

**REPORT
OF
SURVEY FINDINGS**

**Consumer
Satisfaction**

**SEPTEMBER 2016 THROUGH
AUGUST 2017**

**WEST VIRGINIA
STATE REHABILITATION COUNCIL**

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CONSUMER SATISFACTION SURVEY (SEPTEMBER, 2016 – AUGUST, 2017)

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.

The surveys were distributed during the year to consumers whose cases were closed in Status 26 (successful closure) or Status 08, 28, or 30 (unsuccessful) during the September 2016 to August 2017 timeframe. The Council also wanted to examine the pattern of responses for transitioning youth and color coded the surveys so that youth could be identified. A total of 284 surveys were returned including 99 responses that were coded as being from transitioning youth. This report summarizes those responses and details the findings of the survey for the 2016-2017 program year.

DEMOGRAPHIC INFORMATION

District.

The district and closure status were recorded on each survey in preparation for mailing. All but 2 surveys were returned with the district information intact (282 of 284 surveys). 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. In this sample, each District represents at least 10% of the responses, and no District represented more than 24%. The respondents were asked the county in which they live. There were 237 individuals who reported county information. There was at least one response from 47 of the 55 counties. No respondent indicated that they were from Calhoun, Gilmer, Pocahontas, Ritchie, Roane, Tucker, Webster, or Wirt County.

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

	Number of responses	Percent of total responses received
District 1	67	24%
District 2	40	14%
District 3	47	17%
District 4	55	20%
District 5	33	12%
District 6	40	14%

The District information was coded on each survey. The responders were asked to provide the name of the County in which they reside. Not all responders chose to provide that information.

District 1: Boone (4 responses), Calhoun (0), Clay (1), Jackson (11), Kanawha (30), Mason (3), Putnam (9), Roane (0) Unknown (9).

District 2: Barbour (1 response), Gilmer (0), Harrison (9), Lewis (3), Marion (3), Monongalia (5), Preston (3), Randolph (5), Taylor (1), Tucker (0), Upshur (2), Unknown (8).

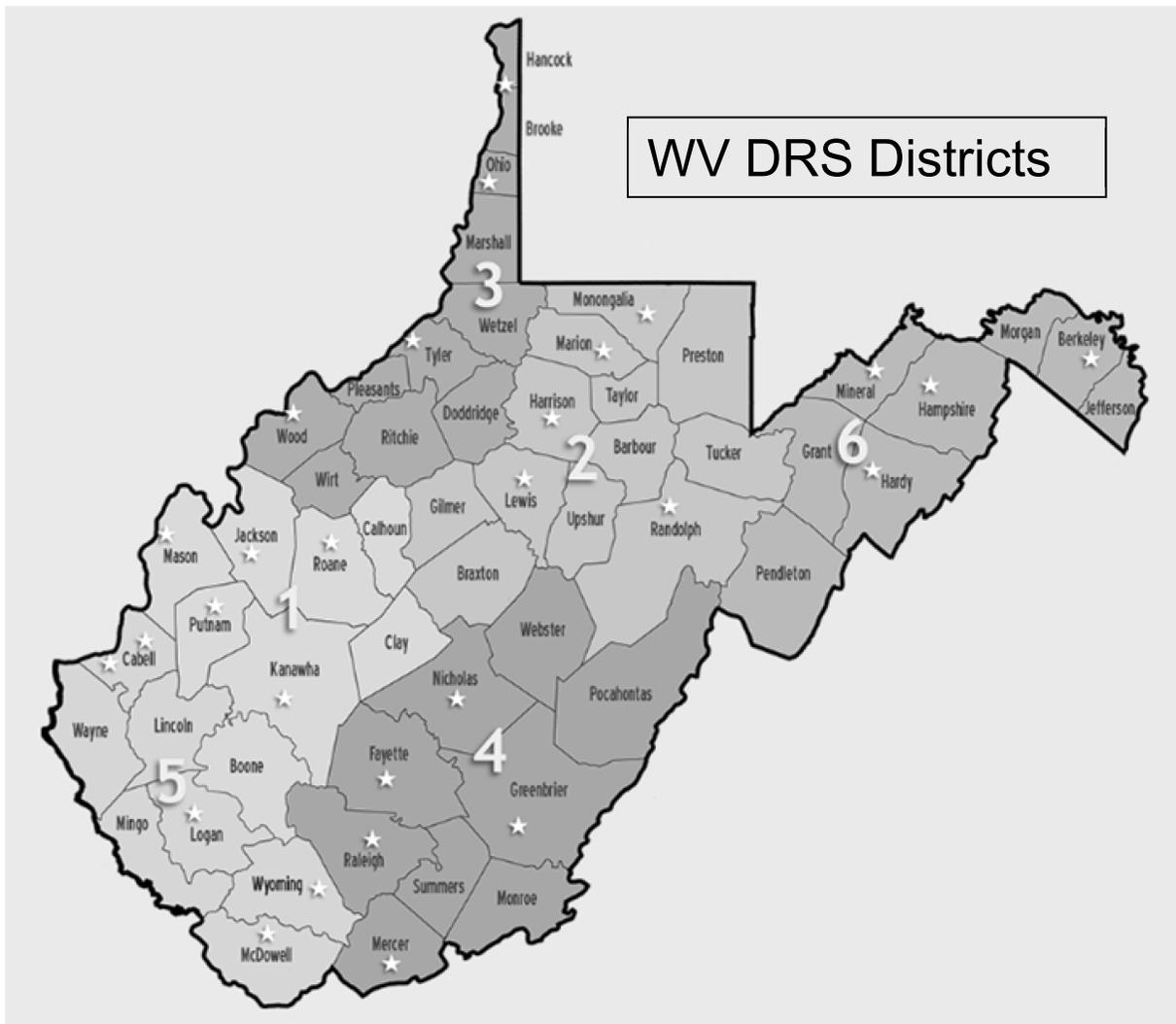
District 3: Brooke (3 responses), Doddridge (1), Hancock (5), Marshall (5), Ohio (15),

Pleasants (1), Ritchie (0), Tyler (1), Wetzel (3), Wirt (0), Wood (6), Unknown (7).

