

NYSCB
COMPREHENSIVE SERVICE CONTRACT
VENDOR AGENCY REPORT CARD

Agency: VISIONS/Services for the Blind and Visually Impaired, 500 Greenwich Street, Suite 302, New York, NY 10013 - 212-625-1616, toll free 888-245-8333; Email: info@visionsvcb.org; Website: www.visionsvcb.org; Facebook: Visionsvcb; Twitter: @visionsvcb; Instagram: visionsvcb

Services are provided free of charge - in person and remotely.

Service Area: Five boroughs of NYC, Long Island, Westchester - for in-home vision rehabilitation training and community mobility. VISIONS Center on Blindness (VCB), a 37-acre campus in Rockland County, provides short-term day and overnight programs available for legally blind residents of New York State of all ages and their families; out-of-state residents are served on a space-available basis.

Program Sites:

- VISIONS at 500 Greenwich Street Suite 302, New York, NY 10013 - 212-625-1616, toll free 888-245-8333 (Headquarters). Vision rehabilitation services for all ages, workforce and job placement, benefits and NYC home-delivered meal enrollment. Blindline (R) information and referral center - 888-625-1616; website: Blindline.org.
- VISIONS at Selis Manor and VISIONS Center on Aging, 135 W. 23rd Street, New York, NY 10011 - 646-486-4444. Community center, classes, senior center, technology training, library, fitness center, photography, youth services, NYC Youth and Vision Loss Coalition, unpaid caregiver support. Youth services include after-school and summer pre-vocational and work readiness training.
- VISIONS pre-college program at Manhattanville College, Purchase, NY.
- VISIONS transition program at VISIONS Center on Blindness (VCB), 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, youth and family services. Vocational Rehabilitation Center (VRC) serving legally blind students and adults with pre-employment courses and assistive technology training in a small group setting.

Population Served: VISIONS serves people with blindness and severe vision loss of all ages (birth to death) and other disabilities, including developmental and physical disabilities, and persons that are deaf-blind and their families. VISIONS offers services in 16 languages.

Staff Configuration: 65 full-time and 41 part-time staff; 50+ seasonal staff (summer only):

- 14 certified vision rehabilitation therapists (VRT)
- 16 certified orientation and mobility specialists (O&M)
- 2 NYS-licensed occupational therapists (OT)
(some staff are dually trained in OT, O&M, LVT and/or VRT)
- 1 vision rehabilitation therapy assistant
- 1 licensed occupational therapy assistant
- 8 licensed master's social workers
- 2 licensed clinical social workers
- 1 certified rehabilitation counselor
- 5 assistive technology instructors (3 CATIS)
- 3 outreach coordinators (Staten Island, Westchester, NYC)
- 6 college support, work readiness and job placement staff
- 1 disability specialist/senior center director
- 1 licensed social worker/caregiver support director
- 1 benefits enroller
- 1 volunteer coordinator

30% of VISIONS staff are legally blind.

50% speak another language in addition to English.

VISIONS is a recognized Age-friendly Employer with staff ranging in age from 18 to 75+.

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.

VISIONS holds Platinum (highest) designation from Guidestar. Eighty-nine cents of every dollar is spent on programs with only 11 cents spent on administration and fundraising.

Date of Review: December 9, 2019

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 ASSESSMENT

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.

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:

Total agency review sample of 14% of all successful cases for the 18-month period from 3/1/18 to 9/30/19.

SERVICES	% OF SUCCESS CASES SAMPLED	AVG. # OF UNITS OF SERVICE PROVIDED	AVG. LENGTH OF TIME FOR SERVICE PROVISION
ADAPTIVE LIVING PROGRAM 2	10%	6.2	5.3 months
ADAPTIVE LIVING PROGRAM 2E	10%	15.6	7.6 months
ADAPTIVE LIVING PROGRAM 3	31%	25.4	8.5 months
VISION REHAB THERAPY ASSESSMENT	11%	2	27.6 days
VISION REHAB THERAPY LEVEL 1	12.1%	4.1	2.7 months
VISION REHAB THERAPY LEVEL 2	12.3%	6.1	3.3 months
VISION REHAB THERAPY LEVEL 3	16.1%	4	3.2 months
ORIENTATION & MOBILITY ASSESSMENT	10%	2.9	23 days

ORIENTATION & MOBILITY LEVEL 1	12%	3.8	2.7 months
ORIENTATION & MOBILITY LEVEL 2	10%	5.3	2.8 months
ORIENTATION & MOBILITY LEVEL 3	16%	4.4	3.1 months
SOCIAL CASEWORK ASSESSMENT	12%	1.8	22.5 days
SOCIAL CASEWORK LEVEL 1	13%	7.8	3.5 months
SOCIAL CASEWORK LEVEL 2	11%	11.1	4.1 months
PRE-VOCATIONAL SKILLS ASSESSMENT	10%	8.5	2.4 days
PRE-VOCATIONAL SKILLS SERVICES	11%	14	3.6 days
JOB PLACEMENT ASSESSMENT	10%	3.1	22 days
JOB SEEKING SKILLS	10%	5.2	143 days
JOB DEVELOPMENT	10%	5	8.8 days
JOB PLACEMENT DAY 6	10%	4.1	8.8 days
JOB PLACEMENT DAY 90	11%	19.2	3.2 months
VOCATIONAL SKILLS ASSESSMENT	12%	3.7	1.4 months
VOCATIONAL SKILLS TRAINING	17%	35.7	6 months
WORK EXPERIENCE TRAINING	10%	76	2.2 months
WORK READINESS SKILLS ASSESSMENT	10%	2.9	25 days
WORK READINESS SKILLS TRAINING	12%	31	21 days
ATC READINESS	14%	3.6	1 day
ATC ASSESSMENT	11%	2.8	1.3 days
ATC TRAINING	26%	28.5	1 month

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
ASSISTIVE TECHNOLOGY	4	8.25
JOB PLACEMENT	4	10
ADAPTIVE LIVING PROGRAM	8	9.3
VOCATIONAL REHABILITATION	6	8.5

ADDITIONAL REPORT CARD/SURVEY INFORMATION: