

**REPORT OF  
SURVEY FINDINGS**

**Transitioning Youth  
Consumer  
Satisfaction**

**SEPTEMBER 2016 THROUGH  
AUGUST 2017**

**WEST VIRGINIA  
STATE REHABILITATION COUNCIL**

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**TRANSITIONING YOUTH:  
CONSUMER SATISFACTION  
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.

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 that population. A total of 99 surveys that were coded as "transitioning youth" were returned. This report summarizes those responses of those youth, and describes 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. Each survey 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. In this sample, District 1 and District 4 each represented 24% of the sample. District 2 included only 8% of the responses. There were 84 individuals who reported county information. There was at least one response from 37 of the 55 counties in WV.

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 returned surveys contained County information.

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

<b>District</b>	<b>Number of responses</b>	<b>Percent of total responses received</b>
District 1	24	24.24%
District 2	8	8.08%
District 3	21	21.21%
District 4	25	25.25%
District 5	12	12.12%
District 6	9	9.09%

**District 1:** Boone (4 responses), Calhoun (0), Clay (1), Jackson (3), Kanawha (8), Mason (1), Putnam (5), Roane (0), Unknown (2).

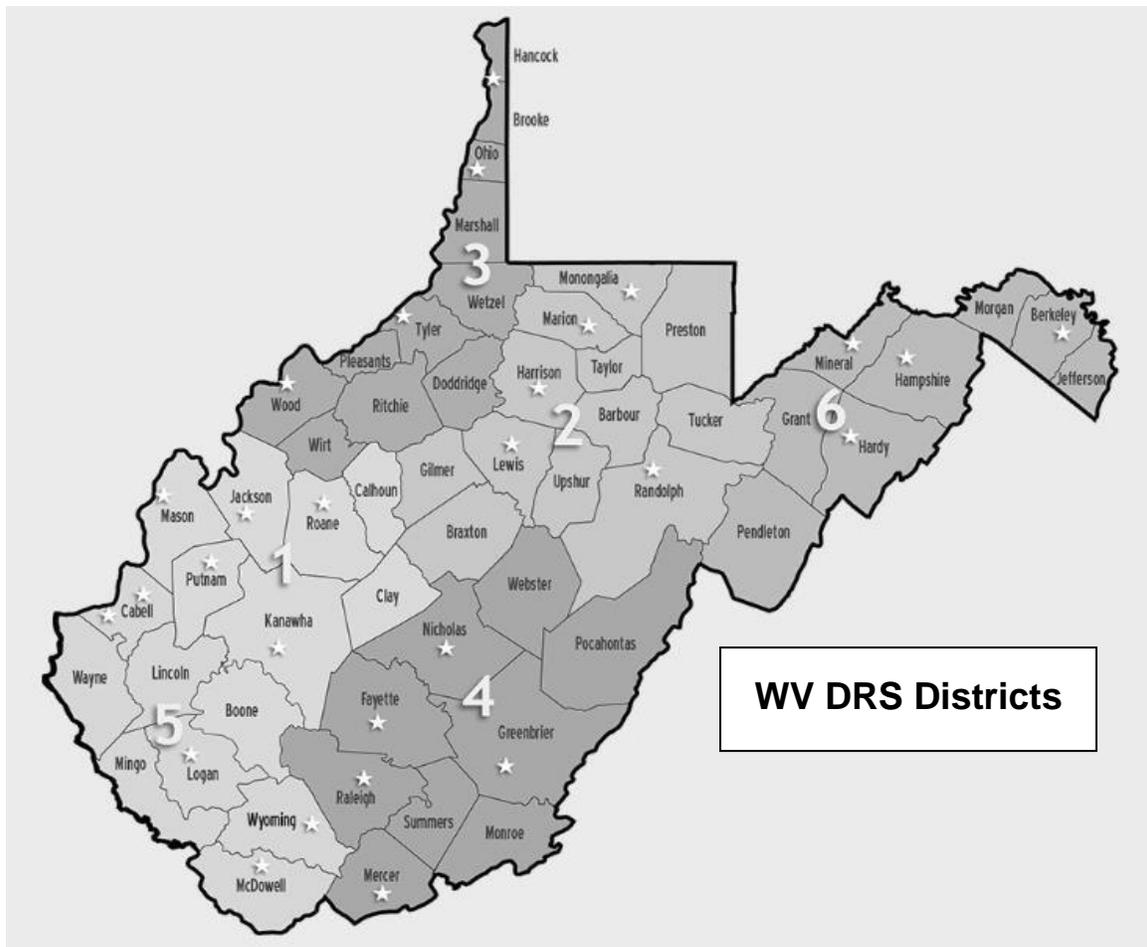
**District 2:** Barbour (0 responses), Gilmer (0), Harrison (2), Lewis (2), Marion (0), Monongalia (2), Preston (0), Randolph (1), Taylor (0), Tucker (0), Upshur (0), Unknown (1).