District 4: Braxton (1 response), Fayette (5), Greenbrier (5), Mercer (16), Monroe (2), Nicholas (5), Pocahontas (0), Raleigh (8), Summers (3), Webster (0), Unknown (10).

District 5: Cabell (13 responses), Lincoln (1), Logan (4), McDowell (1), Mingo (2), Wayne (5), Wyoming (3), Unknown (4).

District 6: Berkeley (9 responses), Grant (4), Hampshire (3), Hardy (6), Jefferson (3), Mineral (5), Morgan (2), Pendleton (1), Unknown (7).



Type of Disability.

The consumers were asked to indicate their disability. There were 232 people who listed a disabling condition (e.g., Autism Spectrum) or a description of their disability (e.g., can't stand for long periods). There were 79 individuals who reported having a **Sensory** disability (34% of the sample). Another 28 people (12%) reported having a **Cognitive**-related impairment (e.g., Down Syndrome, Slow Learner). A total of 24 individuals listed Bipolar disorder, PTSD, or other **Mental Health** disability (10% of the total). There were 23 people (10%) who reported having a Motor-related disability (e.g., bad back, MS). There were 18 people who indicated their disability was ADD and or ADHD (8%) and 12 people who listed Asperger's or Autism Spectrum Disorder (5% of the sample). There were 6 people who reported their disability as heart disease, breathing problem, or other **Cardiac/Respiratory** disability (3%). The **Various/Other** category includes multiple impairments and/or responses such as diabetes, seizures, or cancer. This group included 42 people (about 18%) of the sample.

Percent of responders by type of disability.

Type of Disability	Respondants	Percent
Sensory	79	34%
Cognitive	28	12%
Mental Health	24	10%
Motor	23	10%
ADD/ADHD	18	8%
Asperger's/Autism Spectrum	12	5%
Respiratory/Cardiac	6	3%
Various	42	18%
Total	232	100%

Note: There are 3 categories of Cognitive impairment in this table (Cognitive, ADD/ADHD, and Asperger's). When combined, these 3 groups comprise 25% of the total.

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 because the individual was determined to be ineligible for services. Closure **Status 30** means that the consumer was determined to be eligible for services, but none were provided. Closure **Status 28** means that the case was closed after at least one service was provided, but the employment goal was not achieved. Closure **Status 26** means that the case was closed after the consumer met the objective(s) in their service plan.

The Closure Status was obtained for 282 of the 284 surveys that were returned. One survey was damaged in the mail so that the status code was not readable, and 1 individual crossed out the coding at the top of the survey. Closure Type 26 can be thought of as a “successful” closure and the other categories represent “unsuccessful” closures. In this sample, 61% (171) of the responses were received from consumers who successfully completed their rehabilitation plan (Status 26), 5% (15) were from those in Status 08, 25% (71) from those in Status 28, and 9% (25) from those in closure Status 30.

Age of respondents.

The respondents were asked to indicate the age group to which they belong. There were 258 responses to this question. Of these, 30% indicated their age as 24 years or younger. About 24% were in the 25 to 50 age group, 40% were between 51 to 70 old, and 6% were more than 70 years of age. This mean age for this sample is somewhat lower than the previous samples.

Age	Consumers	Percent
24 and under	77	30%
Between 25-50	62	24%
Between 51-70	104	40%
Over 70	15	6%

Work Status of Respondents.

There were 243 responses to the item about work status. Of these, about 65% reported that they were working at the time of the survey, 14% were looking for work, 9% said they were unable to work, 7% were in school or training, 5% reported that they were retired, and less than 1% (2 people) said that they don't want to work.

Work Status	Consumers		Percent
In School/Training	17		7%
Working	158		65%
Looking for work	34		14%
Unable to work	21		9%
Don't want work	2		1%
Retired	11		5%
Total	243		100%

SATISFACTION ITEMS

The consumers were asked to rate their agreement with a series of 10 statements about their interactions with DRS, and about the office, their counselor, and the services received. They used a Likert-type scale to indicate whether they Strongly Agree, Agree, Disagree, or Strongly Disagree. There were also options to indicate that they were neutral or that the item was not applicable.

All Consumers.

