

**REPORT
OF
SURVEY FINDINGS**

**Transitioning Youth:
Consumer Satisfaction**

SEPTEMBER 2012 THROUGH

AUGUST 2012

**WEST VIRGINIA
STATE REHABILITATION COUNCIL**

**PREPARED BY
DENETTA DOWLER, ED. D.
JANUARY, 2014**

**TRANSITIONING YOUTH:
CONSUMER SATISFACTION
(SEPTEMBER, 2012 – AUGUST, 2013)**

The WV State Rehabilitation Council in conjunction with the WV Division of Rehabilitation Services (DRS) conducted a survey of consumer satisfaction with DRS services in West Virginia. The Council developed an instrument that asked consumers to rate their level of agreement with statements about the services they may have received through WV DRS. Consumers were also asked about specific information related to jobs and to their rights as a consumer. A final section included open-ended items designed to determine the consumers' opinion about program changes or improvements that could be made.

As a subset of DRS consumers, the surveys were distributed to “transitioning youth” during the year so that the Council could examine the pattern of responses for transitioning youth. A total of 63 surveys from youth were returned. This report summarizes those responses and details the findings of the survey for the 2012-2013 program year.

DEMOGRAPHIC INFORMATION

District.

The district and closure status were recorded on each survey in preparation for mailing. Each of the 63 responses was returned with the District information intact. If there were equal numbers of responses from each district, you would expect to see about 17% of the responses to come from each of the six districts. Each District represented either 14% or 19% of the total (Note that the percentages total to 99% rather than 100% due to rounding error.) There were 54 individuals who reported county information. There was at least one response from 27 of the 55 counties.

The number and percent of responses by West Virginia DRS District.

District	Number of responses	Percent of total responses received
District 1	9	14%
District 2	9	14%
District 3	12	19%
District 4	12	19%
District 5	9	14%
District 6	12	19%

It should be noted that the District information was coded on each survey. The County information was provided by the people who answered the surveys. Therefore, not all the surveys that were returned contained County information.

District 1: Boone (0 responses), Calhoun (0), Clay (1), Jackson (0), Kanawha (4), Mason (0), Putnam (1), Roane (0), Unknown (3).

District 2: Barbour (0 responses), Gilmer (0), Harrison (0), Lewis (1), Marion (1), Monongalia (3), Preston (1), Randolph (0), Taylor (0), Tucker (0), Upshur (0), Unknown (3).

District 3: Brooke (3 responses), Doddridge (0), Hancock (1), Marshall (2), Ohio (0), Pleasants (0), Ritchie (0), Tyler (0), Wetzel (0), Wirt (1), Wood (5), Unknown (0).

Type of Disability.

The consumers were asked to indicate their disability. There were 48 youth who listed a disabling condition (e.g., Scoliosis) or a description of their disability (e.g., A little slow). There were just 7 individuals (15%) who reported having a **sensory** disability while in the whole sample of DRS consumers, more than half of the consumers reported having a sensory disability. In this sample, more than half (54%) report having a Learning Disability or other **cognitive** impairment (26 people). There were 5 youth (10%) who reported having a **motor**-related impairment (e.g., Amputation, Scoliosis). There were 3 people (6%) who listed **mental health** disability (e.g., Anxiety, OCD). The **Various/Other** category included multiple impairments and/or responses such as asthma or migraine headaches, and included 7 people (15%).

Percent of responders by type of disability.

Type of Disability	Respondents	Percent
Cognitive	26	54%
Mental Health	3	6%
Motor	5	10%
Sensory	7	15%
Various/Other	7	15%
Total	48	100%

Type of Closure.

The surveys were sent to consumers from each closure status. Closure **Status 08** means that the case was closed after the application process (no services were provided). Closure **Status 28** means that the case was closed after at least one service was provided. Closure **Status 30** means that the consumer was determined to be eligible for services, but none were provided. Closure **Status 26** means that the case was closed after the consumer met the objective(s) in their service plan. The following table indicates the number of responses from consumers for each type of closure.

Status	Responders	Percent of total
26 (Successful)	41	65%
28 (Unsuccessful)	7	11%
30 (Unsuccessful)	12	19%
08 (Unsuccessful)	3	5%

The Closure Status was obtained for all individuals who responded. Closure Type 26 can be thought of as a “successful” closure and Statuses 08, 28, and 30 usually represent an “unsuccessful” closure. In this sample, 65% of the responses were received from consumers who successfully completed their rehabilitation program (Status 26) and 35% were closed as unsuccessful.

Work Status of Respondents.

There were 61 responses to the item about work status. Of these, 65% indicated they are working, 13% are in school/training, 13% are looking for work, 7% reported that they are unable to work, 2% reported that they don't want to work.

Consumers by reported work status		
Work Status	Consumers	Percent
Working	40	65%
In School/Training	8	13%
Job seeking	8	13%
Unable to work	4	7%
Don't want work	1	2%
Total	61	100%

SATISFACTION ITEMS

The youth were asked to rate their agreement with a series of 10 statements about their interactions with DRS. There were also 3 items where consumers were asked to rate the office, their counselor, and the services received. They used a Likert-type scale that ranged from Strongly Agree to Strongly Disagree with options to indicate that they were neutral or that the item was not applicable. The following table lists the percent of responders who agreed or strongly agreed with these items.

PERCENT OF YOUTH RESPONDERS WHO AGREE OR STRONGLY AGREE.			
Satisfaction Item	2010-11	2011-12	2012-13
1. The eligibility requirements and process for receiving services were clearly explained by DRS staff.	78%	84%	94%
2. My questions were answered clearly by DRS staff.	75%	80%	95%
3. My DRS counselor helped me identify appropriate employment opportunities.	67%	78%	89%
4. My DRS counselor and I developed a plan for employment	77%	78%	85%
5. I was made aware of the steps and my responsibilities to achieve my employment goal.	69%	80%	94%
6. My DRS counselor stayed in contact with me so I knew what was happening with services.	73%	75%	87%
7. I received the services needed to reach my employment goal.	73%	72%	77%
8. I am satisfied with the services provided by DRS.	73%	77%	85%
9. My counselor told me about job opportunities.	74%	76%	88%
10. My counselor treated me with respect.	82%	91%	98%
Rating Item			
1. How would you rate the accessibility at your local DRS office?	79%	85%	96%
2. How would you rate your counselor?	78%	83%	94%
3. How would you rate your overall experience with DRS?	73%	83%	88%

In the past, the level of satisfaction by youth consumers seemed to decline. This year and the past year, however, seem to indicate a more positive trend. These data, however, should be viewed with caution since the sample sizes across the years vary dramatically. It will be important to track these responses until the pattern becomes more stable.

RIGHTS INFORMATION

The consumers were asked to indicate which rights information had been explained to them. There were 50 individuals who responded that at least one right had been explained (79% of the sample). Most individuals indicated that they had received several rights explanations. Therefore, the total number of rights explained was 276. If each of these individuals had been given information about each of the rights listed, the total would have been 400 (50 individuals X 8 issues). The total responses indicate that consumers recalled having been told 69% of the possible rights information.

Rights explained to consumers		
Rights Information	Consumers	%
Participate in developing my plan	45	90%
Choose how my services were provided	39	78%
Choose who provided my services	34	68%
Appeal any decision about my case	31	62%
Know about all the services that were available	47	94%
Request another DRS counselor	26	52%
Appeal any decision about my services	28	56%
Contact CAP for help in resolving differences	26	52%
Total Rights Recalled by Consumers	276	

In the Table, Column 1 lists the type of rights information. Column 2 reports the number of individuals who indicated they had received the information. Column 3 lists the percent of responders who report that they received that information. For example, of the 50 people who recalled that they received rights information, 45 (90%) report that they were told they have a right to "Participate in developing my rehabilitation plan."

The youth indicated that they were most often made aware of their right to "Know about all the services that were available" (94%) and to "Participate in developing my plan" (90%). They least often reported awareness of their rights to "Contact CAP for help in resolving differences" (52%) or to "Request another counselor" (52%).

OPEN-ENDED ITEMS

Which service(s) offered by DRS did you find the most helpful?

The survey participants were asked to list the service they found most helpful. There were 51 responses to this question. Of these, 3 people said that they did not find any of the services helpful. Six people reported that "All" the services were helpful.

The others said the most helpful services were Assistance with Education/ Training (7 responses), Employment/Job Services (11 responses), Counselor or Counseling-related Services (4 responses), Financial Assistance (7 responses), and Other/Various Services (11 responses). These comments follow.

All Services Were Helpful

- All. (X 2)
- Everything.
- Everything they did for me was helpful.
- I value all of the services equally each had a strong part of my success.
- She was able to get info on stuff we couldn't she was helpful in every way.

Counselor/Counseling Services

- Being able to contact counselor at any time.
- Counseling and making me aware of opportunities treating me with respect and making me feel valuable.
- My counselor was AMAZING to work with. She helped me get hearing aids to help me at work and they have been a lifesaver!
- The talking about everything.

Education/Training Services

- Books and tuition vouchers.
- Bought college textbooks and supplies.

- Paying for school.
- Plan to stay in school - find job.
- They paid for pretty much my whole schooling and that was very helpful.
- Transitioning from high school to a college their work with She's wonderful!
- Tuition assistance, computer and printer for school, moving expenses, textbooks.

Employment Services

- By helping me find a job.
- Having been at different job sites and being able to do a lot of different jobs.
- Help with purchasing tools needed for my job.
- Helping find work.
- Job coaching.
- Job possibilities.
- Job search including gas.
- Job services.
- Supported community based assessment and job experience.
- Trying their best to get me a job.
- Work info.

Financial Services

- Clothing voucher.
- Finance for transportation.
- Funding for clothes and gas.
- Money.
- Provided the resources to get back and forth to work until my first paycheck was received.
- The financial help and advice from counselor.
- The help paying for my gas to class.

Other

- Assistance with getting driver's license. Very helpful with room and board and transportation.
- Community assessment.
- Explanations, special attentions.
- Extensive driving instruction community job assessment.

- Follow up evals.
- Helping in getting a working computer for both school and work.
- Helping me through college financially and helped me get a vehicle.
- Helping with my resume providing some gas money to get to work.
- It all sounded wonderful until it came down to getting needed assistance.
- Payment of copays and services for physical therapy on my back so I could continue my employment more comfortably.
- Being able to hear in my place of employment.

What needs do you have that were not met or addressed by DRS?

The survey participants were asked whether they had additional needs that were not met or addressed. There were 48 responses to this item, but 30 of them indicated that all their needs were met or that they had no additional needs.

- [Name] will still need extensive driving instruction (another session)
- After completion with DRS ineligibly bills went from DRS to hospital says "client did not meet required commitment" was not true and caused confusion.
- After the 90 hours were up, I didn't know what was going on. Never heard nothing.
- All of them.
- CDL training and listening.
- Finding other type of employment that I was interested in.
- Got enough college for my degree but the hours short to take the CPA exam, wouldn't help me keep going.
- Helping me find employment when they offered.
- How to apply for various government assistance programs.
- I could not get [name] to contact me.
- I owed DRS \$439.50 for my hearing aids and I've sent all the money in but the checks still haven't cleared (one from May and it is almost November). I called to follow up but nothing was done. They said they got the checks but they haven't been cashed yet. Also, I was promised a schedule A letter, but never received it.
- Need a job.
- No college support.
- No job and DRS didn't help with school as explained.
- Possibly dependable vehicle.
- Transportation.

- We were promised assistance with schooling then told he had to attend school and get a B average. We were told there was an automobile to evaluate driving skills-- never happened. Lots of lip service, no action.
- What's available in services.

How could the Division of Rehabilitation improve services?

The survey participants were asked how services could be improved. There were 42 responses to this item, but 14 of them indicated that all they were pleased with the services and saw no need for improvements. The other comments follow.

- Actually contact people I was unaware my case was closed!
- [Name] always wonderful. Letters could be sent when the location of offices change.
- Advertise more, I heard of this from a friend of a friend.
- Assist in providing help with medication such as ADD medication needed to help me work.
- By keeping in contact and actually meeting with their clients like they said they would.
- By letting someone know something when your hours are up.
- Contact client on a more regular basis.
- Continue services until "full time" employment is acquired. Continue to check on clients at least every 2 months--for new employment opportunities.
- Could have more funding.
- Do not give [name] as a counselor to anyone, she is rude and does not have people skills.
- Employment opportunities.
- Have more employees like [name].
- Having more funding.
- Help get people more into the [unreadable].
- Help more students.
- If someone is eligible for DRS maybe provide a small subsidy if attending school.
- Make help available
- Make sure Marshall University does its part. Lots of promises were not kept.
- More contact, I typically only heard from my counselor 3 times in a semester (at the beginning to get\$ right, one on the middle & at the end for my grades).

- More financial aid tuition.
- More trying to help placing client in appropriate jobs for their skills.
- Open hour that schools closed.
- Provide bus schedules to people who have no transportation.
- Provide help for those who want to get their B.S. and M.A. degrees.
- Update comments to providers to show just "charges not eligible for DRS" i.e. E.R. visits.
- Widen job placement.
- Work in our community to secure more options for employment for people with special needs educate the business leaders about supported employment and help them see the benefit to the employee and employer.
- Work more with individuals.

Do you have any other comments?

The final item on the survey asked the participants if they had any other comments. A total of 30 people made a comment. They can be classified as Criticism/Clarification or as Praise/Appreciation.

Praise and Appreciation:

- [Name] provided excellent service at Brooke High for us. Also has been more than willing to answer new concerns and questions we have.
- [Name] was a fantastic counselor.
- Awesome service. Benefits helped me become a productive citizen in life and earn a degree!
- Awesome services.
- DRS have been great.
- I did have wonderful job coaches, but [name] was my favorite.
- I feel lucky I qualified for the services I got - everyone treated me nice
- Kudos to [Name].
- My counselor was excellent and played an important role in my success in school I will always be thankful for him.
- My counselor was nice and professional person.
- No, I don't think so. They helped me find a school I was very pleased with all the help and contact they gave me through the whole schooling. THANK YOU.

- Thanks.
- THANKS.
- Thanks, but I did not use your services as I got a job soon after my first meeting. I appreciate your time.
- the financial help was very much needed and appreciated - I was able to receive medical attention so I could get markedly better and am still better from them
- The rehab services I received in McDowell County were great. I was very grateful for the services I received!
- The services provided were very helpful and the counselor was great.
- The vehicle assistance is good. If you don't have to take the vehicle in 3 times for work while still in warranty period.
- This is a much needed agency and the services they offer are much needed. Please continue to support funding for this!
- Very satisfied.

Criticism/Clarification:

- Every time I met the requirements, it changed to something else.
- Find me another job with more hours.
- Get your heads out of your asses and actually help someone.
- Graduated July 2013. Took 5 years because of class problems.
- I had an accident 3 and a half years ago and only a few months after I was being "pushed" to get a job and get of SSDI I am only just now to the point where I am physically able to work and now DRS can't help me, wait till people recover before you expect them because I am able to work I can't find a job and DRS has released me from the program I want to work.
- I was very disappointed in this service. We received a letter one week and the next week got a letter services were discontinued.
- My daughter has been in Computer classes for years yet they had put her in other training like fronting store shelves. What's the point!
- No! Very disappointed.
- What services are provided? How do you get into assisted living and what happened when you can't or don't qualify for SSI?
- Would have liked to have been told about how to get into the field I picked better.

SUMMARY

Demographic Information. There were 63 surveys returned from respondents who are “Transitioning Youth.” The respondents represent each of the six districts of West Virginia and 27 of the 55 counties in the state. Districts 3, 4, and 6 had the highest level of representation in this sample (19% of responses). Districts 1, 2, and 5 each represented about 14% of the total responses.

Respondents were asked about their disabling condition. The type of disability most often reported was cognitive (54% of the sample). This is slightly higher than seen in previous reports, but seems reasonable since the major tasks of school students are cognitive activities.

The surveys were sent to consumers whose cases were closed during the program year. About 65% of the respondents were in the Status 26 group and the remaining 35% were closed in Status 08, 28, or 30.

About 13% of the responders were in school at the time of the survey. Nearly 80% were either working or looking for work.

Satisfaction Items. There was just one item rated at less than 80% agreement, “I received the services needed to reach my employment goal” (77%). While the rating is higher this year, that item also received the lowest rating in the previous survey. More than 90% agreed or strongly agreed that, they were treated with respect (98%) and that the process was explained clearly (94%). Overall, the ratings were higher this year than for previous surveys.

Rights Information. Most (79%) of the consumers recalled that they were given specific information about their rights (or at least 1 right) as a client. Consumers indicated that they were most often made aware of their right to "Participate in developing my rehabilitation plan" (90%). They least often reported awareness of their rights to “Request another DRS counselor,” (52%) and "Contact CAP for help in resolving differences” (52%).

Helpful Services. Consumers were asked which service they found most helpful. Of the 51 responses, 3 people said they did not find any service helpful. Another

6 people reported that “All” the services were helpful. Others reported that Counseling Services, Education/Training Services, Employment Services, Financial Services, or “Other” Services were helpful to them.

Additional Service Needs. When asked about needs that were not met by rehabilitation services, 30 of the 48 consumers who responded to this question reported they had no additional needs (63%). Other needs included education-related services, employment services, and transportation.

Other Comments. The last item on the revised survey asked the participants if they had any additional comments. There were 30 responses including praise/appreciation or complaints/clarification.

Overall. In previous surveys, it has been typical that the Transitioning Youth sample reported lower levels of satisfaction with DRS services than the whole population of VR consumers who responded to the survey. This year, however, the satisfaction rating “mean of means” for the whole sample of VR consumers was 90% and the mean for this Transitioning Youth sample was 90%. This is an encouraging finding. It will be interesting to see if this trend continues over the next few years. It appears that services to the youth of West Virginia are hitting the mark.