

**Proposed**  
**Attachment 4.11(e)(2) Evaluation and Report of Progress in Achieving Identified Goals and Priorities and Use of Title I Funds for Innovation and Expansion**

CBVH evaluates progress toward achievement of goals and priorities on an ongoing basis. CBVH is reporting on the goals and objectives identified in the 2012 VR State Plan. Employment outcomes increased during fiscal year 2012. CBVH placed 403 individuals in competitive employment. This was a 4% increase over Fiscal Year 2011, when 388 individuals were placed in competitive employment. The average hourly wage for FY 2012 was \$18.92, and 6.4% decrease over FY 2011, when the average hourly wage was \$20.20.

Goal 1: Increase the number of competitive employment outcomes using Fiscal Year 2010 data on the number of competitive employment outcomes as a baseline.

1. Of the eight ARRA-funded Innovative Training and Employment projects, CBVH determined that six were sustainable as vocational training programs with each provider agency. Of the other two, one was determined to be similar to a more comprehensive vocational program already run by the provider. The other program, Scopist training, can be supported with local technical support applied to the same on-line training program used in the project. Since the original projects began, 97 individuals have completed training and 44 have obtained competitive integrated employment.

As future vocational training programs are developed, CBVH intends to require that vendors provide documentation that they have a business partner(s) that will provide input into the curriculum, provide on-site training opportunities and offer employment to qualified graduates of the program. CBVH will also seek direct agreements with businesses willing to design a training program to prepare CBVH consumers for positions within their company.

2. In 2012, CBVH, along with ACCES-VR, continued to work with Walgreen's Retail Employment Disability Initiative (REDI). As a result, two more legally blind consumers have obtained employment in Walgreens pharmacies, for a total of 6 since the program was initiated in 2010. Two other individuals will have the opportunity to retest to be hired. At least three trainees, under a new bidding system, will begin training in 2013. As an experienced Walgreens partner, CBVH has shared its perspective and strategies with other State VR agencies starting the program under initial National expansion efforts. CBVH is now exploring a pharmacy technologist training program with CVS, based on a model developed by the Massachusetts Rehabilitation Commission.
3. CBVH regularly receives job postings through the Council of State Administrators of Vocational Rehabilitation's (CSAVR) National Employment Team (the NET) and participates in webinars with a variety of businesses, including private and Federal employers.

Job postings and business profiles are shared with counseling staff and placement providers. In addition, CBVH confers with other state agencies in the NET about approaches and resources used by other states, with the aim to improve CBVH's outcomes. Staff also participates in local placement consortiums.

4. CBVH continues its efforts to identify and work with vocational training programs in local communities to expand training opportunities for CBVH consumers.
5. All district offices and satellites of CBVH now have business marketing materials which include print materials, a video, and a business kit to demonstrate assistive technology.

CBVH is developing an instrument to document business outreach efforts to measure outreach efforts and determine which approaches appear to be most effective. CBVH will also work with the CSAVR National Employment Team and/or Region II Technical Assistance and Continuing Education project to develop additional marketing training for staff.

Goal 2: Increase the number of individuals from ethnic and racial minority populations who receive services, beginning with a baseline of data from Fiscal Year 2010.

1. CBVH continues outreach activities to underserved populations identified in the Comprehensive Statewide Needs Assessment (CSNA). The CBVH Outreach Coordinator, in conjunction with CBVH district office staff, continues to do outreach presentations across the state, focusing on schools, colleges, churches, community centers, advocacy groups, health fairs, healthcare providers and coalitions, ethnic festivals and senior centers.
2. CBVH continues to participate in the agency-wide initiative known as the Disproportionate Minority Representation/Cultural Competence Committee. Concluding early in 2012, a second round of cultural competency training was provided for CBVH and contractor agency staff with a focus on identifying and eliminating racial and ethnic inequities in agency service delivery systems, practices and policies.
3. CBVH continues to participate in the agency-wide effort to identify those consumers for whom English is not their primary language. CBVH continues to comply with NYS Executive Order No. 26 and the agency language access plan in identifying and prioritizing all vital documents for translation into six languages. CBVH will continue to provide its written materials in Spanish, Arabic, Chinese and Russian. CBVH continues to utilize "Language Line", a telephone translation service that provides interpreters for consumers who are non-English speaking. In 2012, CBVH assigned all district managers as language access liaisons for each specific district in the State as part of the agency language access plan.

The language access liaisons are responsible for the coordination of language access efforts within each district office area.

4. CBVH continues to partner with two private agencies for the blind, Aurora of Central New York, Inc. in Syracuse and Visions Services for the Blind and Visually Impaired in New York City to develop and implement comprehensive outreach programs to underserved legally blind individuals in the upstate New York and New York City areas. CBVH continues to work closely with these two programs with the long term goal of increasing. In 2012, CBVH partnered with SUNY Buffalo Region 2 Technical Assistance and Continuing Education Center (TACE) to begin benchmarking best practices from the Aurora and Visions programs for replication of specific best practices with each CBVH district office in the state.
5. CBVH continues to partner with TACE to provide diversity planning with each CBVH district office in the state. The primary focus is identification of service strategies and approaches that promote the delivery of services reflective of regional and local populations and communities.

Goal 3: Continue to pass the RSA Standards and Indicators.

1. The results of FY 2012 data show that CBVH has passed Standard 1 and Standard 2. CBVH implemented a change to the Consumer Information System (CIS) that reminds counselors to enter SSI and SSDI information at the time they are completing the Economic Status Report to document whether a consumer meets economic need. Other edit checks relating to SSI and SSDI information are incorporated into CIS at the time of eligibility determination.
2. Progress on implementing the strategies and achieving the goals in the State Plan was discussed at quarterly management meetings. District managers and senior counselors report on activities related to the goals and strategies. Sharing information statewide provides opportunities for best practices in one office to be replicated in other offices.