The following table lists the percent of responders who agreed or strongly agreed with each item. This year, each of the satisfaction items was rated at 70% agreement or more. Four items were rated at 70% agreement (“My DRS counselor helped me identify appropriate employment opportunities,” “My DRS counselor and I developed a plan for

PERCENT OF ALL RESPONDERS WHO AGREE OR STRONGLY AGREE.		
Satisfaction Item	2015-16	2016-17
1. The eligibility requirements and process for receiving services were clearly explained by DRS staff.	85%	83%
2. My questions were answered clearly by DRS staff.	82%	82%
3. My DRS counselor helped me identify appropriate employment opportunities.	67%	70%
4. My DRS counselor and I developed a plan for employment.	69%	70%
5. I was made aware of the steps and my responsibilities to achieve my employment goal.	75%	76%
6. My DRS counselor stayed in contact with me so I knew what was happening with my services.	76%	76%
7. I received the services needed to reach my employment goal.	71%	70%
8. I am satisfied with the services provided by DRS.	77%	73%
9. My counselor told me about job opportunities.	68%	70%
10. My counselor treated me with respect.	88%	85%
Rating Item	2014-15	
1. How would you rate the accessibility at your local DRS office?	87%	85%
2. How would you rate your counselor?	83%	83%
3. How would you rate your overall experience with DRS?	78%	77%

employment," "I received the services needed to reach my employment goal," and "My counselor told me about job opportunities"). The consumers were asked to rate the accessibility of their DRS office, their counselor, and their experience with DRS as "excellent," "above average," "average," "below average," or "poor." Each item was rated as "excellent" or "above average" by 77% or more of the responders.

Overall, the responses in this sample are very similar to the responses from the previous year. There had been a noticeable reduction in reported satisfaction over the past 5 reports, but this year, the responses appear to have stabilized.

Satisfaction Level by District.

The following table lists the percent of respondents who indicated that they agreed or strongly agreed with each item as compiled by District (see District map on page 3). The number of responses from each District varied which makes interpretation of the results somewhat problematic. This is compounded by the response rate for each individual item since every person did not respond to every item. For example, in the first item the response rate by district ranged from 64 responses in District 1 to 31 responses from District 2 and District 5. The District comparisons are provided here with these caveats and the information should be interpreted cautiously.

Satisfaction Item	Satisfaction Level by District					
	1	2	3	4	5	6
1. Process explained	83%	83%	89%	83%	71%	83%
2. Questions answered	83%	77%	91%	84%	69%	81%
3. Identify jobs	78%	58%	82%	63%	63%	62%
4. Involved in plan	78%	65%	80%	68%	66%	47%
5. Steps and responsibilities	82%	74%	91%	71%	70%	57%
6. Stayed in contact	79%	63%	89%	72%	69%	76%
7. Received needed services	82%	66%	79%	67%	59%	56%
8. Satisfied with services	83%	61%	83%	71%	63%	68%
9. Job information	87%	81%	98%	88%	73%	73%
10. Treated with respect	76%	58%	81%	68%	64%	63%
11. Accessible	88%	80%	93%	86%	72%	82%
12. Counselor	89%	76%	93%	91%	66%	75%
13. Overall	84%	68%	90%	81%	69%	66%

Satisfaction Level by Type of Closure.

When the reactions to the satisfaction items are grouped according to the type of case closure, it is apparent that those whose cases were closed "successfully" are more satisfied with services than those who did not receive services or who did not complete their rehabilitation plans (Unsuccessful).

PERCENT OF RESPONDERS WHO AGREE OR STRONGLY AGREE BY CLOSURE TYPE			
Satisfaction Item	Successful	Unsuccessful	Difference
1. The eligibility requirements and process for receiving services were clearly explained by DRS staff.	89%	69%	20%
2. My questions were answered clearly by DRS staff.	90%	65%	25%
3. My DRS counselor helped me identify appropriate employment opportunities.	82%	55%	27%
4. My DRS counselor and I developed a plan for employment.	81%	51%	30%
5. I was made aware of the steps and my responsibilities to achieve my employment goal.	86%	55%	31%
6. My DRS counselor stayed in contact with me so I knew what was happening with my services.	87%	37%	50%
7. I received the services needed to reach my employment goal.	86%	48%	38%
8. I am satisfied with the services provided by DRS.	91%	50%	41%
9. My counselor told me about job opportunities.	89%	71%	18%
10. My counselor treated me with respect.	82%	55%	27%
Rating Item			
1. How would you rate the accessibility at your local DRS office?	92%	71%	21%
2. How would you rate your counselor?	92%	65%	27%
3. How would you rate your overall experience with DRS?	89%	54%	35%

This year, 61% of the clients in the sample had cases that were closed successfully. The remaining 39% were unsuccessful. The percent of consumers who were from the "Successful" and "Unsuccessful" groups who agreed or strongly agreed with each item are displayed in the previous table. The differences are similar in this sample to the previous year—ranging from 18% to 50% difference in satisfaction level for those whose cases were closed successfully versus those who were not successful.

SATISFACTION LEVEL FOR YOUTH RESPONDENTS

The surveys consumers received were color-coded to indicate whether the participant was a member of the “Transitioning Youth” group. Ninety-nine of the returned surveys were coded as Transitioning Youth. Their responses to the Satisfaction Items are included in the following table.