**District 3:** Brooke (2 responses), Doddridge (1), Hancock (3), Marshall (1), Ohio (4), Pleasants (1), Ritchie (0), Tyler (1), Wetzel (1), Wirt (0), Wood (3), Unknown (4).

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

**District 5:** Cabell (4 responses), Lincoln (0), Logan (1), McDowell (1), Mingo (1), Wayne (3), Wyoming (1), Unknown (1).

**District 6:** Berkeley (2 responses), Grant (0), Hampshire (0), Hardy (0), Jefferson (2), Mineral (2), Morgan (0), Pendleton (0), Unknown (3).



### **Type of Disability.**

The consumers were asked to indicate their disability. There were 83 youth who listed a disabling condition (e.g., Type II Diabetes) or a description of their disability (e.g., Slow learner). There were just 2 individuals (2% of the sample) 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 (57%) report having a Learning Disability or other **Cognitive** impairment (47 people). There were 5 youth (6%) who reported having a **Motor**-related impairment (e.g., Arthritis). There were 11 people (13%) who listed a **Mental Health** disability (e.g., Anxiety, Depression). The **Various/Other** category included multiple impairments and/or responses such as Chronic Migraines or Brain Cancer and included 18 people (22%).

#### **Percent of responders by type of disability.**

<b>Type of Disability</b>	<b>Respondents</b>	<b>Percent</b>
<b>Cognitive</b>	47	57%
<b>Motor</b>	5	6%
<b>Sensory</b>	2	2%
<b>Mental Health</b>	11	13%
<b>Various/Other</b>	18	22%
Total	83	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 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 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, 52% of the responses were received from consumers who successfully completed their rehabilitation program (Status 26) and 48% were closed as unsuccessful.

<b>Status</b>	<b>Responders</b>	<b>Percent of total</b>
<b>26 (Successful)</b>	51	52%
<b>28 (Unsuccessful)</b>	33	33%
<b>30 (Unsuccessful)</b>	9	9%
<b>08 (Unsuccessful)</b>	6	6%

**Work Status of Respondents.**

There were 84 responses to the item about work status. Of these, 51% indicated they are working, 24% are looking for work, 17% are in school/training, 7% reported that they are unable to work, and 1% reported that they don't want to work. Thus, 75% of this sample were either working or looking for work at the time they completed the survey.

<b>Consumers by reported work status</b>		
<b>Work Status</b>	<b>Consumers</b>	<b>Percent</b>
<b>Working</b>	43	51%
<b>Job seeking</b>	20	24%
<b>In School/Training</b>	14	17%
<b>Unable to work</b>	6	7%
<b>Don't want work</b>	1	1%
<b>Total</b>	84	100%

## SATISFACTION ITEMS

The youth were asked to rate their agreement with a series of statements about their interactions with DRS. There were also 3 items where consumers rated the office, their counselor, and the services. The following table lists the percent of responders who agreed or strongly agreed with these items. The level of satisfaction by youth consumers has dropped across the years. **The last column shows the amount of change since the 2015-2016 survey (Column 2 minus Column 3).** Over the past few years, the level

Satisfaction Item	2014-2015	2015-2016	2016-2017	Difference
1. The eligibility requirements and process for receiving services were clearly explained by DRS staff.	77%	75%	69%	-6%
2. My questions were answered clearly by DRS staff.	75%	71%	68%	-3%
3. My DRS counselor helped me identify appropriate employment opportunities.	70%	54%	62%	+8%
4. My DRS counselor and I developed a plan for employment.	69%	56%	67%	+11%
5. I was made aware of the steps and my responsibilities to achieve my employment goal.	69%	61%	69%	+8%
6. My DRS counselor stayed in contact with me so I knew what was happening with services.	68%	60%	66%	+6%
7. I received the services needed to reach my employment goal.	68%	55%	59%	+4%
8. I am satisfied with the services provided by DRS.	68%	59%	59%	0%
9. My counselor told me about job opportunities.	67%	53%	79%	+26%
10. My counselor treated me with respect.	81%	78%	62%	-16%
<b>Rating Item</b>				
1. How would you rate the accessibility at your local DRS office?	81%	80%	77%	-3%
2. How would you rate your counselor?	77%	71%	71%	0%
3. How would you rate your overall experience with DRS?	70%	64%	65%	+1%

of satisfaction reported by the Transitioning Youth samples had consistently dropped. This year, four of the items had lower ratings than last year, 2 stayed the same, and the ratings for the other 7 items increased.

## **RIGHTS INFORMATION**

The consumers were asked to indicate which rights information had been explained to them. There were 77 individuals who responded that at least one right had been explained (78% of the sample). Most individuals indicated that they had received several rights explanations. The total number of rights explained was 421. If each of these individuals had been given information about each of the rights listed, the total would have been 616 (77 people X 8 issues). The total responses indicate that consumers recalled having been told 68% of the possible rights information.

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 77 people who recalled that they received rights information, 70 (91%) report that they were told they have a right to "Participate in developing my rehabilitation plan." As usual, they least often reported awareness of their rights to "Request another counselor" (63%) and to "Contact CAP for help in resolving differences" (52%).

<b>Rights explained to consumers</b>		
<b>Rights Information</b>	<b>Consumers</b>	<b>%</b>
Participate in developing my plan	70	91%
Choose how my services were provided	59	77%
Choose who provided my services	49	64%
Appeal any decision about my case	52	68%
Know about all the services that were available	60	78%
Request another DRS counselor	41	53%
Appeal any decision about my services	50	65%
Contact CAP for help in resolving differences	40	52%

Total Rights Recalled by Consumers	421	
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## **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 76 responses to this question. Of these, 4 people reported that “All” the services were helpful. There were 16 people who said that they did not find any of the services helpful, or that they never received any services.

The others said the most helpful services were assistance with Education/ Training (25 responses), Employment/Job Services (19 responses), and Other/Various Services (7 responses). These comments follow.

#### **Education/Training 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.
- 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.
- Expenses.
- Financial assistance.
- Financial aid.
- Financial aid assistance.
- 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.
- Help with 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.
- Scholarship help.
- Tuition and room and board help.
- Tuition assistance was nice, however it would have been nice to know the day I fell below standard.
- 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.

### **Employment-Related Services**

- Assistance with training and working with the employment specialist.
- Employment help.
- Employment help.
- Filling out applications and job training.
- Helped me improve my ability to succeed in my career.
- Helping me get into a job.

- 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 coaching job placement.
- Job placement.
- Job placement.
- Resume and filling out apps.
- Resume help.
- Resume revision by [counselor].
- Said that we were going to get a job and I did.
- The job search allowing her to try out a few before settling on one.
- The service to reach my career and employment goals.
- Which job that were willing to hire under a school schedule.

**Other/Various Services or Assistance:**

- ?
- [Counselor] staying in touch and updating.
- Resume writing, funding for Bachelor and Master's degree.
- Scheduling my appointments.
- They need to be trained on how to approach different situations and how to adapt.
- Vocational Rehabilitation program.
- Working with my Goodwill services counselor.

### **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 65 responses to this item. Twenty-nine youth indicated that all their needs were met or that they had no additional needs (e.g., none- they were all addressed; Anytime I had a question it was always answered; None, DRS was able to assist with all my needs).

The other comments were categorized as Employment (5), Contact/Communication (6), Education (9), and Other (10). These comments follow.

#### **Employment-related needs:**

- Help with finding employment did not have much communication with counselor.
- I still am unemployed.
- Multiple job opportunities.
- Needs a job or day program.
- Was promised interview and work support, did not get any jobs from interviews, got much sicker.

#### **Contact/Communication-related needs:**

- Bad memory hard to keep in contact, had no call backs after leaving messages
- 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

#### **Education-related 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
- Education
- Employment training where I how to build my skills
- Financial aid for graduate school

- Helping to go to college, can't really decide
- I was getting books paid for then it stopped
- School/training
- 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
- I need funds but no longer receive anything

**Other needs:**

- A mentor is needed to prepare for a career, was told this program did not offer this service
- Counselor was amazing for my level of disability, but I thought more assistance would be provided
- 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.
- 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
- Mom's car broke for good, any agencies out there that could get me to and from work.
- She needs a purpose and after they determined she would need a job coach to work they closed her case
- The aid not train the boss on how to handle a person with autism.
- They worry more about the client getting unpaid hours so they can keep a job and not what's best for the client.
- Transportation home schooling, materials, i.e. home computer.
- Transportation, finding work places.

## **How could the Division of Rehabilitation improve services?**

The survey participants were asked how services could be improved. There were 64 responses to this item, but 17 people indicated that all they were pleased with the services and saw no need for improvements, or that they had no suggestions. The other comments follow.

### **Communication improvements:**

- A little better communication sometimes it was difficult to talk to counselors.
- Advertise itself more I learned about the program through a friend instead of through a DRS add or representative.
- Better email etiquette let clients know of changes.
- Better guidance.
- By making sure people know how much money you're getting I had issues with this.
- Case officers need to improve their attitudes and review cases before calling people to update them.
- Communicate better don't pull kids out of classes at school, especially before tests or during tests.
- Communication - no one from DRS let us know about her case closer, we had to hear about it from job squad.
- First of all, make sure the client knows her case was closed and find better job opportunities.
- I switched counselors three times and each said different things.
- Letting people that they are there to help anyone they can to pursue their dreams.
- Make sure services are available to the child before making promises.
- More communication with individualized families.
- No notice of case hearing closed.
- Provide reminder services, ensure call backs, and emails are sent.
- Return emails, phone calls, etc. Be more efficient in switching counselors.
- Start talking to them while they are still in school.
- Stop putting people down, and give people a chance.

- 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.
- There could be more consistency and coordination regarding counselors.

#### Education/Training Improvements:

- 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.
- Helped me afford college.
- 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.
- Not take away support because a 19yr old college student's financial situation changed.
- 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.
- Retrain, make sure there's an understanding of expectation, teach professionalism, work on communication skills.

#### Service/Resources Improvements:

- Assist more after high school graduation as well.
- By choosing better and monitoring sub contract employment assistance agencies closer.
- Find more resources to meet individual needs.
- Fuel funding.
- Get [client] a job or put him in a day program.
- Help better my odds of finding a job.
- 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.
- Making liaisons with more employers so they can be more open to hiring clients with disabilities.
- More careers listed under political science.

- More resources.
- Offer more to individuals.
- Offering better job training.
- Start a mentoring program I can't attend a university or tech school this is my only option.
- Teach them how to fill 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 Improvements:

- Actually work for me.
- 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.
- Base on need instead of family contribution.
- By maybe setting appointment to meet with career industries people you are interested in becoming before you pay the college.
- Have a longer program.
- I feel DRS is doing all they can based on funding.
- More pay out.
- My case was confused was rewarded money not mine although helpful.
- My disability and getting my school books shouldn't matter with my parent's income.
- Train employer.

### **Do you have any other comments?**

The final item on the survey asked the participants if they had any other comments. A total of 50 people made a comment. There were 17 positive comments, 17 negative comments, and 16 “other” comments. These comments are listed subsequently.