Goal 4: Improve services to individuals who are Deaf-Blind.

1. CBVH's preliminary analysis of the deaf-blind needs assessment resulted in strategies outlined in the State Plan. CBVH is revising policy regarding services to individuals who are deaf-blind and will revisit the agreement between CBVH and ACCES-VR when both agencies' priorities align.
2. CBVH is working with community partners, primarily Helen Keller National Center and the Harlem Independent Living Center to delve further into issues facing deaf-blind consumers in the metropolitan New York City area where a large portion of the state population is located. The diversity of the population in terms of communication techniques, age, and race/ethnicity (African-American,

Hispanic and Asian) create additional challenges. The Harlem ILC is exploring developing socialization groups to build confidence among deaf-blind adults which would prepare them to move more effectively toward employment. They are also looking at the needs of deaf-blind youth in transition to understand their needs and the challenges they may face as they enter work or college.

3. CBVH has shared the deaf-blind needs assessment with the State Rehabilitation Council, private agencies for the blind, CBVH district management staff and the CBVH Executive Board. The agency plans to share the results with ACCES-VR, the Office for People with Developmental Disabilities (OPWDD), and the Office of Mental Health (OMH), in preparation for discussion of solutions to shared challenges and advocacy for appropriate community resources.
4. CBVH will be meeting with the OPWDD to discuss the results of the Needs Assessment specific to the Deaf-Blind developmentally delayed population. To the extent that OPWDD can identify consumers within its system who are deaf-blind, CBVH will work with OPWDD to consider cross-training and other collaborations needed to serve this population as they move to competitive employment. The Interagency Coordinating Council for Services to Persons Who Are Deaf, Deaf-Blind or Hard of Hearing is included in the new Justice Center bill signed by Governor Cuomo. CBVH will continue to participate in activities of the Council, which are anticipated to increase in 2013.

Goal 5: Provide assistive technology services to an increased number of CBVH consumers.

1. A CBVH workgroup met throughout 2012 for the purpose of reviewing CBVH's technology policy. The group is completing its deliberations and is readying its recommendations for presentation to CBVH's senior management team.
2. CBVH awarded two contracts for pre-college residential programs. Both programs will include an online class in utilizing technology to complete college requirements. Technology to be utilized during the program is being determined and students will receive training to use the equipment prior to beginning the summer program.
3. 366 individuals received assessment and 300 received training at the seven contracted assistive technology centers in 2012. This represents an 11% increase in assessment and an 8% increase in training over 2011. Over 200 individuals also received assistive technology training through other vendors in 2012.
4. CBVH district offices continue outreach to recruit private technology vendors in areas that are underserved. All private vendors pass an experience and technical screening interview with a CBVH technology specialist.

Goal 6: Increase CBVH consumer access to mental health services.

1. CBVH is in the process of revising policy to increase the duration of support for psychological and psychiatric therapy.
2. CBVH has increased reimbursement rates for mental health providers.
3. In January 2012, CBVH added a new social casework outcome to the Comprehensive Service Contract to enable contract agencies to provide brief therapy for consumers who require that service. Since that time nine contract agencies have been approved to provide this more intensive social casework service to consumers.

Goal 7: Support teaching functional Braille to adults for daily living and employment activities.

1. CBVH is continuing to work with the software developer that manages the CBVH case management system to track Braille instruction provided to consumers.
2. Each VR consumer referred for vision rehabilitation therapy services is assessed to determine their ability to use Braille for labeling and identification and for their ability to use Grade 1 and Grade 2 Braille. If training is recommended, Braille instruction is provided to enable the consumer to achieve his/her vocational goal.
3. CBVH continues to encourage counselors to discuss the value and benefit of learning functional Braille skills with consumers. CBVH believes that to succeed in school, work and life, people who are blind need the opportunities that literacy provides. Research done through the American Foundation of the Blind (AFB) has shown a correlation between learning braille and lifetime achievement. One study shows that only 30% of people who are blind are employed, but of this group, 90% are braille readers. CBVH staff continues to discuss the value of learning Braille with consumers, and share with young consumers and families the "Why Braille" document created for CBVH by an AFB editor. In addition, many consumers are taught functional braille skills.

#### Progress In Achieving Supported Employment Goals

In FY 2012, CBVH had two primary goals for supported employment: to increase the number of individuals placed in supportive employment to at least the 2009 level and to increase the average number of hours worked to at least the 20.20 hrs./week. In 2012, 20 individuals were placed in competitive jobs and successfully transitioned to extended supported employment services. This was a significant increase (eight) over the previous year, but three below the goal of 23. CBVH did achieve its goal of increasing the number of hours worked by individuals in supported employment. The average weekly work hours increased from 20.20 to 21.20. While not a stated goal, wages also increased by \$.24/hour to \$8.26/hour in the same period.

The increase in successful outcomes is due in part to the creative efforts of CBVH and its providers to design work opportunities which can be filled by individuals with extensive functional limitations. However, it continues to be difficult to find jobs at higher wages and increased hours for this population. Employers continue to have fewer jobs available, and typically expect workers to be able to perform multiple functions.

#### Standards and Indicators

During FY 2012, CBVH passed all of the indicators in Standard 1 and passed Standard 2. CBVH will continue to monitor progress toward meeting the Standards and Indicators for FY 14.

#### Innovation and Expansion Activities

Based on needs at the two loan closets that serve the entire state, CBVH purchased access software, portable CCTVs, scanning software and related items to have available for loan. These items, along with the initial stock of equipment purchased when the loan closets were established, are loaned to consumers who are ready to start a job or a college training program and are awaiting delivery of equipment purchased for them. In FY 12, 142 individuals were served by the loan closets.