PERCENT OF YOUTH RESPONDERS WHO AGREE OR STRONGLY AGREE.			
Satisfaction Item	2014-2015	2015-2016	2016-2017
1. The eligibility requirements and process for receiving services were clearly explained by DRS staff.	79%	77%	69%
2. My questions were answered clearly by DRS staff.	79%	75%	69%
3. My DRS counselor helped me identify appropriate employment opportunities.	68%	70%	62%
4. My DRS counselor and I developed a plan for employment	69%	69%	67%
5. I was made aware of the steps and my responsibilities to achieve my employment goal.	76%	69%	69%
6. My DRS counselor stayed in contact with me so I knew what was happening with services.	73%	68%	66%
7. I received the services needed to reach my employment goal.	71%	68%	59%
8. I am satisfied with the services provided by DRS.	72%	68%	59%
9. My counselor told me about job opportunities.	66%	67%	79%
10. My counselor treated me with respect.	86%	81%	62%
Rating Item			
1. How would you rate the accessibility at your local DRS office?	80%	81%	77%
2. How would you rate your counselor?	79%	77%	71%
3. How would you rate your overall experience with DRS?	74%	70%	65%

RIGHTS INFORMATION

The consumers were asked to indicate which rights information had been explained to them. There were 228 individuals who responded that at least one right had been explained (80% of the sample). Of these, 91 people (40%) indicated that all rights were explained. Most individuals indicated that they had received several rights explanations. The total number of rights explained was 1,177. If each of these individuals had been given information about each of the rights listed, the total would have been 1,824 (228 individuals X 8 issues). The total responses indicate that consumers recalled having been told 65% of the possible rights information. In this sample, the percentage of people who reported receiving rights information, the percent of possible rights information provided, and the number of people who reported that they received all possible rights information were higher than they have been in previous years.

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 all the people who reported that they received rights information (228 people), 90% (206 individuals) report that they were told they have a right to "Participate in developing my plan."

Rights explained to consumers.		
Type of rights information	Consumers	%
Participate in developing my plan	206	90%
Choose how my services were provided	170	75%
Choose who provided my services	151	66%
Appeal any decision about my case	138	61%
Know about all the services that were available	174	76%
Request another DRS counselor	109	48%
Appeal any decision about my services	126	55%
Contact CAP for help in resolving differences	103	45%
Total Rights Recalled by Consumers	1,177	

Open Ended Items

WHICH SERVICE(S) OFFERED BY DRS DID YOU FIND THE MOST HELPFUL?

The survey asked consumers to identify the DRS service or services they found helpful. There were 210 responses to this question. Of these, 13 people reported that “all” of the services were helpful. Another 29 people said that none of the services were helpful or that they didn’t receive any services. The remaining responses could be categorized as Hearing Aids (43), Employment-related services (39), Education-related services (36), Medical-related services (12), Information (7), Counselor (6), Financial help (5), and Other/Various (20). These comments are listed on the subsequent pages.

Hearing aids

- Assistance in providing hearing aids.
- Assistive devices to assist with hearing deficit.
- By showing all the facts on how I could get my hearing aids.
- DRS purchased new hearing aids for me which enables me to continue working full time.
- Extended hearing aid services.
- Getting my hearing aids.
- Got hearing aids.
- Hearing.
- Hearing aid assistance.
- Hearing aid shots in eye.
- Hearing aids and glasses
- Hearing aids (X 8).
- Hearing test which lead to the VA Medical Center giving me hearing aids.
- Help in getting hearing aids - was made aware what was happening to get very good end result.
- Help with getting hearing aids.
- Helped me hear so I can better serve my customers.
- Helping me to purchase hearing aids.
- Helping me with my hearing aids.
- I applied for and received hearing aid assistance.

- I knew my hearing was bad I got hearing aids and they have helped tremendously. I am most thankful.
- I need new hearing aids the audiologist damaged one and they do not work at all. One irritates my ear, but I did not get things done to do this.
- I was supplied hearing aids to assist in my work.
- Making appts to have hearing aids checked. Still having problems with one doesn't work half the time feel their short in it if you squeeze on it worked for 1 or 2 secs.
- Obtaining hearing aids (X 3).
- Obtaining my hearing aids, they changed my life I can now hear.
- Paying for hearing aids.
- Providing hearing aids (X 2).
- Provision of hearing aid to help understand speech and communication better.
- Referral to audiologist.
- The fact that I am able to hear with the hearing aids I received from DRS is wonderful, I can do my job much more efficiently.
- The help with getting hearing aids.
- They helped me get hearing aids so I could hear at my job.
- They helped me with obtaining hearing aids and glasses.

Employment-related services:

- About finding a job.
- Access to education/training in the career field of interest and enabling access to materials need all to complete education/training.
- Assistance with training and working with the employment specialist.
- Counselor told me about job opportunities schooling/training.
- Employment help (X 2).
- Employment opportunities.
- Filling out applications and job training.
- Helped me improve my ability to succeed in my career.
- Helping me find a job and getting me some scrubs.
- Helping me get adaptive equipment to help me with job duties.
- Helping me get into a job.
- Helping me get the things I needed to be able to continue to work.

- Hooking us up with Goodwill, working some hours on a job with job coach, being evaluated to drive.
- [Counselor] extremely available, went beyond to help me achieve goal.
- Job assessment.
- Job coach, follow up with my employer and me.
- Job coaching job placement.
- Job opportunities.
- Job placement (X 3).
- Provided me with the chance to continue being active in the workforce.
- Resource room, clothing allowance, help with certifications.
- Resume and filling out apps.
- Resume help.
- Resume revision by [Counselor].
- Said that we were going to get a job and I did.
- Services that allow me to continue working.
- Skills needed for filling application and resumes.
- Supply of tools.
- Testing that determined what best fit me in my career goals!
- The job search allowing her to try out a few before settling on one.
- The opportunity to work temp at Goodwill.
- The service to reach my career and employment goals.
- To help me find employment.
- To keep me employment, and not having to find other work.
- Which job that were willing to hire under a school schedule.
- Work boots and clothes were nice could have used help to develop business on my land.

