



West Virginia

SRC

State Rehabilitation Council

2022 ANNUAL REPORT







# in Memoriam

SHERRY TAYLOR

## IN LOVING MEMORY OF SHERRY TAYLOR

YOUR SINCERE DEDICATION AND YEARS OF SERVICE WILL  
FOREVER BE CHERISHED

"Sherry Taylor, NCSRC founding board member, passed away unexpectedly on March 9, 2022. She served as NCSRC Vice President and Treasurer for many years. She was the bedrock on which the NCSRC was built. We will always remember her kind demeanor and willingness to assist the NCSRC. She will be forever in our hearts and minds."

- National Coalition of State Rehabilitation Councils (NCSRC)

"I had the privilege to know and work with Sherry Taylor for nearly 20 years. She always treated me like family. She is missed." - Rich Ward

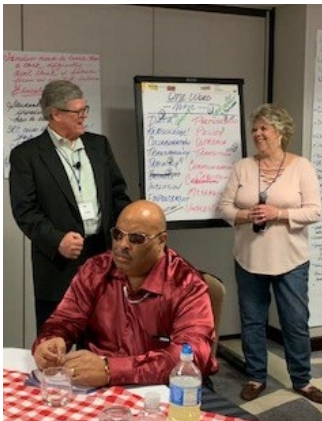
"It was a pleasure to serve on the WV SRC with Sherry at the helm. She certainly was a wealth of knowledge on all topics related to rehabilitation councils and their mission. The State of WV and councils all over the country will miss her leadership going forward." - Amber Hinkle

"I knew and worked with Sherry on the Council for 14 years. She was the Energizer Bunny in the flesh. She was so committed to the mission of the State Rehabilitation Council and the Agency we served. Sherry was always ready and willing to offer a helping hand to anyone in need. She will be missed, but not forgotten." - Scott Gossard

"Only just meeting and working with Sherry for a brief time, it did not take long to realize how great of a person she was. Her intelligence and kindness will be truly missed." - Fred Chandler

"You may be gone from our sight, but you are never gone from our hearts." - Brenda Lamkin

"Sherry was one of the nicest people I have ever known. I met her many years ago when I was coaching her son in junior high school. From day one she has always been a "class act." She was very proud of her family and committed to them. Sherry also loved the work she did for SRC. I was honored when she asked me to become a member of the council. It really goes without saying that I remain shocked and saddened that she is no longer with us on earth. But I know that she is with us in spirit. I continue to keep her great family in my prayers." - Greg Epps







Greetings:

As the Chairman of the West Virginia State Rehabilitation Council, I have had the privilege of working with the outstanding members of the Council. Each council member is committed to our mission of advising and providing the best council possible to the WV Division of Rehabilitation Services. It has been a privilege to be involved with the WV SRC for over 12 years. I have also served on the SILC and TBI councils; and on the Human Rights Council of the Potomac Highlands Guild as well as the director of the Upper Potomac Area Agency on Aging.

Over the last year our work was made more challenging due to the continuance of the COVID 19 pandemic and the death of our long-time director Sherry Taylor. However, we persevered through these challenges and achieved our core objectives. We brought on our new director, Julie Justice. Though Sherry will be remembered for years to come, Julie has hit the ground running and fits in nicely.

Similarly, our Rehabilitation Services agency has adapted to the challenges COVID presented and WV DRS continues to be one of the country's shining stars. Director Bua-lam and his staff work diligently to make sure all who need their services receive what they need to get a job. I am proud to be a part of such an excellent agency.

Thank you,



Scott Gossard  
SRC Chairman



Hello from West Virginia:

It has been an honor and an unforgettable experience joining the West Virginia State Rehabilitation Council as their Executive Director during the last week of June, 2022. In my mind, I was chosen to honor the previous Executive Director, Sherry Taylor, and the great work she has done; not replace her.

