

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

Agency: Chautauqua Blind Association, Inc. 510 W. Fifth Street,  
Jamestown, NY 14701

Service Area: Chautauqua & Cattaraugus Counties

Program Sites: Office located in Jamestown, NY; services  
provided throughout all areas of both counties

Population Served: We serve all ages of blind or legally blind  
individuals from birth to senior citizens in the home, community,  
work site or school setting. Individuals with low vision are  
welcome to visit us in the office to learn from our Technology  
Room.

**Date of Review: October 11, 2022**

**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 NYSCB 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.

## **REPORT**

### **AGENCY:**

*Total agency review sample of 10 % of all successful cases for the 18-month period from 10/1/16 to 3/31/18.*

<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	5.4	1.3 months
<b>ADAPTIVE LIVING PROGRAM 2E</b>	11	7.2	8.7 months
<b>ADAPTIVE LIVING PROGRAM 3</b>	100	25	9.2 months
<b>VISION REHAB THERAPY ASSESSMENT</b>	33	1	6.6 days

VISION REHAB THERAPY LEVEL 1	50	2.7	14.5 months
VISION REHAB THERAPY LEVEL 2	50	3	14.2 months
VISION REHAB THERAPY LEVEL 3	83	2.4	3.6 months
ORIENTATION & MOBILITY ASSESSMENT	33	1	1 day
ORIENTATION & MOBILITY LEVEL 1	83	2.9	12 months
ORIENTATION & MOBILITY LEVEL 2	71	9.2	14.3 months
ORIENTATION & MOBILITY LEVEL 3	100	4.6	13 months
SOCIAL CASEWORK ASSESSMENT	45	1	1 day
SOCIAL CASEWORK SERVICES	100	3.5	14.3 months

## **CONSUMER SATISFACTION SURVEY**

*Telephone surveys conducted with consumers prior to the review;  
Based on a scale from one to ten - one being the worst and ten being the best*

<b>SERVICES</b>	<b># of Consumers Surveyed</b>	<b>Average Satisfaction Score</b>
ADAPTIVE LIVING PROGRAM	9	9.3
VOCATIONAL REHABILITATION	11	9.7