Education-related Services:

- Ability to get refunded for practice tests/tests for high stake exam.
- Able to attend life skills classes for independent living.
- All college scholarship money.
- All of them especially help with going to college.
- Being able to take classes and there willing to pay and to make possible.
- College assistance.

- College tuition assistance for master's degree, assistance with prescription costs, college textbooks
- Computer schooling with good-will services industries
- Creating a college path to receive my degree and the financial assistance
- DRS supported me by sending me to Marshall's help center, without them it would have been more difficult for me to get my degree I have a bachelors because of DRS.
- Education/work plan.
- Financial aid during college personality tests.
- Financial aid with my college career.
- Financial help with college.
- Funding for books, and other supplies needed to achieve my goals.
- Going to college.
- Help with college.
- Help with obtaining books and supplies.
- Help with school.
- Helpful in providing me with an opportunity to go back to school.
- Helping me pay for my college was going to help get my business started but I decided to stop my schooling for now.
- Helping to pay for college expenses.
- High school transitions services.
- I appreciated the financial and counselor support that I received. I may not have been able to complete my education without the help I received the counselors kept encouraging me to complete this they assured me they would help with looking for jobs.
- I found the funds helpful toward my tuition, until I was told I would no longer receive them.
- In providing financial aid for my college education DRS gave me a life opportunity that otherwise I would not have had I am very appreciative and supportive of this program.
- Paid for my life skills class at Goodwill.
- Paying for college, books, laptops and supplies.
- Scholarship help.
- School.
- The education they helped me pay for.
- The tuition assistance.

- Tuition and room and board help.
- Tuition assistance was nice, however it would have been nice to know the day I fell below standard.
- Visual aids books for school.
- When I first started college they paid for my welding equipment and reimbursed me for a book other than that I had to pay for everything cause they go off one income what computer says. Could have given me gas money to go to college still going to college, they will not help pay for anything else, said mom made too much money.

Medical-related services:

- After a long period of waiting I was finally approved for the physical therapy on my right shoulder that I couldn't afford. Which was recommended when I did my physical capacity testing. That is the only good thing DRS has ever helped me with. I have since had 2 shoulder surgeries and I am still in physical therapy until my insurance turns out after that I will again be left with no other options for help.
- Assistance with monies for co-pays for diagnostic tests and treatment.
- Assistance with my cardiac rehabilitation.
- Cardiac rehab.
- Counselor was helpful in helping with my cardiac rehab, I was contacted by DRS and didn't realize I was eligible for any services.
- Disability evolution and documentation.
- Participation in getting cardiac rehab.
- Paying on my prosthetics that my insurance didn't.
- Scheduling my appointments.
- The encouragement and financial help, my counselor was very compassionate and extremely encouraging. The help with cardiac rehab was a blessing
- They helped me get the medical help I needed to function.
- They helped pay for MRI that's all.

Information:

- All questions answered.
- All questions answered in a timely manner.
- Counselor assistance and quality.
- Explanation of procedure and steps to help me.
- Keeping me informed through the process.

- The advice from [Counselor]. He was great at taking the time to fully explain everything.
- Where to get help.

Counselor:

- [Counselor] staying in touch and updating.
- Counseling.
- Having face to face (one on one meeting).
- The counselors were excellent at keeping in contact with me I always knew what was going on.
- Time spent with me.
- What was most helpful was the relentless effort my counselor exerted.

Financial:

- Expenses.
- Financial aid.
- Financial aid assistance.
- Financial assistance.
- Financial planning.

Other/Various:

- Assistance with obtaining modifications.
- Bus pass.
- Dragon to speech.
- Driving test.
- Helped me get a special alarm.
- If the supervisor were able to have enough time (god love her heart) to do her job and several other people's jobs then I would have been able to actually be able to give a more realistic answer.
- Paying my help.
- Teays Valley WV also there have an interpreter for deaf and h of h.
- Technology assist.
- They need to be trained on how to approach different situations and how to adapt.
- Vocational rehabilitation program.
- Working with my Goodwill services counselor.

- Availability of services and tuition/books.
- Going to college getting hearing aids.
- Helping with rehab and parking fees.
- Obtaining handicap vehicle and hearing aids.
- Plan development and counselor support.
- Provided hearing aids and glasses for work purposes.
- Resume writing, funding for bachelor and master's degree.

WHAT NEEDS DO YOU HAVE THAT WERE NOT ADDRESSED BY DRS?

There were 189 responses to this question. Of these, 109 said they had no additional service needs. Comments from people who said they had no additional needs include:

- All needs addressed.
- Currently? None.
- Done, they addressed everything with kindness and concern.
- Don't think any.
- My counselor addressed all my needs.
- N/a DRS met my needs.
- No needs everything was addressed and answered when I needed.
- None at present.
- None that I could think of.
- None- they were all addressed, anytime I had a question it was always answered.
- None, DRS was able to assist with all my needs.
- None. I had a family emergency with my mother and was unable to continue process with my counselor.

The other comments could be categorized as Employment needs, Education needs, Contact/Communication needs, All needs, Information needs, Medical needs, Transportation needs, and Other/Various needs. The comments follow.

Employment needs:

- A job.
- A real job.