#### **Positive Comments:**

- [Client] decided to move to Oklahoma in July of 2016 suddenly, I had to explain to the DRS counselor how she would no longer be using her excellent services even though she was working so diligently on her behalf.
- [Client] does a good job for Kroger, he really enjoys his job.
- [Counselor] was a terrific help to our daughter throughout the years, he did all he could and was extremely professional and compassionate to her thank you so much.
- [Counselor] was the best.
- A huge thank you to [Counselor].
- Being DRS client inspired me to be a DRS counselor my plan was developed by DRS counselor and this is what I am doing now.
- Changed counselors a few times but liked them all I appreciated.
- DRS helped me take out less student loans assist with textbooks and prescription assistance with costly diabetes supplies, I now have my master's degree and got a job with the government, I am fortunate enough to have excellent benefits and great salary. DRS is a place I will always be thankful for.
- Everyone was so helpful and treated me like an adult, [Counselor] was exceptional she was always concerned about my well being.
- Extremely pleased with counselor and all her efforts in helping me.
- Grateful my son was able to find a job with help from rehab and goodwill programs.
- I had 3 different counselors since I was with DRS and all was great but the last one I had was there when I needed them and helped me a lot.
- I'm glad this program was available.
- My workers were great. thank you so much.
- Only had a couple of problems which were addressed and settled quickly and satisfactorily they were a great help to me.

- Thank you for trying to help me however my disabilities have become severe enough not to be able to work.
- Very helpful, answered all questions with courtesy. Thank you very much I couldn't have done this without you all.
- Yeah, with your help I was able to go to college with my disabilities and graduate.

Negative Comments:

- [Counselor] needs to learn how not to lie! She did nothing!
- Client does not live on bus line. Transportation barrier both financially and accessibility, employment, social. Kept scheduling potential interviews with employers located within an unreasonable walking distance. Also which were temp/seasonal like Halloween City. I, the parents, got him his job. Not the inexperienced social worker.
- Don't treat your clients like a number and an imposition for the check all that apply section - we were provided documentation only this information should be thoroughly explained to a mentally disabled client.
- DRS needs major improvement to help those with disabilities.
- DRS pays for people to get cars and getting them worked on but I went to school and received no help really except my grade up and everything, but since my parents work I was punished.
- From my experience I would recommend your counselors have better training, I can understand the type of people they are used to dealing with as there was always amazement at eh complete paperwork I would have. Also, it would be helpful to let undergraduates know that there is nothing you all can do for their graduate career. One last point is that the process to close a case because there is nothing else you can do is exceedingly difficult, and my counselor was beyond incompetent while doing it.
- I did everything I was supposed to for your program and was an asset for you. To stop sponsoring me was rude, your services are unfair and misleading.
- I didn't know my case was closed, haven't talk to my counselor in a long time (about 6 months).
- I had many different counselors and wasn't always made aware of the change, [Counselor] was quick to help others were hard to get ahold of.

- I was against them coming to his IEP form the start they kept saying how important it was. We listened and was excited for the help. Then I called after graduation to be told they didn't know he only had a reading problem so they couldn't help.
- I wish that the DRS would have let us know about the closer and given me options about other avenues to explore.
- I'm a tax payer to help others in need that's fine but I wish could help me I'm trying to better myself but can't get any help paying for books or school I'm paying out of pocket, that's not fair since I'm a tax payer help can't get anything for me waste of my time. It a joke how I feel they told me no can't pay for my books, gas or college, mom makes too much money, not that we struggle to pay bills I'm going back to school to better myself, no help from DRS because they can't help out.
- I'm disappointed that because I'm extremely high functioning that I wasn't taken seriously.
- Never was contacted by anyone, only when they closed my case, last person we had contact with was [Counselor].
- The meeting was fine but never contacted us after that, I even updated my phone numbers and no response not happy.
- They hired contractors to bill for services and accomplished very little.
- Too much to write.

Other Comments:

- [Counselor] took over after [Client] graduated but was not with us as long because we are perusing social security disability another gentleman was also helping us to find employment but we started perusing SS.
- Base reward off of disability rather than family contribution.
- Good services for whatever someone I recommend referred to DRS reported to me that paperwork processing is/has been 10 months of processing with other organization helping to qualify or determine eligibility.
- Hope DRS can help me with grad school I will attend in a few years.
- I had my hours cut and I wasn't making much money.
- I just wanted to let it be known that the main reason I stopped was because I stopped seeing my psychiatrist and was under the impression that I could use rehab if I had one.
- I thought there would be programs to help me after school, all I've been told is there are no resources that meet my needs. I don't know if the government has a number

but I want to talk to the government face to face. Somewhere this world there has to be a program.

- I would like to get help with paying for some of my schools please.
- If you don't want future generations on the welfare line train them please.
- Nothing in western Greenbriar County for client.
- Please do not contact us again.
- Rehab did not help me get my job, I applied for and obtained the job all on my own.
- Retrain them train again.
- Sorry, I did not meet the requirements required to get the help I needed.
- There is other costs to higher education besides tuition and it needs to be considered.

## **SUMMARY**

**Demographic Information.** There were 99 surveys returned from respondents who were identified as “Transitioning Youth.” The respondents represent each of the six districts of West Virginia and 37 of the 55 counties in the state. Districts 1 and 4 had the highest level of representation in this sample (24% of responses, each). District 2 had the fewest responses at 8% of the sample.

Respondents were asked about their disabling condition. As expected, the type of disability most often reported was Cognitive (57% of the sample). About 13% listed a Mental Health disability, and 6% of the Youth reported having a Motor-Related impairment such as Arthritis. The Sensory disability group included 2% of the sample. The Various/Other category (22% of sample) included people who have multiple impairments and/or responses such as Cancer or Chronic Migraines.

The surveys were sent to consumers whose cases were closed during the program year. About 52% of the respondents were in the Status 26 (successful rehabilitation) group and the remaining 48% were closed in Status 08, 28, or 30 (unsuccessful rehabilitation).

About 17% of the responders were in school at the time they completed the survey. Over 75% of responders were either working or looking for work, and 7% said they are unable to work.

**Satisfaction Items.** Ten of the 13 items were rated at less than 70% agreement. There were, however, 7 items that had higher rating than last year. The items with the lowest rating (at 59%, each) were: “I received the services needed to reach my employment goal” and “I am satisfied with the services provided by DRS.” The item with the highest rating at 79% was, “My counselor told me about job opportunities.”

### **Rights Information.**

Most (78%) 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” (91%). They least often reported awareness of their right to “Contact CAP for help in resolving differences” (52%). There were notably more respondents who reported that they received rights information.

**Helpful Services.** Consumers were asked which service they found most helpful.

There were 76 responses to this question with 25 consumers reporting that Education or Training services were the most helpful.

**Additional Service Needs.** Sixty-five people responded when asked about needs that were not met by rehabilitation services. Twenty-nine youth indicated that they had no additional needs. The other 36 people listed education-related services, employment services, contact/communication, and “other” service needs.

**Improvements to Rehabilitation Services.** What asked to suggest improvements to DRS services, 64 survey participants responded. Seventeen people indicated that all they were pleased with the services and saw no need for improvements, or that they had no suggestions. Twenty people indicated that communication with DRS needed to be improved. There were 14 suggestions related to improvements in resources and services available.

**Other Comments.** The last item on the revised survey asked the participants if they had any additional comments. There were 50 responses including Praise/Appreciation (17 comments), Complaints/Suggestions (17 comments) and 16 “other” comments.

**Overall.** Last year, the Transitioning Youth sample reported sharply lower levels of satisfaction with DRS services. This year, the lows were not as low and the ratings of 10 of the items had bumped up by varying degrees. The satisfaction rating “mean of means” Transitioning Youth sample was 67% (up from 65% last year). It will be important to continue to monitor the trends in satisfaction. The comments may also be instructive in identifying the issues and concerns of Transitioning Youth.