



**Commission
for the Blind**

NYSCB COMPREHENSIVE SERVICE CONTRACT VENDOR AGENCY REPORT CARD

Agency: VISIONS/Services for the Blind and Visually Impaired - 500 Greenwich Street Suite 302 NY, NY 10013. 212-625-1616 info@visionsvcb.org

Website: www.visionsvcb.org

Services are provided free of charge.

Service Area: The five boroughs of NYC, Long Island, and Lower Westchester for in-home vision rehabilitation services and community mobility. (VISIONS Center on Blindness VCB short-term overnight programs are available for all blind residents of New York State and their families; out of state residents are served on a space available basis.)

Program Sites: VISIONS - 500 Greenwich Street, Suite 302, NY, NY 10013. 212-625-1616, or toll free: 888-245-8333 (Headquarters). Vision rehabilitation services for all ages, workforce and caregiver support, Medicaid enrollment, Blindline® information and referral center: 888-625-1616. Website: Blindline.org

VISIONS at Selis Manor, and VISIONS Center on Aging - 135 W. 23rd Street NY, NY 10011, 646-486-4444. Community center, classes, senior center, technology training, library, fitness center, photography, youth services, NYC Youth and Vision Loss Coalition

Youth Services: after-school and summer pre-vocational and work readiness training. VISIONS pre-college program at Manhattanville College, Purchase, NY. VISIONS transition program at Queens College in Flushing, NY. VISIONS Center on Blindness VCB, 111 Summit Park Road, Spring Valley, NY 10977, 845-354-3003. Overnight short-term residential health and wellness, vision rehabilitation, workforce and family services.

Population Served: VISIONS serves people with blindness and severe vision loss of all ages and their families. VISIONS offers services in ten languages and serves people with other disabilities including developmental and physical disabilities, and persons who are deaf-blind and their families.

Staff Configuration: 58 full-time and 30 part-time staff;

100 seasonal staff (summer only)

10 certified vision rehabilitation therapists (VRT)

10 certified orientation and mobility specialists (O&M)

1 low vision therapist (LVT)

2 licensed occupational therapists (OT)

(some staff is dually trained in OT, O&M, LVT and/or VRT)

1 vision rehabilitation therapy assistant

1 licensed occupational therapy assistant

7 licensed master's social workers

2 licensed clinical social workers

1 licensed mental health counselor

1 certified rehabilitation counselor

1 certified teacher of students with visual impairment TVI (seasonal)

3 assistive technology instructors

3 outreach coordinators

4 work readiness and job placement staff

1 gerontologist/senior center director

1 disability specialist/caregiver support coordinator

1 Medicaid enroller

1 volunteer coordinator

25 percent of VISIONS staff is legally blind.

50 percent speak another language in addition to English.

VISIONS is a recognized "Age-friendly Employer," with staff ranging in age from 18 to 80. VISIONS is recognized as a "Great Nonprofit."

VISIONS meets all Better Business Bureau standards for charity accountability and is a charity seal holder.

VISIONS holds the "Intergenerational Program of Distinction" designation from Generations United.

Date of Review: **June 1, 2016**

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 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
3. To assist the CBVH counselor and the consumer in their vocational planning, this assessment provides information about the amount of time services may take.

VOCATIONAL SKILLS TRAINING

Vocational skills training is hands-on, experiential learning for service, clerical, industrial or technology related occupations. This training prepares consumers 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
3. To assist the CBVH counselor and the consumer in their vocational planning, this assessment provides information about the amount of time services may take.

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; and
2. establish a baseline of skill levels against which future progress can be compared.
3. To assist the CBVH counselor and the consumer in vocational planning, this assessment will provide an estimate of when the training will be completed.

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: (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.

REPORT

AGENCY:

Total agency review sample of 10.5 percent of all successful cases for the 18-month period from 3/1/14 to 9/30/15.

SERVICES	PERCENT OF SUCCESS CASES SAMPLED	AVG. # OF UNITS OF SERVICE PROVIDED	AVG. LENGTH OF TIME FOR SERVICE PROVISION
ADAPTIVE LIVING PROGRAM 2	10	7.5	2.9 months
ADAPTIVE LIVING PROGRAM 2E	10	18.1	4.8 months
ADAPTIVE LIVING PROGRAM 3	50	33.8	6.3 months
VISION REHAB THERAPY ASSESSMENT	10.5	1.6	2.1 days
VISION REHAB THERAPY LEVEL 1	11.8	4.7	3 months
VISION REHAB THERAPY LEVEL 2	11.1	5.6	3.5 months
VISION REHAB THERAPY LEVEL 3	12.3	6.5	3 months
ORIENTATION & MOBILITY ASSESSMENT	11.5	2.4	6 days
ORIENTATION & MOBILITY LEVEL 1	15.8	3.4	2.6 months
ORIENTATION & MOBILITY LEVEL 2	17	6.6	2.8 months
ORIENTATION & MOBILITY LEVEL 3	14	5.7	3 months
SOCIAL CASEWORK ASSESSMENT	10	1.3	8 days
SOCIAL CASEWORK SERVICES	10.9	7.2	3.7 months
PRE-VOCATIONAL SKILLS ASSESSMENT	11.8	1.6	1 day
Job Placement Assessment	12.5	5.5	1.5 months
Job Placement Day 6	27	10.6	11 days
Job Placement Day 90	27	25.4	3 months
VOCATIONAL SKILLS ASSESSMENT	25	3.3	6.6 days
VOCATIONAL SKILLS TRAINING	13.6	44.6	6.2 months
WORK EXPERIENCE TRAINING	10	140	3.8 months
WORK READINESS SKILLS ASSESSMENT	12.7	4.1	4.3 days
WORK READINESS SKILLS TRAINING	20	31.6	6.1 days

CONSUMER SATISFACTION SURVEY

Telephone surveys conducted with consumers prior to the review. Services are rated on a scale from one to ten, with one being the worst and ten being the best.

SERVICES	Number of Consumers Surveyed	Average Satisfaction Score
ADAPTIVE LIVING PROGRAM	18	8.6
VOCATIONAL REHABILITATION	33	8.0

ADDITIONAL REPORT CARD/SURVEY INFORMATION

Job Placement: Four consumers were surveyed. The average satisfaction score was 7.5.