- Assistance with work clothing required for employment.
- At the time employment needs.
- Employment training where I how to build my skills.
- Finding a job services that were available to me.
- Glasses but had car problems to get job, but found job that provide a car for job.
- Help with finding employment did not have much communication with counselor.
- I still am unemployed.
- I still don't know how to navigate employment with a disability. Should I disclose this to my employer? Should I ask for accommodations? What should I do if my disability causes problems at work? I have no idea.
- Multiple job opportunities.
- Need employment or further educational skills.
- Needs a job or day program.
- Needs find job able to do talk so put in resumes.
- No help no job.
- No help with achieving employment, no help when I needed questions answered.
- She needs a purpose and after they determined she would need a job coach to work they closed her case.
- Still need a full-time job I'm only working part time need to go to school or training for full-time career.
- The aid not train the boss on how to handle a person with autism.
- They helped me create a resume and find a job.
- Was promised interview and work support by MSCIL did not get any jobs from interviews, got much sicker.

Educational needs:

- After a year long process expecting some assistance for college funds were declined due to income. Income should be addressed first before process starts.
- College classes.
- Education.
- Financial aid for graduate school.
- Ged program wouldn't help.
- Helping to go to college, can't really decide.
- I need a math tutor, adult education wasn't any help at all, was just handed a book and told where to start - no teaching was done.

- I saw a different counselor each time I went to rehab, I was wanting help to attend college, I took a test and the counselor basically told me I was too dumb to attend college.
- I was getting books paid for then it stopped.
- Re-education could have direction to grants for agriculture skills and tools.
- School/training.

Contact/Communication needs:

- Bad memory hard to keep in contact, had no call backs after leaving messages.
- Better contacts.
- Long lapses in keeping contact counselor was very negative, not optimistic.
- More face time not just calling or email or not even doing that.
- My need to stay in the loop was never met, it was exceedingly difficult to get ahold of a counselor when I had questions.
- My original counselor left and after that I never knew who my counselor was or how to contact anyone.
- Very little contact or support.
- Was only contacted when case was closed.

All needs (none were met):

- All (employment, school).
- All.
- Everything.
- Everything.
- No needs were addressed.
- Wasn't given any help.

Information needs:

- Better understanding of program.
- Figuring out how my disability directly impairs my ability to meet job demands.
- What is my learning disability and how do I further my education.
- When the plan got started I had questions and the supervisor shorted me out of the original counselor's and outside but when I went to call a few days later to ask her question she treated me extremely disrespectfully. I am 50 yrs old and extremely well educated I expect to be treated with respect no matter how unfairly she has been treated during her day at her job because that particular location is a hard place to work.

Medical needs:

- I have other health issues but they were never discussed with the DRS.
- I need my eyes checked, couldn't help.
- My hearing aids only marginally effective in many situations. I was told this could be managed with adjustment to them. The aids is almost 5 yrs old, has broken several times, have not been improved with the adjustment.
- Stress management.

Transportation needs:

- A running vehicle to keep a job some of my medical conditions cost more than my income.
- Mom's car broke for good, any agencies out there that could get me to and from work.
- Transportation home schooling, materials, home computer.
- Transportation, finding work places.

Other needs:

- A mentor is needed to prepare for a career, was told this program did not offer this service
- After the initial consultation, we never heard from anyone again.
- By the time I got to DRS I had paid the max out of pocket on my insurance plan, some type of plan for backup.
- Counselor was amazing for my level of disability but I thought more assistance would be provided.
- DRS did their part with direct services. My impairment was not severe enough to qualify for help.
- Help.
- I became sick so I couldn't utilize the program at current time.
- I have experience in working.
- I lost my phone, just have many bills I have not been able to meet, the flood repairs are too high, income too low, about to lose my house, things they cannot help with but affect my ability to work this out.
- I need funds but no longer receive anything.
- It became really out of our way to make it to the Teays Valley office. There wasn't much that could have been well addressed because of the change in location.
- My qualification for benefits changed when I got married during the process so then some money was no longer available, not a fair assessment of my needs because he was laid off but tax returns determine eligibility.
- Requested funding for a scooter in order for me to continue employment

- They worry more about the client getting unpaid hours so they can keep a job and not what's best for the client.
- Those needs could not be met by current services offered by DRS.
- We took off from work to meet with them at school, obviously they didn't read his IEP or they could have saved us some time.
- Will need new doorbell.
- Worked mostly on to continue my education but lives circumstances presently did not allow me to go. Mother passed away also my 21 yrs daughter needed some down time.

HOW COULD THE DIVISION OF REHABILITATION IMPROVE SERVICES?

There were 190 responses to this item. Of these, 75 people said that no improvements were needed (e.g., None, No improvements needed, Everything went well, None that I can think of).

There were 91 suggestions for improvements. These comments could be categorized as Communication, Services, Policy, Counselor/Staffing Issues, Advertising, and Other Issues. There were also comments that contained criticisms, explanations, or praise. The comments are listed below.

Communication:

- A little better communication sometimes it was difficult to talk to counselors.
- Better email etiquette let clients know of changes.
- Better/more compassionate workers.
- By making sure people know how much money your getting I had issues with this.
- Case officers need to improve their attitudes and review cases before calling people to update them.
- Communicate back to some degree status of employment opportunity.
- Communicate better don't pull kids out of classes at school, especially before tests or during tests.
- Communicate with the social security administration.
- Communication - no one from DRS let us know about her case closer, we had to hear about it from job squad.
- Emphasize the positive, be punctual and consistent, listen to client and family.

- First of all, make sure the client knows her case was closed and find better job opportunities.
- Focus more on how the disability will affect the job.
- Follow thru with phone calls and patient information keep updated on patient status.
- Getting back to you about job opportunities.
- Hire counselors that are worth a damn and actually work. I could have done [Counselors] job better than she did. No communication, absolutely worthless.
- Listen to client don't lie.
- Make sure services are available to the child before making promises.
- More communication between counselor and client.
- More communication with individualized families.
- More communications and work one on one.
- More contact with individuals.
- More regular communications.
- Provide reminder services, ensure call backs, and emails are sent.
- Return emails, phone calls, etc. Be more efficient in switching counselors.
- Talking to the students and parents together and asking the parents what they think that as a team is a good idea instead of telling you what they have already planned like moving someone they don't know three hours away.
- They should be more careful not to turn eligible individuals away or drop cases. They should explain what services they offer. They should educate counselors more about invisible disabilities and intermittent and temporary disabilities.

Services:

- An interpreter for deaf.
- Assist more after high school graduation as well.
- Better guidance.
- By maybe setting appointment to meet with career industries. people you are interested in becoming before you pay the college.
- Find more resources to meet individual needs.
- Fuel funding.
- Help with drivers license in other states.
- Help with glasses if can.
- High school students need a plan a and plan b one for school continuing education and another for employment in case plans change w/student both concurrently being put into place.

- Provide transportation, provide home schooling materials i.e. computer, books, etc.
- Retrain, make sure there's an understanding of expectation, teach professionalism, work on communication skills.

Policy:

- Base on need instead of family contribution.
- By choosing better and monitoring sub contract employment assistance agencies closer.
- Don't ask us to accept services we don't need to get the services we do need.
- Have a longer program.
- Make college available.
- My disability and getting my school books shouldn't matter with my parent's income.
- Not take away support because a 19yr old college student's financial situation changed.
- Possibly the selection process needs to be quicker.
- Provide some assistance would have been very helpful as I was off work a total of 20 weeks.

Counselor/Staff:

- Be nice.
- Cut caseloads of counselors, hire more of them, mine were wonderful except over worked.
- Educate the staff on respect.
- Hire more counselors like [Counselor].
- Keeping counselor focused more on clients.
- Listen more and what after-needed.
- There could be more consistency and coordination regarding counselors.

Advertising/Awareness:

- Advertise itself more I learned about the program through a friend instead of through a DRS add or representative.
- I knew nothing about this service (hearing aids) it would help to spread the word about this service more publicly.
- Let more people know about what they can offer.
- Letting people know that they are there to help anyone they can to pursue their dreams.
- Make their services more known to the public.

- Promote to increase public awareness of the services.
- Start talking to them while they are still in school.

Jobs/Employment:

- Actually find people jobs.
- Get m--- a job or put him in a day program.
- Help better my odds of finding a job.
- Help who disabilities find job any somewhere.
- Offering better job training.
- Teach them how to full out a job application the right way and do a job resume the right way my son didn't even have the right clothes to wear to a job interview so maybe help with that.

Other Suggestions:

- Actually work for me.
- Be a little faster.
- Bigger offices in a better location.
- By working with me.
- Get business to participate incentives maybe?
- Have better workers.
- Help some people.
- Making liaisons with more employers so they can be more open to hiring clients with disabilities.
- More careers listed under political science.
- More of them.
- More pay out.
- More resources.
- Offer more assist for attending school.
- Offer more help.
- Offer more to individuals.
- Offer more training for people who are more advanced and capable but just need a little help.
- Perform test to find what my learning problems are.
- Provide training opportunities for jobs other than fast food, provide counselors that will empower mentally disabled individuals we had too many that focus on what I couldn't do instead of helping me find the job I wanted.

- Quicker response to address need.
- Start a mentoring program I can't attend a university or tech school this is my only option.
- Tell client up front that if your income is whatever, then you will have to pay over \$2,000 before assistance can be provided.
- Train employer.
- Work closer with the financial aid department at the schools to assure students receive grants timely.
- Work for the client not client's money.

Criticism:

- Didn't never help me.
- I spent 2 and a half years completely deaf because my original counselor lied and said DRS doesn't help get cochlear implants.
- I was surprised and put off by counselor strangely and almost instantly directing me to one particular provider.
- No notice of case hearing closed.
- Stop putting people down, and give people a chance.
- Terrible communication with my counselor, horrible in setting goals then changing them, terrible experience with my counselor.
- **The process** of gathering information is ridiculous. There should be some basic questions asked at the beginning to determine if help is available. To go through the process and be turned down for having a college degree already is unbelievable. The counselor was made aware of this at the beginning and was also told I was already back in school changing careers. I was told I was denied because I already had a degree. I am halfway through a nursing program. It was obvious from the beginning I wasn't going to use my previous degree. It should have been determined in the first 5 minutes I could be declined because of having a degree already.

Explanations:

- All I wanted was for rehab to help me get through college was told I would have to go a semester without help and if I had good grades then that would help.
- All needs were met.
- All ok.
- Although I like my first counselor it would have been more beneficial to get a new one when she moved to a different office. Not when it was too late for me, my schedule grew too busy to see my new one.

- I couldn't get a 15 on my ACT, I took it 2 times and got a 14, I do good in college but get no help.
- I feel DRS is doing all they can based on funding.
- I found everyone, especially my counselor very helpful but it took over a year to get my hearing aids, it was a long process.
- I switched counselors three times and each said different things.
- I think for our economy, it is pretty well on target.
- My case was confused was rewarded money not mine although helpful.
- Not sure most days I could not drive car had 3 flat tires, did not even have money for stamps or faxes, no win situation.
- The following is not meant as criticism of DRS, my case was closed due to inactivity on my part, my case worker did his job very well, my plan is to start my own business, I've been working part time job to generate capital to accomplish this but the reality of the climate of substance abuse for our area has negatively impacted my ability to do so. Family members close and oriented have negativity impeded household finances by imposing themselves and depleting monies car worked for future place and goals. Those family members helped towards or enrolled in rehab have failed or where not motivated toward that goal, my goal is to open/operate my own business, the how to and resolving the above issues are stopping me from that goal.
- To be able to get back in contact with someone after going to work management is mistreating client unfairly (not enough hours, firing etc.).
- Use resources client already has to develop a sustainable income I lost my license while DRS client then closed out.

Praise:

- All staff were nice.
- Already very good.
- Can't think of anything they were always checking on me excellent service.
- Everything is fine.
- Everything is great.
- For me they were great.
- Great already.
- Had very good from Keyser office.
- Helped me afford college.
- Honestly I can't think of anything that needed to be improved for my case.
- I am totally satisfied with the services I received.
- I believe they do a great job.

- I feel that everything was good.
- I found nothing that needed improving everything was very professional and helpful.
- I was fine with the services.
- I was satisfied with service I was provided very helpful.
- Its excellent as is.
- Keep doing what you are doing.
- Keep up what they do.
- No ideas they were wonderful.
- No improvement needed.
- No improvements needed.
- No need.
- No suggestion everything went well.
- No, I think it's great and the people are wonderful.
- Not sure, they helped me immensely.
- Nothing I am happy.
- Perfect.
- Service is great.
- Services is great.
- The one in Mullins was pretty excellent for the time I was enrolled there.
- The staff were wonderful to me.
- They are doing just fine.
- They did a great job.
- They did an excellent job.
- They did great, really helped me a lot.
- They do a great job.
- They seem to be doing a good job.
- They seem to know their stuff.
- This service is so good and helped him to improve in school.
- Unable to answer I had an excellent experience.
- You guys are wonderful.

SUMMARY

Demographic Information.

This year, there were 284 people who responded to this survey. They represent each of the six districts of West Virginia and 47 of the 55 counties in the state. None of the responders indicated that they lived in Calhoun, Gilmer, Pocahontas, Ritchie, Roane, Tucker, Webster, or Wirt County. District 1 had the highest level of representation in this sample (24% of responses). District 5 represented about 12% of the total responses.

Respondents were asked about their disabling condition. The type of disability most often reported was sensory (34%) with most reporting a hearing-related impairment. Cognitive impairments were 12% of the sample. Motor-related disabilities represented about 10% of the sample as did Mental Health-related disabilities. ADD/ADHD were reported by 8% of the sample, Asperger's/Autism were 5%, Cardiac/Respiratory were 3%, and Various/Other disabilities represented 18% of the sample (for those who reported their disabling condition). The Various/Other category included disabilities such as migraines; narcolepsy; seizures; sleep apnea and allergies; and Type I Diabetes.

The surveys were sent to consumers whose cases were closed during the program year. About 61% of the respondents were in the Status 26 (successful closure) group and the remaining 39% were closed in Status 08, 28, or 30. There is a clear difference in the level of satisfaction of these 2 groups as evidenced by their response to the satisfaction items. In this sample, there was a larger proportion of consumers who had their case closed as "unsuccessful" than has been true in past years. It is typical that the responses are about 80% successful versus 20% unsuccessful. The larger proportion of unsuccessful closures (61% versus 39%) may contribute to the relatively lower satisfaction levels that were observed in this report.

Most of the 258 people who included age information were between 25 and 70 years of age (64%). When asked about their work status, 65% of responders reported that they were working when they took the survey, 14% were looking for work, 9% reported that they were unable to work, 5% were retired, and 7% were in school/training. Less than 1% indicated that they do not want to work (2 people).

More than a third of this sample were coded as “Transitioning Youth.” This could contribute to the relatively low employment rate for this sample, as this group of responders are likely in school or other activity to prepare for employment.

Satisfaction Items.

This year’s responses, overall, are consistent with the reported satisfaction of the previous year. The mean rating across the ten satisfaction items is 76% for this year and last year. However, there were 4 percentage points fewer responders who were in the “successful” or Status 26 closure group this year with an 18% drop over the past two years. In 2014-15, 79% of the sample were in Status 26. Last year, 65% of this sample were closed successfully. This year, only 61% of the sample were closed in Status 26. Historically, those in the Status 26 group report markedly higher satisfaction with services than all other groups. This difference in status may be one contributor to the lower levels of reported satisfaction for last year and this year.

The Transitioning Youth responses were generally lower than the responses from the whole sample with a mean across the 10 items of 66%. This contrasts with a mean of 76% satisfaction across all the items for the whole group and a mean of 82% reported satisfaction for those over the age of 25.

Rights Information. The number of people who reported that they were given specific information about their rights (or at least 1 right) as a client was a little higher in the sample (80%) than the previous sample (77%). Consumers who reported that their rights were explained, most often were told about their right to “Participate in developing my rehabilitation plan” (90%). Consumers reported that they were least often told about their rights to request another counselor (48%) and to contact the Client Assistance Program for help in resolving differences (45%). These findings are nearly identical to the previous survey responses.