

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

Agency: Western New York Center for the Visually Impaired

3070 Transit Rd. West Seneca, NY 14224

Ph.: (716) 688-1166 Fax: (716) 668-1466

**Service Area:**

Erie, Niagara, Wyoming, Orleans, Cattaraugus, Allegany Counties

**Program Sites:**

Main Office: West Seneca, NY

Satellite locations: Niagara Falls, Williamsville, Warsaw, Wellsville, NY

**Population Served:**

Individuals who are Legally Blind or Visually Impaired in the Western New York Region

**Staff Configuration:**

Orientation & Mobility Training – 3 Staff, Rehabilitation Teaching – 4 Staff, Social Work – 2 Staff

**Date of Review:** May 23, 2018

**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 beyond the typical ALP-2 program to achieve their goals when special consumer needs

- **ALP-3** are identified during the assessment. Rehabilitation services provided to individuals who will be served under the Vision Rehabilitation (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 that 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 to assist the NYSCB counselor and the consumer in their vocational planning

### **VISION REHABILITATION THERAPY, ORIENTATION AND MOBILITY, AND 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.

## **REPORT**

### **AGENCY:**

***Total agency review sample of 10% of all successful cases for the 18-month period from October 1, 2016 to March 31, 2018.***

<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	2.9	2.3 months
<b>ADAPTIVE LIVING PROGRAM 2E</b>	10	10	2.7 months
<b>ADAPTIVE LIVING PROGRAM 3</b>	18	11	3.2 months
<b>VISION REHAB THERAPY ASSESSMENT</b>	20	1.3	15 days

VISION REHAB THERAPY LEVEL 1	17	1.8	1.7 months
VISION REHAB THERAPY LEVEL 2	20	1.75	1.5 months
VISION REHAB THERAPY LEVEL 3	35	1.7	1.9 months
ORIENTATION & MOBILITY ASSESSMENT	35	1.1	15 days
ORIENTATION & MOBILITY LEVEL 1	50	2	1.7 months
ORIENTATION & MOBILITY LEVEL 2	62	2.4	1.9 months
ORIENTATION & MOBILITY LEVEL 3	55	1.7	1.9 months
SOCIAL CASEWORK ASSESSMENT	50	1.8	23.4 days
SOCIAL CASEWORK SERVICES	71	10.6	4.1 months

## CONSUMER SATISFACTION SURVEY

*Telephone surveys conducted with consumers before the review.  
Based on a scale from one to 10, with one being the worst and 10 being the best.*

SERVICES	# of Consumers Surveyed	Average Satisfaction Score
ADAPTIVE LIVING PROGRAM	9	8.2
VOCATIONAL REHABILITATION	7	8.7

### ADDITIONAL REPORT CARD/SURVEY INFORMATION: