	N/A	N/A
ACADEMIC INSTRUCTION ASSESSMENT	N/A	N/A	N/A
ACADEMIC INSTRUCTION	N/A	N/A	N/A
VOCATIONAL SKILLS ASSESSMENT	N/A	N/A	N/A
VOCATIONAL SKILLS TRAINING	N/A	N/A	N/A
PRE-VOCATIONAL SKILLS ASSESSMENT	13.8%	1.0	1.6 months
PRE-VOCATIONAL SKILLS TRAINING	11.1%	9.0	3.0 months
WORK EXPERIENCE TRAINING	18.8%	10.0	2.8 months
PLACEMENT ASSESSMENT	12.5%	1.7	25.0 days
PLACEMENT 1	18.8%	10.7	1.5 months
PLACEMENT 2	23.1%	6.3	3.3 months
PLACEMENT 3	100%	7.5	1.8 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>	5	9.1
<b>VOCATIONAL REHABILITATION</b>	5	9.2

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