

NYSCB
COMPREHENSIVE SERVICE CONTRACT
VENDOR AGENCY REPORT CARD

Agency: Helen Keller Services for the Blind (HKSB)
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Services are provided free of charge

Service Area: Greater NYC, Long Island

Program Sites: Brooklyn, Hempstead, Islandia

Population Served: Teens and adults who are legally blind

Staff Configuration:

Core Services (Vision Rehabilitation Therapy, Orientation & Mobility, Social Work and Adaptive Living): 14

Assistive Technology: 6

Placement/Pre-vocational: 7

Date of Review: December 7, 2021

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 help them achieve a greater level of safety and confidence in their living environments.
- **ALP-2E:** Services provided to older individuals who require services that exceed the typical ALP-2 program to achieve their goals when special participant 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 BASELINE

Before receiving Vision Rehabilitation Therapy, Orientation and Mobility Instruction, or Social Casework Services, individuals will participate in an assessment.

The assessment will:

1. Determine a participant'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 NYSCB counselor and the participant in their vocational planning.

VISION REHABILITATION THERAPY, ORIENTATION AND MOBILITY TRAINING, SOCIAL CASEWORK SERVICES

These services are designed to provide participants, including high school and college students, with comprehensive and integrated training in basic life skills to prepare them for competitive or supported employment. Participants 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 participant's readiness for Vocational Skills Training;
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 participant 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 participants 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 participant'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 participant 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 that 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.

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.

WORK READINESS SKILLS ASSESSMENT

Before receiving Work Readiness Skills Training, an individual will participate in a Work Readiness Skills Assessment.

The assessment will:

1. Determine a participant'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 to assist the NYSCB counselor and the participant 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.

WORK EXPERIENCE TRAINING

Participants starting Work Experience Training services participate in a time-limited experience that: (1) provides the participant with an understanding of the work environment, and work-related behaviors, work skills and work experience; and (2) provides NYSCB with information on how the participant performed in the work setting.

JOB PLACEMENT

Placement services are programs that are directly related to helping a participant prepare for and achieve or maintain non-subsidized, integrated employment. Job placement services are expected to result in employment of referred, job-ready participants. Placement services should be customized to meet the needs of the NYSCB participants.

READINESS EVALUATION

The purpose of the readiness evaluation is to determine that the participant has the prerequisite skills to successfully complete assistive technology assessment and training.

ASSISTIVE TECHNOLOGY ASSESSMENT

The Assistive Technology Assessment is used to determine the participant's present level of functioning, the training needs, and estimated time to complete training. During the assessment, the participant must be exposed to the widest possible array of equipment that will allow them to function optimally in their work or educational environment (e.g., if the participant is using a screen reader, the participant should be exposed to several types of screen readers).

ASSISTIVE TECHNOLOGY TRAINING

Assistive Technology Training is individualized or small group training that provides each participant with the skills and ability needed to perform tasks in an education/training or employment setting successfully using specifically recommended and configured hardware, software, and peripheral devices.

REPORT

AGENCY: HELEN KELLER SERVICES FOR THE BLIND

Total agency review sample of 10 % of all successful cases for the 18-month period from 2/1/20-8/31/21.

SERVICES	% OF SUCCESS CASES SAMPLED	AVG. # OF UNITS OF SERVICE PROVIDED	AVG. LENGTH OF TIME FOR SERVICE PROVISION
ADAPTIVE LIVING PROGRAM 2	10%	4.7	2.8 months
ADAPTIVE LIVING PROGRAM 2E	10%	8	4.1 months
ADAPTIVE LIVING PROGRAM 3	10%	11	4.3 months
VISION REHAB THERAPY BASELINE	10%	2.7	8 days
VISION REHAB THERAPY LEVEL 1	10%	7.1	2 months
VISION REHAB THERAPY LEVEL 2	10%	8	3.3 months
VISION REHAB THERAPY LEVEL 3	12%	6.6	2.2 months
ORIENTATION AND MOBILITY BASELINE	10%	2.5	6 days
ORIENTATION AND MOBILITY LEVEL 1	10%	5.7	2.5 months
ORIENTATION AND MOBILITY LEVEL 2	10%	7.2	2.8 months
ORIENTATION AND MOBILITY LEVEL 3	10%	5.8	3 months
SOCIAL CASEWORK BASELINE	10%	2.3	6.7 days
SOCIAL CASEWORK LEVEL 1	10%	15.2	3.7 months
SOCIAL CASEWORK LEVEL 2	17%	12.2	5.3 months
WORK EXPERIENCE TRAINING	35%	8.8	2.8 months
WORK READINESS SKILLS ASSESSMENT	10%	4.8	2.1 days
WORK READINESS SKILLS TRAINING	12%	28.4	2 months

PRE-VOCATIONAL SKILLS ASSESSMENT	10%	1.4	14 days
PRE-VOCATIONAL SKILLS SERVICES	10%	22.5	2 months
DIAGNOSTIC VOCATIONAL EVALUATION	41%	0 recorded	1.4 days
VOCATIONAL SKILLS ASSESSMENT	18%	3	1 day
VOCATIONAL SKILLS TRAINING	17%	84	7 months
JOB PLACEMENT ASSESSMENT	35%	3.7	1.3 months
JOB SEEKING SKILLS	35%	18	3.3 months
JOB DEVELOPMENT	100%	10	2.6 months
JOB PLACEMENT DAY 6	31%	5.2	1 month
JOB PLACEMENT DAY 90	100%	7.6	3.3 months
ASSISTIVE TECHNOLOGY READINESS EVALUATION	10%	3.7	1 day
ASSISTIVE TECHNOLOGY ASSESSMENT	10%	3.3	6.6 days
ASSISTIVE TECHNOLOGY TRAINING	10%	17.6	3.1 months

PARTICIPANT SATISFACTION SURVEY

*Telephone surveys conducted with participants before the review;
based on a scale from one to 10, with one being the worst and 10 being the best*

SERVICES	# of Participants Surveyed	Average Satisfaction Score
JOB PLACEMENT	2	9
ADAPTIVE LIVING PROGRAM	5	8.5
VOCATIONAL REHABILITATION	4	8.8
ASSISTIVE TECHNOLOGY	2	8.5

ADDITIONAL REPORT CARD/SURVEY INFORMATION: