



Consumer Satisfaction

Report of Survey Findings

West Virginia State Rehabilitation Council

October 1, 2023 – September 30 2024

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CONSUMER SATISFACTION: REPORT OF SURVEY FINDINGS

The WV State Rehabilitation Council and the WV Division of Rehabilitation Services (DRS) work cooperatively to conduct a survey of consumer satisfaction with DRS services in West Virginia. This year, the Council re-worked the survey to reflect current information needs, to increase the readability of the survey instrument, and to produce a survey instrument that can be distributed electronically. Survey Monkey was selected as the tool for distributing the survey and collecting the responses. The instrument facilitates consumer ratings of services consumers received through WVDRS and enables them to provide specific information related to services and their rights as a consumer. A final section includes open-ended items designed to determine the consumers' opinion about their services, service needs, and changes that would enhance WVDRS services.

The surveys were distributed during the year to consumers whose cases were closed in Status 26 (successful closure) or Status 08, 28, 30, or 38 (unsuccessful closure) between October 1, 2023, through September 30, 2024. Those in Status 08 were closed as ineligible to receive services. Those in Status 28 were closed as not rehabilitated after their plan was initiated. Those in Status 30 were closed if no services were initiated after a plan was developed. Those in Status 38 were closed from the waitlist. There were 0 consumers in Status 38 this year. That may be an indicator that the waitlist is being managed efficiently. Those in Status 26 were closed as rehabilitated in competitive integrated employment. The Council also examined the pattern of responses for transitioning youth for the same time period.

A total of 3,921 survey invitations were sent via Survey Monkey to consumers whose cases were closed during the target time period. Of those, 3,009 were opened by the recipient, 593 were unopened, and 282 were returned as undeliverable. A total of 348 of surveys were completed and submitted through Survey Monkey. When the unopened and undeliverable surveys were excluded, the total number of surveys received by consumers was 3,009. Thus, the response rate was 12%. Three reminder notices were sent via Survey Monkey. The reminders appear to have increased the total number of responses as it was possible to observe a "bump" in responses immediately after each reminder was sent. In addition, paper copies of the survey were distributed to individuals who did not have cell phone or email. An additional 470 paper surveys were sent to Adult

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consumers who did not have email contact information and 450 were sent to Transitioning Youth who did not have an email address. None of those surveys were returned in time to be included here.

In addition to the Survey Monkey responses, the office received 94 paper responses to the 2022-23 survey that were delivered too late to be included in the 2023 report. Those responses were incorporated into this report, as appropriate. Thus, the total number of responses included in this report is 442. The breakdown of responders by closure status is included in the following table. The response rate to the Survey Monkey instrument for Adult consumers was 18% while the response rate for Transitioning Youth was only about 5%.

Survey Monkey Responses			
Adults by Status	Responses	Youth by Status	Responses
Adults Status 08	19	Transitioning Youth Status 08	11
Adults Status 28	39	Transitioning Youth Status 28	34
Adults Status 30	33	Transitioning Youth Status 30	9
Adults Status 26	267	Transitioning Youth Status 26	30

Paper Responses from 2023-24 Survey			
Adults by Status	Responses	Youth by Status	Responses
Adults Status 08	1	Transitioning Youth Status 08	2
Adults Status 26	66	Transitioning Youth Status 26	6
Adults Status 28	5	Transitioning Youth Status 28	9
Adults Status 30	4	Transitioning Youth Status 30	1

This was the first year that the WVSRC distributed surveys using an e-format. The number of responses was much higher for Survey Monkey than has typically been true of paper and pencil surveys. In addition, the mailing cost was reduced from about \$6,500 to about \$1,500 by using electronic distribution. Next year, it may be possible to send links to the survey using cell phone numbers (rather than email). This may reduce the number of paper surveys that are needed and, therefore, the overall cost. In 2021, there were 120 responses (including 38 Youth). In 2022, there were 211 responses (including 49 Youth).

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In 2023, there were 259 responses (including 62 Youth). This year there were 442 responses (including 84 Youth). It appears that the electronic distribution is helpful for increasing the number of responses and lowering the cost of administering the survey.

The results of the survey indicate a largely positive outcome for consumers who are served through the WV Division of Rehabilitation Services. The level of satisfaction expressed via this survey reflect an overall rating that exceeds 80% for each of the statements concerning the process, services, and outcomes. In addition, the comments provided through the open-ended items provide specific examples of the things the agency is doing that are appreciated by the consumers and includes valuable suggestions for improvements. It appears that WVDRS continues to provide innovative and important services to West Virginians with disabilities as they strive to return to work.

Demographic Information:

County and District Information. The recipients were asked in which WV county they live. There were 423 people who listed a county. There was at least one responder from 50 of the 55 counties in WV. No responders indicated that they were from Calhoun County (District 1), Morgan County (District 6), or Pleasants, Wetzel, and Wirt Counties (District 3). The following table includes the number and percentage of responses per county.

Number of Responses (N) by WV County							
County	N		County	N		County	N
Barbour	4		Jefferson	7		Pocahontas	5
Berkeley	14		Kanawha	47		Preston	2
Boone	3		Lewis	5		Putnam	9
Braxton	1		Lincoln	6		Raleigh	16
Brooke	3		Logan	8		Randolph	16
Cabell	21		Marion	6		Ritchie	1
Clay	3		Marshall	5		Roane	2
Doddridge	1		Mason	1		Summers	4
Fayette	15		McDowell	9		Taylor	9
Gilmer	2		Mercer	20		Tucker	1
Grant	9		Mineral	3		Tyler	1
Greenbrier	26		Mingo	4		Upshur	8
Hampshire	9		Monongalia	19		Wayne	4
Hancock	6		Monroe	5		Webster	4
Hardy	16		Nicholas	8		Wood	18
Harrison	15		Ohio	3		Wyoming	3
Jackson	15		Pendleton	1			

The number of responses per WVDRS District varied from 38 responses from District 3 to 103 responses from District 4.

Responses by WV DRS District		
District	Responses	Percent
1	80	19%
2	88	21%
3	38	9%
4	103	24%
5	55	13%
6	59	14%

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District 1: Boone County (3 responses), Calhoun County (0), Clay County (3), Jackson County (15), Kanawha County (47), Mason County (1), Putnam County (9), and Roane County (2).

District 2: Barbour County (4 responses), Braxton County (1), Gilmer County (2), Harrison County (15), Lewis County (5), Marion County (6), Monongalia County (19), Preston County (2), Randolph County (16), Taylor County (9), Tucker County (1), and Upshur County (8).

District 3: Brooke (3 responses), Doddridge (1), Hancock (6), Marshall (5), Ohio (3), Pleasants (0), Ritchie (1), Tyler (1), Wetzel (0), Wirt (0), and Wood (18).

District 4: Braxton (0 responses), Fayette (15), Greenbrier (26), Mercer (20), Monroe (5), Nicholas (8), Pocahontas (5), Raleigh (16), Summers (4), and Webster (4).

District 5: Cabell (21 responses), Lincoln (6), Logan (8), McDowell (9), Mingo (4), Wayne (4), and Wyoming (3).

District 6: Berkeley (14 responses), Grant (9), Hampshire (9), Hardy (16), Jefferson (7), Mineral (3), Morgan (0), and Pendleton (1).

Work Status. Responders were asked to select their current work or school participation from a list of options. Consumers were able to select more than one response (e.g., In School/Training and Working) so the total number of responses is greater than the number of participants.

Work Status	Responses
In school/training	23
Working	298
Self-Employed	12
Looking for work	27
Unable to work	25
Don't want to work	1
Retired	25
Other (please specify)	30

The comments of those who responded "Other" were:

- Between jobs
- Disabled
- Enrolling in New River Community College

- Filing for disability
- Full-Time Coldwell Banker Realtor
- Hopefully, going back to work
- I moved out of state.
- I was planning to start college last year, but because of inadequate service from DRS I have had to pause my application indefinitely.
- Looking for higher education
- Mental health reasons
- Off due to weather restrictions for job
- Retired teacher but working almost full time as a substitute teacher
- Stage 4 osteo arthritis bi- lateral hips
- Stay @ home mom/homemaker
- Substitute
- Surgery
- Taking care of my mother so she can live at home
- Trying to start my own business
- Undecided
- Unemployed
- Work for Senior Community Service Employee Program
- Working Part Time (X 5)
- Working part time for sub-minimum wage and struggling to get by
- Working part time looking for full time

Age Group. Consumers were asked to indicate their age group. There were 410 responses to this question. Of these, 59 people said they were “24 Years Old and Under;” 133 were “Between 25 & 50;” 184 were “Between 51 & 70;” and 34 people said they were “Older Than 71 years old.”

Disability Category. The survey included a space for responders to provide information about their disabling condition. There were 384 people who reported a diagnosis (e.g., Type I Diabetes, Multiple Sclerosis) or a description of their disability (e.g., Hard of hearing, learning problem). The following table lists the disability category, the number of people who reported a disability in that category, and the percentage of responders within each category. Over half of responders in this sample (53.11%) reported having “Hearing-

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related” disabilities. The “Mental Health” category included Depression, Bi-Polar Disorder, PTSD, Anxiety, and Substance Use Disorder and represented about 16% of the sample. The “Various” disabilities category (11%) includes people who reported multiple disabling conditions that crossed over more than one category (e.g., hearing loss and depression). The “Cognitive” category (7%) included disabilities such as Autism, Dyslexia, and Slow Learner. The “Motor” category included disabilities related to Arthritis, Amputation, Paralysis, and movement and also represented about 7% of the responders who reported a disability. The “Other” category included disabilities such as Cancer, Diabetes, or Kidney Disease. The Other group included 7.25% of the total responders who provided an answer about their disabling condition.

About 69% of those who provided information about their disabling condition were in the Hearing and Mental Health categories. As may be expected, nearly all of those in the Hearing group were in the over 50 years old age groups.

Disability Category	Responders	% of Total
Hearing-Related	205	53.11%
Mental Health	60	15.54%
Various	41	10.62%
Cognitive	26	6.74%
Motor	26	6.74%
Other	28	7.25%
Total	386	

SATISFACTION RATINGS

The survey recipients were asked to indicate their level of agreement with a series of statements about the rehabilitation process, their services, and their experience with the Division of Rehabilitation Services. The following table includes the statements, the number of people who responded to each item along with the number and percentage of positive responses to each item. As may be seen in the table, each item was rated above 80% satisfaction with levels from 81% agreement to 95% agreement. Consumers did not have to respond to each item and the number of individuals responding to each item varies widely. For example, a total of 262 people responded to item 3 “Your DRS Counselor helped you identify jobs you want to do.” Given that slightly more than half of the survey respondents were working at the time they completed the survey; it seems reasonable that they did not need help identifying jobs they wanted to do. Of those who did respond to that item, 82% responded positively. The item that was most often responded to was item 1, “The DRS Counselor clearly explained what you needed to do to receive services.” Of the 419 people who responded, 387 people (92%) agreed that their counselor clearly explained services.

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Statement	Total Ratings	Number Positive	Percent Positive
The DRS Counselor clearly explained what you needed to do to receive services.	419	387	92%
Your questions were answered clearly by the DRS Counselor.	413	379	92%
Your DRS Counselor helped you identify jobs you want to do.	262	214	82%
You worked with the DRS Counselor to make a plan for reaching your employment goal.	278	238	86%
The DRS Counselor told you about the steps to take to reach your employment goal.	284	242	85%
The DRS Counselor stayed in contact with you so you knew what was happening with your services.	407	347	85%
You received the services you needed to reach your employment goal.	351	296	84%
You are satisfied with the services provided by DRS.	418	362	87%
The DRS Counselor told you about job opportunities.	288	236	82%
The DRS Counselor treated you with courtesy and respect.	375	355	95%
How would you rate the accessibility at your local DRS office?	402	332	83%
How would you rate your DRS Counselor?	402	343	85%
How would you rate your overall experience with DRS?	404	327	81%

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It has traditionally been the case that those consumers whose cases are closed as Unsuccessful (Status 08, 28, or 30) are less satisfied with services and their experience with DRS than those who are closed as Successful (Status 26). In the sample, there were 145 people who were closed as Unsuccessful and 297 individuals whose cases were closed in Status 26. The satisfaction rating comparison is displayed in the following table.

Statement	Successful Closure (Status 26)	Unsuccessful Closure (Status, 08, 28, or 30)
The DRS Counselor clearly explained what you needed to do to receive services.	99%	79%
Your questions were answered clearly by the DRS Counselor.	99%	77%
Your DRS Counselor helped you identify jobs you want to do.	96%	65%
You worked with the DRS Counselor to make a plan for reaching your employment goal.	98%	67%
The DRS Counselor told you about the steps to take to reach your employment goal.	97%	68%
The DRS Counselor stayed in contact with you so you knew what was happening with your services.	97%	60%
You received the services you needed to reach your employment goal.	97%	58%
You are satisfied with the services provided by DRS.	98%	63%
The DRS Counselor told you about job opportunities.	95%	63%
The DRS Counselor treated you with courtesy and respect.	100%	85%
How would you rate the accessibility at your local DRS office?	92%	61%
How would you rate your DRS Counselor?	95%	62%
How would you rate your overall experience with DRS?	93%	52%

RIGHTS INFORMATION

The consumers were asked to indicate which rights had been explained to them. There were 374 individuals who responded that at least one right had been explained (85% of the sample). Of these, 168 people (29%) indicated that all rights were explained. Most individuals indicated that they had received several rights explanations. The total number of rights explained was 1,729. If each of these individuals had been given information about each of their rights, the total number of rights explained would have been 2,992 (374 individuals X 8 issues). The consumers recalled having been told 58% of the possible rights information. Sixty-eight people said they received no rights information; 197 people said they received information about 1 to 4 rights; and 177 people said they received information about 5 to 8 rights.

Rights Information	Responses
Participate in making your plan	313
Know about all the services that were available	289
Contact the Client Assistance Program (CAP) to solve problems	166
Choose how your services were provided	240
Choose who provided your services	231
Ask for a different DRS Counselor	147
Appeal any decision about your case	176
Appeal any decision about your services	168

It is typical that fewer people respond to the items about contacting CAP, appealing decisions, and requesting a new counselor. This sample also reflects those choices. The consumers were asked whether there were other times (besides intake) when they talked with their DRS Counselor about their rights as a DRS Consumer. There were 84 people who said their rights were discussed at other times and 251 who said they were not discussed.

People who answered affirmatively, were asked, “If yes, can you give an example of a time your rights were discussed?” Their responses follow:

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- 03)2022. I know the date well my mother passed.
- A copy was given
- At initial intake and at closing of case.
- At the beginning with the first appointment
- Could choose who provided services needed
- Don't remember.
- During intake
- During a phone interview for services, at my first office visit, and when I received vouchers for school supplies and employment uniforms or needs.
- During the initial meeting it was talked about.
- Each visit, and email and on the phone
- First intake meeting
- I am only can find a 3 day part time job as dishwasher because due of my SSI / SSDI , know of ADA law , work on my goals to be successful of DRS goals to be complete with Sonic Alerts Alarm Clock with bed shakes , fix my hearing aids to connect my Apple iPhone Bluetooth app, find personal car for me to drive because I has WV driver license ok that all of my goals/ needs k
- I was worried about the outcome of the election and possibly losing my job. He assured me there were options and that I could still be employed.
- I've been a client for a while. I'm sure info was provided.
- Melanie also told me about Tinnitus Training Program @ WVU and wanted me to be aware that it might help me.
- My counselor was amazing!
- My DRS counselor explained to me other services that were available for my family.
- My DRS counselor informed me of my rights every step of the way and constantly maintained to keep my best interest first
- NA
- Option to receive accessories for my hearing aids
- Over phone. I was usually at work. But had time to talk
- Over the phone
- Several times I came in [Counselor] explained everything to me very well & was very helpful always.

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- She reminded me after I was approved about my rights.
- That I could request reasonable accommodations from my supervisor.
- If I needed help again, they would be there.
- The counselor explained it when I had first had a meeting with them
- Told me what is and is not available
- Two years ago in June of 2022.
- Upon intake
- We all have a right to tell our opinion
- We talked on many occasions about services that were available. Counselor was very helpful
- When choosing a trade
- When I first did my intake
- When I had to go to a specialist
- When my services were received and after a few weeks of having my hearing aids I was contacted.
- When signing paperwork
- When there was a change in counselor
- When we first met discussed rights and again on the 2nd meeting
- Yes

Several of the people who said their rights were not discussed at other meetings chose to add comments. These comments follow:

- 1st meeting
- Can't remember!!!
- Can't recall a time that happened
- Didn't need too I love [Counselor]
- Didn't get that far
- During one of the office visits.
- I haven't been in touch with the DRS, except as a speech-language pathologist in the school system.
- I needed a vehicle in order to obtain full time employment that wasn't physically painful (seated position). I had multiple opportunities that I couldn't accept due to

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not having access to a vehicle. I resent drug addicts having vehicles handed to them. I will not do direct care. My resume is black balled making it impossible to get the hell out of a painfully difficult situation in a jobless, hopeless hell hole of a state. No I don't want psychological counseling.

- I was briefly informed about my rights, but I didn't receive support from the office. My job counselor butchered my resume. I had to correct it myself. I was informed I would receive additional training which was never acted upon. I was informed I would receive assistance setting up my workspace, which was never acted upon. My employer set up my workspace. My employment counselor met with me once. He retired in March and his replacement never reached out to me. My counselor was promoted and her replacement never contacted me. I received a letter from the office manager that I was not complying with the program and they were closing my case. I was so disgusted over their lack of courtesy and professionalism that I had no desire to work with them.
- I was informed about my rights on my first visit with my counselor.
- My rights were not discussed. I'm just learning that there is an appeal process.
- N/A (X 10}
- No one did any of this, even after I spoke to several people in administration.
- No.
- Not really or none I can remember
- They just helped me get hearing aids
- This was over a year ago. I really don't recall anything but filling out an application to get hearing aids.
- Too long ago

HELPFUL SERVICES.

A series of open-ended questions were presented. The first was, "Which service(s) offered by DRS did you find the most helpful?" There were 296 responses to this question that could be categorized as Hearing (118 people), Education/Training (35), None (26), Guidance/Counseling (23), Employment Services (22), All (21), Other (21), Various (18), and Adaptive Equipment (12). The comments related to each category are listed below.

Hearing:

- Aid with hearing devices and communication of resources
- Assistance with getting hearing aids (X 2)
- Assistance with obtaining hearing aids for improved work performance and ability.
- Assisted in getting my hearing aids.
- Audiology
- Both hearing aid and glasses
- Easy process to fill out application and get service. He worked with my audiologist to get the hearing service / aids that are needed.
- Explaining process of applying for hearing aids
- Financial assistance for hearing aids
- Finding a provider for hearing aids
- Finding hearing solution
- Furnished hearing aids
- Getting hearing aids was a total blessing so I could be most effective with working with young children
- Getting hearing aids (X 6)
- Getting hearing aids that allow me to do my job well.
- Getting me to the right contacts to help get hearing aids and making sure everything was taken care of after I was approved for the hearing aids
- Getting my hearing aids (X 2)
- Getting the necessary devices for hearing impairment
- Got hearing aids, helped a lot. Needed glasses. Counselor said he would make appointment with local provider. Last I heard about it.
- Hearing (X 7)

- Hearing Aid (X 2)
- Hearing aid assistance (X 3)
- Hearing aid payment help
- Hearing aids (X 17)
- Hearing aids and a portable speaker
- Hearing aids and hearing items to help hearing impaired
- Hearing aids and the hearing impaired equipment such as the alarm clock, fire alarm, and the CO2 detector
- Hearing aids provided
- Hearing aids were the only service I used.
- Hearing Aids...changed my life!
- Hearing aids (X 17)
- Hearing assessment and assistance with hearing aids
- Hearing assistance
- Hearing improvement
- Hearing loss
- Hearing services (X 4)
- Hearing Test
- Hearing test and hearing aid
- Hearing test and hearing device
- Help get funding for hearing aids
- Help with getting hearing aids (X 2)
- Help with hearing
- Helped get hearing appointment scheduled at my convenience and kept me informed when everything was approved and he also followed up after everything was completed.
- Helped me get hearing aids and a Roger system
- Helped me to get a hearing test and covered the cost for my hearing aids, which have been life changing!
- Helped with my hearing loss problem.
- Helping improve my loss of hearing so I could continue to work
- Helping me find the appropriate place to help me obtain my hearing aids so I can do my job.

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- Helping me get hearing aids
- Helping me get hearing aids was life changing. I was having trouble at work hearing what was being said. My hearing aids have definitely helped me tremendously
- I appreciate that my hearing aids were provided at no cost to me. Hearing is necessary to my job as a teacher.
- I received needed hearing aids and accessories
- I was made aware I was eligible for new hearing aids with this program. It had been 7yrs since my last pair.
- I was provided with a new set of hearing aids.
- In accessing hearing aids.
- In obtaining my hearing aids. Without them I could not do the job I have.
- My Counselor was very helpful to me in everything I needed. I'm hearing impaired and needed hearing aids to help me at work for safety and relating to customers. She's hearing impaired herself due to Covid and was very understanding of my needs. I highly recommend her to help anyone in need.
- My hearing
- My services were to get hearing aids ...I am ever so grateful for the help. It's great to be able to hear again and not guess what conversations are about.
- New hearing aids was provided free that I would not been able to afford n could not work without them
- Obtaining hearing aids
- Obtaining hearing aids for my specific condition greatly enhanced my ability to do my job as Bereavement Coordinator.
- Payment of needed hearing aids
- Providing hearing aids so I could continue in my profession.
- Providing me with hearing aids. (X 9)
- Supplied me with hearing aids that enabled me to function better in my job
- Supplying me with a new hearing aid
- The hearing aid program has been a godsend. Even with hearing coverage and health insurance, I would have never (and I do mean never) been able to afford the actual hearing aids.
- They helped me get hearing aids to keep my job.
- The one in which I applied (hearing aids)
- They helped me get a set of hearing aids.

- They helped me get my hearing aid and very helpful.
- They were able to help me get my hearing aids due to not having any audiology coverage with the insurance provided through my job
- They worked to ensure I received hearing aids.
- To be able to get hearing aids to do my work

Education/Training:

- Assistance with training.
- Assistance with tuition
- College aid, I think I got help with a textbook or two once.
- College help
- College tuition
- College tuition and book help.
- Continued education and training as well as testing to help me learn and retain information
- Currently in Cosmetology class. [Counselor name] helped me get the information I needed to get in school.
- Education
- Enrolling into college
- He worked his butt off to help get my mining class paid for at the last minute
- Help finding schools
- Help with funding for my schooling.
- Help with graduate tuition.
- Helped me enroll in college as well as provided me with a computer for school.
- How quickly she helped me get into school.
- I get help with education I am not sure what other services you are referring to.
- Information about enrolling in college.
- Providing financial assistance for college as well as resources to support me while during the program. I was provided with a computer as well as a printer and this helped me tremendously.
- School work aid
- Services which help make it possible for me to attend school.
- The financial assistance. Without it, I wouldn't have been able to afford school.

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- The job help and the college help have been a great help
- The one on one success programs such as Nuskool. Along with assistance with paying for college.
- The school assistance I would have struggled to pay without the help.
- They paid for college but they only communicated with my mother and never gave me a choice of where I could attend so I had to go to a shithole college named southern
- They provided me with a laptop and printer for college.
- They stayed in contact with me about school
- Training for a job
- Training tutoring
- Tuition and helping setup with FASFA
- Tuition assistance (X 3)
- Tuition assistance; I would never have been able to finish my BSN without the tuition assistance because traditional funding for summer terms is SO limited. Also the vouchers for uniforms and books were amazing. Nursing school is stressful enough without having to worry about how to pay for things you NEED; I think what makes DRS so helpful is that they reimburse you or provide funds to achieve goals. Sadly, money is a major determining factor in being successful and independent. They don't make you jump through a million complicated hoops to receive aid either. I believe my case manager was absolutely the key to my success as well; she made things so easy for me.

None:

- Couldn't help me at this time
- He got his file and deadline completed. I feel that was all I was about. I basically was given nothing to help me at all
- I am not sure if the services offered, they were never really discussed.
- I did my intake and no one followed up with me
- I never got help. It took a long time to get my diagnosis back, my case ended, and they were supposed to reopen it but never sent me the paperwork to do so.
- I was being discriminated and no one would follow through.
- I went to multiple appointments and my counselor didn't help me accomplish anything so I just made a decision that going to the appointments was just a waste of time and costing me money for paying for the transportation to get to the appointment and decided to just no longer use the service anymore because why would I continue to pay for a ride to the appointment that wasn't in any way helping my barrier for employment.

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- My opinion didn't matter at times I had to reach out to drs and it really doesn't matter know
- Never reply my email
- No services
- None (X 4)
- None and everything took months that was very unhelpful especially the receptionist who answered phone calls into runaround!
- None because I unfortunately didn't get to utilize the services.
- None they never helped
- None, because I did not receive any help.
- None...I did not receive any help from them at all. I had to correct my own resume, set up my own work space. I was very alone in the process. I am fortunate that my disability does not affect my intellect as I am capable of doing all of this. I was mostly interested in finding better employment opportunities to work around my migraines.
- She closed my case without any supportive resources.
- The counselor was frequently unavailable. I do not agree with psychological assessment I received. There was no discussion of an appeal process.
- They can't find my paperwork that I had emailed to them ...so I can't receive benefits
- They didn't offer anything. I had one meeting and then they said, "ok we'll contact you with an appointment day." I sure hope I can actually attend it. They never asked me to schedule it and did it for me without asking because it was so hard to get an evaluation. So I really don't know what to make of it. Was this helpful for me this semester? No.
- They weren't helpful at all
- Waste of my time
- We did not receive any services. We had consultation but that's all.

Guidance/Counseling:

- [Counselor name] was very, very helpful through the entire process. She explained everything and answered every question. Although I was already employed, she explained what would happen if I decided to change jobs and how I would continue to qualify for the program. So in all, I think her time, patience and effort were the most valuable to me. She always made time to meet with me on my schedule. She is definitely an asset to the Division of Rehabilitative Services.
- Advice on how to proceed

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- Appreciate counselor explaining service to me.
- Being a liaison between me and Audiology services
- Case management
- Excellent with communication and making sure that I know where I was specifically during the process.
- Explanation of benefits
- Gaining information on what help was available to help with my disability
- Guidance for school and work opportunities
- Having a counselor who was empathetic with my goals, etc.
- I found it most helpful have a paper guide of ways to help with finding ways through colleges and jobs.
- If I had a question I contacted my counselor. She is very thorough and approachable.
- Information provided by the counselor
- Information?
- Intake by [Counselor name]. She was very informative and helpful, as well as very kind.
- Interviewing skills
- Miss [Counselor name] was my counselor and she did an amazing job. I told her how I wanted to eventually work as a P.R S. And she helped me identify the barriers I would need to cross. She pointed me to scholarships and grants that were available and after I had enrolled in online classes, she helped me get a tablet so I could do the work. I would have to say that she was the resource I found most helpful. Not only did she help me reach my employment goals, I watched as she equipped others with the tools they needed to be successful.
- My counselor help with answering all/any questions I may have had.
- My right to appeal
- Process for receiving services
- The clear communication about my rights and services provided.
- The entire process was made amazing and was elite from and made available by [Counselor name].
- Very helpful and knowledgeable service

Employment Services:

- Assistance buying uniforms and new shoes to begin working were most helpful.

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- Assistance getting into work field (although I never received any)
- Being special needs and still being able to work
- Being transported around to find a job.
- Clothing vouchers
- Excellent service provided to allow me to be able to perform my job.
- Finding work
- Help with tools for a job
- Helping with job placement and clothing voucher
- Hospital maintenance.
- Job Corps
- Job placement. Overall guidance.
- Job service and clothes voucher
- My drs counselor was involved in every process from start to finish in helping me achieve my employment goals.
- On the job training.
- Resume help. Travel reimbursement
- The DRS supplied me with tools to help me integrate into the workforce
- They send some letters, they helped a lot with getting a job in Greenbriar County but I don't live there anymore.
- They will help you get what you need to be able to do your job
- When she was helping me get a job.
- When they helped me find office work
- Worked in collaboration with the special education and my IEP group to secure a job for me.

All Services were Helpful:

- All (X 8)
- All of it
- All of them. (X 5)
- All services provided.
- All that were available.
- All very helpful.
- All. The staff was professional, compassionate, and knowledgeable. They treated

me with respect and were genuine.

- Assist with what was needed
- My counselor helped me with anything I needed
- The service was excellent and the counselor did an excellent job.

Other:

- Additional physical therapy (aqua) after 2 rounds of conventional PT were inadequate.
- Amazing
- Don't know
- Excellent
- Fairmont office
- Got the job done
- Help with cost
- Help with costly needed services
- Highly satisfied
- Intake
- Just knowing someone was there
- Not sure
- Reimbursement for PT
- Still waiting to receive final service. Case was opened in March 2024.
- Taking care of cataracts.
- The beginning intake. Pace was helpful to a point. I am The mother filling out this form. My son was denied by the state. So we were kicked out of any program. I found him a job and went to the job and helped him As the job coach. We bagged groceries together. There was no one else to do it. He bags groceries at a Kroger. Kroger embraces people w disabilities.
- The evaluation which provided the social anxiety disorder diagnosis.
- The only service I chose to use was to get the diagnosis at the age of 45. At my age I've never had any therapy, counseling seen a psychiatrist or even had a GP. A lifetime of self-diagnosis, self-medication and unmet personal goals for behavioral modification really leaves you feeling lost and hopeless. The diagnosis helped me cope.
- Vision
- Who provided services being more

- Yes

Various:

- Counseling and scholarship
- Driver's license assistance. Opportunities explained and open communication was beneficial.
- Education tuition assistance, assistance with purchasing technology to help with school, assistance with purchasing clothes for career
- Employment opportunities and the ability to get hearing aids.
- Getting new hearing aids and the ability to go to school
- Glasses, education opportunities
- Going to the school. Help with a resume. A few job opportunities.
- Help getting hearing aids and other devices to continue working.
- help with finding a job that meets my needs and help with buying clothing and aids needed to work
- Helping look for jobs and helping get medical help when necessary for rehabilitation and also helping get stuff for your job such as uniform pants and shoes and it's very much appreciated
- Money, and maybe the technology if I got it sooner
- My DRS counselor helped me receive needed hearing aids and directed me to other services for my family. He did an excellent job.
- PACE services for independent living skills, fix hearing aids, ubi duo devices to communicate with, etc. of my goals that I emailed to - Fairmont WV DRS supervisor
- Rehab services
- rehabilitation
- Therapy services and assistance with testing
- They got me some new hearing aids and climbing equipment for my job
- Very responsive to addressing my particular challenge in a timely fashion.

Adaptive Equipment:

- Assistance with a chair as an accommodation and glasses
- Assistance with finding and paying for driver's training and adaptive equipment for my vehicle
- Assisted devices

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- Assisted in purchasing my wheelchair
- AT
- DRS assisted me with the deductible for my wheelchair and device that allowed me to better do my job.
- Funding to get equipment to remain employed
- Hello with payment of stethoscope for hearing loss
- Improved access to work and home
- Low vision Bi Optic driving
- The driving lessons with [Name]. I was able to get my driver's license because of him. Super thankful and blessed.
- The handicap changes to my home and the van provided help me to maintain my employment.

ADDITIONAL SERVICE NEEDS

Consumers were asked to indicate “What needs do you have that were not addressed by DRS?” There were 263 responses to this question. Of these, 197 people said they had no additional needs (e.g., All issues were addressed and resolved; All of my concerns and needs were met the DRS is amazing; Anytime I expressed that I had needs, my DRS counselor provided help/assistance; I don't have any needs that haven't been addressed. There were 4 people who said DRS did not meet any of their needs (e.g., Everything; None of my needs were addressed; NOTHING was addressed; All of them. The DRS counselor never made a single meeting. Every single call went to voice mail. They were given my available days and hours, as I was in school, and they only called when I couldn't answer. They then dropped my case via letter in the mail. I never received a counsel meeting, funding, supplies, or information).

The other 62 comments were related to Communication needs, Hearing needs, Financial Needs, Other Needs, and Various Needs. These comments are listed below.

Communication:

- A better communication from the counselor on what services were offered and how they could help you better yourself and live with a disability.
- A fair psychological assessment were I am not accused of lying. A counselor that can be contacted.
- Contact and communication. Not getting things done in a timely manner. No real push with employment options. Etc.
- Emailed counselor to get services for my child. Counselor won't respond.
- I ask for help never reply me my laptop lost need help never help me
- I could never get ahold of my counselor by phone or email.
- I did my intake and no one followed up with me
- I needed technology to begin college, and it was not provided for me. Months went by when I would barely hear from the counselor, despite repeatedly reaching out, and eventually, my husband and I had to raise the money for the technology ourselves. Furthermore, when I did hear back from one of the counselors, she spoke in a very aggressive manner with me.
- I received a letter in the mail saying I declined services which I never did that
- I was denied service that I knew I was eligible for to repair my vehicle (my only

vehicle).

- I was not contacted or reached back out to by DRS. I called back and had left a message to the office on Billie Jo's answering machine, and was never returned to by phone call or email.
- I was terminated because I could not respond. My disability is depression and I went through a bad session.
- My case got closed for not staying in contact, however my workers business card completely had the wrong phone number on it. so all along here I was calling the number provided for me. when I realized the number was wrong I immediately notified him and all I got was a wow and thank you.
- OT at the state remains difficult to work with. AT does not work with PATH
- What their reasons for denying me were

Education:

- Helping pay for my schooling
- Needed help to get my degree
- She would not support me going back to college.
- The choice of where I can go to attend college

Employment:

- At the time it was employment
- Finding a job
- I called and asked about help paying for certification for the job that I have and I was told since I received hearing aids from the DRS I did not qualify for the help with paying for the certification
- Meaningful employment.
- My son had a goal to work at Chick Fil a but he had a much better skill set for Janitorial/Housekeeping positions. Because of this I don't think he got enough time in fast food opportunities.
- My son was denied that he has an intellectual disability while still stating he has autism.... based on the fact that he has an IQ. We also did not get help because of our income. Pace told him he could take a job cleaning rest rooms at a truck stop w no supervisor. 45 minutes from our town. No thank you. It was so awful. They said he could work a night shift all by himself at NIOSH cleaning floors.... So not ok or helpful in any way in any universe.
- Work needs

Financial:

- Cost for doctors visit

- Do I qualify for a disability check?
- More Financial Aid
- Snap benefits

Hearing Services:

- Hearing aids were denied because of extended warranty that was purchased because of a repair that was made which included the warranty
- I have lost one hearing aid and I am not sure DRS will help me on getting a new hearing aid
- My hearing
- Ongoing cost to maintain hearing aids
- The provider I chose to work with did not adequately suit the hearing aids to my needs-- because of the echoing in the aids so I am unable to use them.

Other:

- ADA Accommodations
- Don't know
- I need damn car.
- I realized I couldn't go to school, juggle my responsibilities and still support myself. My housing expenses alone outweigh my income and I couldn't find a way around it, so I discussed closing my case with my counselor and closed it. I wasn't voicing my concerns about whether or not I could make ends meet because they were my own responsibilities. Looking back though I would have been approved for housing assistance that I didn't know was available and could have made it possible, but my car blew up making it all a moot point. I think my mental disorders needed to be addressed before I could choose a school and begin attending, they still haven't been and likely never will.
- I would like to find out if I can get help getting glasses. Mine are 5 yrs old and very scratched...that would be helpful.
- Laptop
- Need dental work. Counselor was to make appointment with eye doctor. Last I heard from him. Haven't heard anything about it yet.
- Not sure
- Possibly aid related to having children and their needs when a parent is attending school? However, by addressing MY needs I would say that indirectly helped with my child's needs in a way.
- SSA now is doing medical reviews because my case was closed. I did not agree with this decision.
- Told them what I wanted to do, what I wanted to learn. They effectively insisted

on me getting a "better paying job" whenever they could.

- Tools/resources to manage my anxiety.
- Where to buy a winning lottery ticket!
- Would like the hearing aid microphone so I could hear and speak without holding my phone

Various:

- All of them ...I need help affording school and vehicle repair.
- All of them. I can't afford therapy and my anxiety is affecting my job
- Educational jobs, living status, where to go in the community for help etc. etc.
- Employment and volunteering
- Finding the correct schooling and job placement
- Help with my car. Help with gas money. Help with modifying home for wheelchair. Help with a job.
- I need a vehicle to get to work and decent clothes to wear to job interviews and when I find employment to wear to work and I requested
- I need help with GED, counseling, therapy, job preparedness.
- I wanted training help to get and be able to keep long term employment.
- Money, and time management and technology
- Myself to be independent to pay my bus pass monthly to see my mental health therapist from June 2024 to December 26, 2024 and when I get part time job as dishwasher for 3 days and I have owe to paid off my other bank from last 2019 and some of hospital bills etc.
- Transportation and available money for gas and supplies and kits

IMPROVEMENTS TO DRS SERVICES.

The survey recipients were asked how DRS could improve their services. There were 232 responses including 138 people who said no improvements were needed or that they couldn't think of any improvements (e.g., Services were wonderful! The people I worked with was excellent! They did exactly what I needed; They do an excellent job and all staff are knowledgeable and very personable. They were excellent; They don't need to change a thing. They truly helped me). The other 94 responses referenced Accessibility, Communication, Public Relations, Services, Staff, and Timeliness. These comments follow.

Accessibility:

- Difficult to get to Fairmont and park in the garage across the street and get into the building. The garage elevator did not work.
- Find an easier place to get to. It is kind of out of the way and hard to find
- Improve accessibility

Communication:

- Actually listen to clients, and open doors to opportunities than previous work experience. Don't tell clients to communicate, then ignore or dismiss client input because client needs aren't convenient for counselor.
- Be able to directly call the office and talk not be cut off
- Being able to communicate better and being more responsive.
- Better communication
- Better communication. Things done faster. Better employment options. Etc.
- By actually making contact like they are supposed to
- Communication and connection with the consumer.
- Contact their clients on updates more often.
- Contacting clients, following through with plans.
- Counselors need to listen to the client more when they are expressing their needs.
- Ensure that the counselors speak to the clients with respect, and actually listen to the clients needs.
- Follow up
- Follow ups

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- Hire people that won't make jobs thinking they'll go unnoticed.
- I'm able to do a lot more.
- Keeping in touch more
- Let people know they are there to help them.
- make sure that everyone knows what is available to them
- More communication
- More info on services offered
- More understanding social worker that can understand and help me get where I need to be.
- My counselor wouldn't hardly call me back
- Need to be more communicative and stay in touch without just close case.
- Need to reply email more often
- Reconsider terminations.
- Reliability with reaching back out to civilians, and holding necessary contact.
- Sending more papers that help me understand. Talking with me more/phone calls. Helping people with disability. Just contacting clients!
- Stay in contact with myself
- Stop looking at a person's on the outside, Make a judgment call just by looking at a person.
- Talking to the student rather than the guardian. Guardians make choices that work best for them, not the student
- Talking to their people more
- They could listen to the people on their case and strive for effective communication instead of declining calls. They could respond to emails in a timely manner instead of responding only with "please call" after ignoring every call. They could strive to have a kind front desk worker who doesn't scoff and roll their eyes at you when you walk inside the building and make rude remarks about how you don't "look disabled".
- They were not the best at returning phone calls or answering the phone in general.
- Those need best interpreter or video relay interpreter for Deaf need to best communication

Public Awareness:

- by making the services more known to the public
- Expanded tout department and more Public Relations with advertising.
- I don't feel this service is broadly enough advertised. I would not have even known about this program had it not been for a family member (govt. employee).

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- Make better known the services they provide.
- More advertisement maybe? I didn't even know I qualified for tuition assistance until a professor guided me to apply; I honestly didn't even know what the DRS was until he gave me the website.
- More outreach to kids and families. Most people sadly don't know this program exists or what all they can do to help!
- My local DRS was excellent once I was referred to them but there is little knowledge in the community as a whole that there are such services that exists.
- No one knows about this help available. A friend who works in social service told me about this.
- Not many working people know about the good things that are offered.
- Spread awareness of the services provided. Most people don't know about it.

Services:

- Actually help with finding proper employment or schooling. Help with things needed to start a new job. Be in communication.
- Better online presence
- by actually helping the client
- By being more involved with helping find work
- Give more Financial Aid
- hearing aids I have are worn out and need replaced but because of a repair I paid for also gave me extended warranty. I was denied. OEM warranty died roughly 2 years ago. Instead of me coming back in March to try again, my case needs to be opened back up without me going through the system process. Thx
- Helping with essentials when starting school like paper, pens. Pencils etc.
- I need a damn car
- if tuition could be fully funded
- Inform the DRS counselors that they have the ability to help specific clients with having a transportation barrier when the patient doesn't have access to public transportation and give the counselor step by step instructions for how or what the patient should do to get DRS to help purchase a vehicle for them to overcome their employment barrier and also have access to provide clients with a clothing vouchers for retail stores to purchase clothing for job interviews, training or having the proper clothing for new employment positions.
- More training in all aspects of being a good employee. Social skills that are appropriate for work and how to be an advocate for themselves. Appropriate ways to handle conflict.
- Offer a wider variety of services.

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- Offer continuing help to cover costs associated with hearing exams, hearing aid maintenance.
- Offer more schools that offer studying a trade and also tutors to assist in studying
- Offer online video counseling throughout the school year
- Offer services other than an immediate hop to a job. Everything has stages and I'm not at a job state yet, especially with fixed income, doctors and everything paid for, and people gunning to take it away the moment I look capable of working.
- Peer mentor services
- Starting a class in school's.
- stop insisting that schools we need to go to have to vendors of the state of WV
- To respect me because I has PTSD, ADHD, depression, anxiety, mental health, interstitial cystitis, OCD , deaf , dark sides from past trauma, low back spine pain, arthritis, asthma and I only can find a dishwasher job part time for 3 days each week and if I hire job and I have to ride bus for while till DRS find a personal car for me to drive again , to find a right alarm clock with bed vibration under Sonic Alert Boom with lamp plug outlet behind alarm clock & I need new Sonic Alert doorbell with lamp plug outlet because Sonic Alert is best company for me , fix my hearing aids to connect my apple iPhone Bluetooth at WVU audiologist place in Morgantown WV and in 2026 I plans to move to a 2 bedroom apartment in Morgantown WV with wheelchair accessible for my deaf partner/ girlfriend who lives in Asheville NC she want to move to Morgantown WV to live with me because she has almost same health problems same as I am plus she and I are same age and same born year 1990 , that all I has plans and what etc. DRS want to do k

Staff:

- Actually do their job
- Better counselors
- better employees who are more understanding
- By taking the time to do their job. Not cases to get numbers for themselves. I am discouraged and angry. It was a complete waste of my time.
- Have a second full time employee
- Have dependable counselors
- Hire more African American DRS workers so they can relate to the African American population.
- hire more counselors and don't' have people wait for months before needing services
- If a counselor is having health or family issues their clients should be managed by another capable employee. A psychologist who is grieving the loss of a spouse should recuse themselves from conducting assessments. The psychologist was frequently irritated, seemed to have his mind wander as I answered questions. He

would repeat questions as if he was distracted.

- It's all in making sure the people hired are passionate about their work. Everyone I came in contact with at the Morgantown office seemed to have that in common.
- More involved but not sure how with current staffing
- More people like [Counselor name]
- More training for counselors. My counselor had no idea what the next steps in my case were supposed to be at any given time and completed the wrong paperwork more than once. I feel like I had to teach him how to do his job and prompt him through each step in the process instead of receiving assistance from him. I think he was well-intentioned, but hadn't been properly trained for my type of case.
- New case workers

Staff:

- Better response time. I had to follow up for several weeks before I heard back after filling out the application.
- Faster response
- faster turn around
- Make sure everything's done in the amount of time it's supposed to and stop putting an extension on it.
- Maybe quicker turn around from initial paperwork.
- The biggest problem is the extreme (4+ months) wait time for an application and the overall slowness.
- The process was slow
- They lost my paperwork, resulting in a 2 month delay, I got my hearing aids 2 days after I lost my job, because I couldn't hear what supervisors were saying.

Other:

- I don't know if they will or can. We have a bunch of republicans running the country now who worship someone who makes fun of persons w disabilities.
- I would shut the entire agency down.
- No way
- Not so much paperwork stuff
- Pay close attention to even the small things.

ADDITIONAL COMMENTS.

The final question asked consumers if they had any other comments. There were 135 statements where consumers praised the agency/staff, criticized the agency/staff, or provided suggestions and explanations. These comments follow.

Praise:

- [Counselor name] is outstanding. I'm very grateful that I was assigned to her.
- 5 star service, found that most people don't even know about this service
- All is well
- Amazing team in Logan! Calls and emails returned promptly and all questions answered timely. I had guidance and support from the moment I walked in for intake and can still call today if I need them. Thank you all!!
- Appreciate all they have done for me for 22 years!!!
- Blessed to be referred to them and for the help they gave me.
- Counselor was amazing
- Counselor was awesome. She went above and beyond!
- Counselor was very friendly, knowledgeable and professional
- Counselor was very helpful and checked in on me regularly to see how schooling and my needs were going.
- Counselor was very professional and got everything accomplished in a time frame that exceed my expectations.
- Counselor was wonderful. She stayed up to date with me throughout the entire process. She made what I felt was going to be a very stressful process, a breeze. I feel that she literally saved my life, I don't think I would be here today had it not have been for her and the DSR. I recommend this service to anyone I know that would benefit from this program. I can't tell the entire DSR THANK YOU THANK YOU THANK YOU.
- Every one was very nice my counselor (my 2nd one) did not communicate much
- Everyone at the DRS was very professional, helpful and respectful. My experience with the program was great. I appreciate the support and the help!
- Everyone was really helpful
- Everyone was so nice and helpful. Amazing service.
- Excellent staff and services.
- Grateful to have the opportunity! Thank you!

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- Great job!
- Great personal interaction...
- Great services. Thank you.
- Great to work with. Made the process easy.
- I am grateful for the assistance they gave me.
- I am so deeply thankful for the services I was provided; my caseworker was so attentive and helpful throughout my journey. I finished my BSN (graduating Magna Cum Laude) and am now working as a registered nurse. I was supported every step of the way, from uniforms to reimbursement for application fees... I genuinely couldn't ask for more. These services are SO valuable to people like me. I clawed my way out of addiction and poverty because of these programs. I can confidently say I would not be where I am without the DRS; I felt very valued by my case manager and the rest of the staff. Please keep these programs forever!
- I am so thankful for their kindness & help.
- I am very thankful for all the help DRS provided me with and grateful that they helped me secure my dream job.
- I appreciate the help they gave me.
- I greatly appreciate the help I was provided
- I had a wonderful experience! I hope your service for helping disabled folks purchase adaptive equipment allowing them to continue to work, continues to be funded. Finally, the state got something right!
- I had an excellent caseworker
- I have no complaints to the services I was provided.
- I have sent 2 other people to get help. Thanks! May God bless you!
- I hope this program continues as it is so beneficial to helping me in my future
- I really appreciate the service. I probably would not have been able to purchase hearing aids without DRS assistance. I am greatly appreciative of the service and assistance. It has helped me remain in the work force and able to perform my employment responsibilities.
- I really like you guys working with me. Keep up the great work
- I thoroughly enjoyed working with my counselor
- I was a full time realtor and DRS provided hearing aids that have enable me to continue working.
- I was greatly pleased!
- I was really thankful for my counselor. She was always available with any questions or concerns I had.

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- I'm glad I had a chance to talk with you and the service was w
- I'm so grateful for the service that was provided, it has improved my life beyond my expectations. Thank You.
- I'm very appreciative for the assistance I have received.
- I'm grateful that WV Rehabilitation Services helped me to get my first pair of hearing aids. They have been so helpful at work and home being able to hear and communicate with people better and often safer.
- It is hard to ask for help. For anyone, or at least for me it is very hard to ask for help especially when people really need it. To show weakness or vulnerability is a very hard thing to do. My DRS counselor is amazing, has never made me feel vulnerable or weak and I'm truly grateful
- Just a shout out to the young lady that was in Roane and Jackson County and her supervisor for being so nice and so professional.
- Just thanks for the help and good service
- Keep up the good work.
- My agent (I'm sorry her name escapes me) was really focused on making sure I could get the assistance I was drastically needing. She was kind, professional and just genuinely a good person.
- My counselor was awesome!
- My counselor was and is to this day the best person that I have ever known. She does everything she can for her kids.
- My counselor was very helpful. He listened attentively and made sure I understand. He stayed in touch so I understood each step.
- My counselor was very hospitable and professional.
- My counselor was wonderful. Always went above and beyond to help me.
- No except that I am extremely appreciative of the services I received. I did not realize how "bad" my hearing loss was!
- No, thank you very much
- NO. This was an excellent experience even though it's really tough losing my hearing so suddenly. I would and have recommended others.
- Nothing but good things to say about voc rehab!
- She was wonderful. When my stethoscope came in there was a piece missing. She was quick to order a new one and made sure this one had everything
- Staff was extremely good and friendly
- Thank you for all you have done.
- Thank you for helping me get back on my feet.

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- Thank you for helping me to improve my skills at work with a new set of hearing aids.
- Thank You for my Hearing Aid!
- Thank you for the services that are provided to assist with special needs and creating improved work related outcomes.
- Thank you for what you are doing you will help a lot of people which is needed in our state
- Thank you so much for all the help that you've provided. Without the help, I would not have been able to get hearing aids.
- Thank you so much for your wonderful service!
- Thank you to everyone who played a part in my process of getting a successful job.
- THANK YOU!
- Thank you.
- Thank you.
- Thank you. If not for services, I would not be able to continue teaching. All is well now. WV needs special education teachers. I am thrilled to continue teaching now.
- Thankful for the help.
- Thankful they helped with getting a hearing aid
- Thanks for what assistance I did receive.
- Thanks so much for this service-- kept me working.
- The counselor made the process easy.
- The counselor who assisted me was extremely personable, helpful, and great with follow up.
- The DRS staff were wonderful ...
- The services I received helped me greatly. Thank you very much.
- This has been a very helpful experience and has been very beneficial for my work.
- This is a great Program.
- Very grateful these services are available.
- Very grateful. I have a wonderful job and my hearing aids allowed me to keep working.
- Very nice people. Hearing device was unattainable without WVDRS. My job is easier!
- Very satisfied!

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- Wonderful assistance
- WVSRS is a wonderful benefit to help those of us with disabilities continue our independence and ability to contribute to society.

Criticism:

- 9 months and still waiting for service requested.
- big waste of my time
- Every time I called they were in a class. Well I don't think the class was helping.
- I am a professional who worked with a consumer. Communication was sporadic and I was always left feeling like I was unsure what would happen next. I often had to reassure my client that the office was still working towards the goal of helping them. There was a disconnect between the office and communication with myself and the consumer. It was as if the office didn't realize the consumer had a disability and needed assistance to be successful. On a separate case, I am an acquaintance with someone who is receiving services and they also feel like they don't understand what is going to happen next and there are large gaps with no communication. They also spoke of meeting and discussing goals. The staff made the statement that they wouldn't be good at that job. The staff later said they thought that the consumer would do fine in that job set. The consumer now second guesses if they should try that job field. I thought twice of completing this survey due to not being the direct consumer but I felt it was important for someone to realize there is a large disconnect between the office staff and the consumer with communication, support, and rapport. I hope this helps.
- I closed my case because services were always delayed. Not only that I felt that because I was a minority consumer I was purposely denied benefits.
- I did my initial interview and was told that they would schedule some appointments for evaluations and no one followed up or returned my calls so I assumed I didn't qualify for services
- I had never felt so hurt and upset. I really thought they would help!
- I had trouble accepting having to go to class for my GED due to high anxiety and what I'd gone through in school.
- I hate this state. I hate it. I want to leave for our son.
- I have never seen a more disorganized and useless place. They can't keep employees. They had zero follow through after discussing all the great things they would be doing to help.
- I know that I have tried to get assistance from every agency that is supposed to help provide me with the assistance I need to obtain what I need to overcome employment barriers and not even one agency has the ability or resources that would help me to obtain a vehicle to provide me with transportation to work I was offered a bus pass but it would not help my situation because I live too far from a bus stop I found one agency that was willing to help with a car if I could stay

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employed in the same company for 6 months and I have lost every job before 6 months because of not having reliable transportation to work every day. I researched the online wvdrs handbook and found that the agency has the ability to help me with a car but couldn't get the assistance I need because they insisted that it's not possible for the drs to help with a car so I'm very confused when I'm clearly reading this in the book but I'm told by the counselor it's not even a possibility so I don't know how to truly receive the assistance from drs in order to obtain the assistance with a vehicle to overcome the employment barriers.

- I talked to someone 3-4 times and he dropped all communication with me
- I think the case manager was too overloaded with clients to really help us. My son was undefined on his care, so that hindered any guidance or help she would have given us, as well. But everything seemed to be an afterthought.
- I was disappointed that my particular type of hearing loss was not a disability covered by DRS services. My evaluation revealed that my hearing deficit was primarily with high frequency sound. I was still working at the time as a mental health counselor for children who had experienced trauma. My decision to retire was partially based on my hearing impairment which was not DRS service eligible.
- I was incredibly let down by this service. My health rapidly declined as a result of having no accommodations and I barely finished my schooling and had to quit my job just to finish school. I had several ER visits from overworking my body due to lack of accommodations. My main condition severely worsened and will never be the same. I hope and pray that other people who need this service aren't as let down as I was.
- I was involved in this same program with the state of Ohio which was more professional and did what they promised.
- I wasn't informed how to keep the services going. I never got phone calls for how my service was going. I need more help being in a wheelchair.
- I wish I could have found a new counselor
- I wish I knew how to contact someone
- I'm sure my rights as a consumer were in the paperwork I was mailed after my intake appointment, but my counselor never reviewed them with me.
- I'm very unsatisfied with the services that you have available to help or benefit my son. Your case worker had absolutely nothing for him to do. He has cerebral palsy - he is not mentally handicapped. And you had no job sites or work for him to do-- I'm very unhappy.
- It's 2 years later, no letters, no correspondence and no one will follow through at this service.
- Lost all enthusiasm. I'm sure the service is helpful for other people. Didn't work out for me. Just don't care anymore.
- We have no counselor right now. No one will call us back.

- Yeah I never really got any help at all
- Yes I was stuck with a bill at New River Community and Technical College for 900

Explanations/Other:

- "Life Skills" program is 30 years out-of-date and teen focused. A current, adult oriented "Life Skills" program needs to be developed.
- As to my knowledge have never talked to a DRS officer.
- Communication between front desk staff and DRS staff at the building in Kanawha City.
- Could give goals and timeline for achieving goals
- Counselors did try and help when they could but the goal was obtaining a job and keeping it. This hasn't been the case.
- During the process my disabilities became worse and I can no longer work, even part time, so the services were no longer required
- I did not receive services, because I had a job.
- I need a damn car
- I understand illness and death are regular occurrences in life. Safeguards should be placed to prevent hurting clients.
- I would like to come back to DRS so social security will stop hounding me
- If a counselor doesn't do her job, hire someone who will.
- If a student needs a school and you know how much it is but the school is not a vender then give the student the money to pay for it. IT'S CALLED RESPONSIBILITY not politics !
- In question 18 I'm not sure if the ones not marked were included. Probably were but I don't remember
- Instead of helping me get my stuff in order to become a client they said u have to do it. I work nights to afford to live. Changed my entire life now I need help and can't get it done.
- It would be nice to have counselors and programs set up in each county. Taylor county really needs skilled classes and work programs to help the people of this county
- My current landlord at Marion Unity Apartment is rude to me when I try called them with an ASL interpreter on my videophone relay for something that I need talk to them but they hang up on me and interpreter for many times that discrimination me against ADA law and also last October 9, 2024 when I went to my recertification interview for 2025 lease with landlord and they refused use my Ubi- Duo device to communicate with me and they said that it not familiar to landlord that discrimination me against ADA law with no reason why she / he do that and she /

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he keep ignoring me when I need them to fix my smoke alarm with light strobe flashing it law but they refuse fix my smoke detector with light flashing since almost 3 months and I just let you know that how I feel about it k take care .

- Only that I wish I could get a new hearing aid since I lost one
- Please let more people know who you are and how you can help in their lives.
- Would be excellent to receive the services and not get removed due to mistakes not made by myself.
- You need to communicate better with the student and improve your connection with them. I had several occurrences where the worker could not properly instruct me on what I needed to do or what information I needed to provide them.