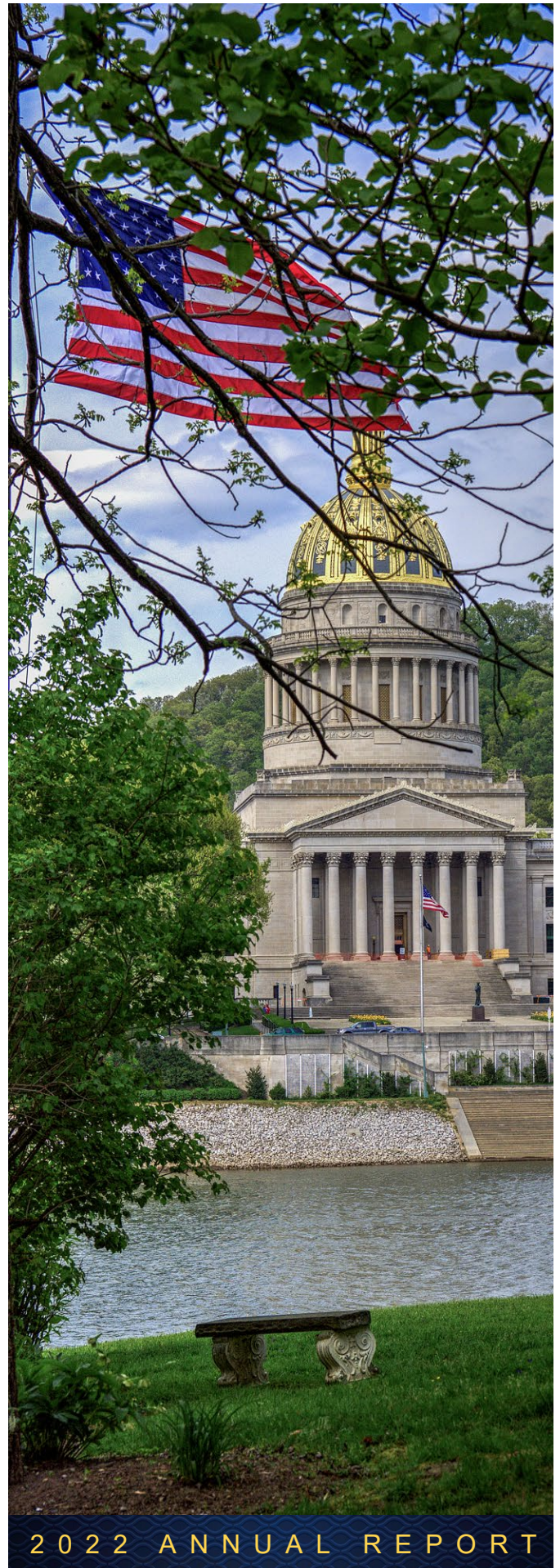
I bring many years of experience in serving others, such as my time as a case manager, helping homeless populations with co-occurring diagnoses from my employment with Roark Sullivan Lifeway Center; being on the Tri-state Children with Special Healthcare Needs project; advocating and mentoring for at-risk youth while at Human Resource Development Foundation; and working on the Workforce Dislocated Workers' Labor Liaison program. I have also achieved management experience from my time as a Senior Government Consultant and a Development Director. I look forward to growing with the WV SRC alongside the wonderful people at WV DRS and our partners. Everyone has been very supportive and I am so appreciative of this opportunity.

Transitioning into the Executive Director position after Sherry's devastating passing has had its share of challenges and moments of being amazed at the wonderful human being my predecessor was. I still find her notes and feel her passion in my office. My goal is to continue the success from the foundation that was built before me. I will assure that our WV SRC thrives, not only for us, but for WV DRS, for Sherry's legacy, and of course, for our consumers; so they may accomplish their career and life goals.



Sincerely,

Julie Justice  
WV SRC  
Executive Director



2022 ANNUAL REPORT





Dear Friends of the State Rehabilitation Council:

On behalf of the West Virginia Division of Rehabilitation Services (DRS), I share my sincere appreciation for the State Rehabilitation Council's partnership and support of the DRS mission, which is:

Together, we enable and empower individuals with disabilities to work and to live independently by providing individualized services to consumers and employers.

With the support of the State Rehabilitation Council members, DRS has been working to expand coordination and cooperation with our partners including Special Education, Career Technical Education, local schools and their administrators, community service providers and other partners to further enhance relationships and facilitate a systematic approach to jointly support students with disabilities in maximizing their potential.

Through heightened collaboration, DRS and essential partners are increasing access to and opportunities for individuals, especially students, with disabilities to participate and succeed in education and training programs that will lead to high-quality, integrated, competitive employment outcomes.

SRC members contribute vital experience and efforts to assist DRS in meeting its mission and helping West Virginians with disabilities to achieve their employment goals.

Thank you for your continued dedication and your hard work, which greatly benefits West Virginia's vocational rehabilitation consumers!

Sincerely,

Pisnu Bua-lam  
Director



**WEST VIRGINIA DIVISION OF  
REHABILITATION SERVICES**





West Virginia



# MISSION & VISION

State Rehabilitation Council



## **OUR MISSION STATEMENT**

The West Virginia State Rehabilitation Council is to review, analyze and advise the West Virginia Division of Rehabilitation Services regarding its program eligibility, performance and effectiveness in empowering individuals with disabilities to achieve their employment goals.

## **OUR VISION STATEMENT**

The West Virginia SRC's vision is to ensure that all people with disabilities are provided with an equal opportunity to receive the vocational rehabilitation services for which they are eligible.

## **OUR COUNCIL COMPOSITION**

The West Virginia State Rehabilitation Council is composed of a maximum of twenty-six (26) members and no less than fifteen (15) members. These appointments are made by the Governor for three (3) year terms and individuals may only serve two (2) consecutive terms. The majority of the members (51%) must be individuals with disabilities or represent a person with a disability and not be employed by WV DRS.

The Council must have members representing the following:

- Business, Industry and Labor (at least four (4) representatives);
- Client Assistance Program (CAP);
- Community Rehabilitation Program (CRP);
- Current or former WV DRS Applicants or Recipients;
- Parent Training & Information Centers (PTI);
- State Education Department Representative;
- State Workforce Investment Board Representative (WIB);
- Statewide Independent Living Council (SILC ~ standing member);
- Director of WV DRS (ex-officio member); and
- Vocational Rehabilitation Counselor (ex-officio member).

The knowledge and expertise of the Council members is a valuable asset in carrying out the mission and goals of the SRC. Members take their responsibilities seriously spending a great deal of time and effort to fulfill their duties. Monitoring and advising WV DRS on the issues, services, programs and policies which impact the lives of West Virginians with disabilities is essential.



## COUNCIL RESPONSIBILITIES AND PURPOSE

The West Virginia State Rehabilitation Council (WV SRC) is established in Section 105 of the Rehabilitation Act of 1973, as amended (ACT), and 34 CFR 361.16-361.17 of its implementing regulations. The WV SRC gives advice to and works in partnership with the West Virginia Division of Rehabilitation Services (WV DRS).

In compliance with the guidelines of the 1998 amendments to the Rehabilitation Act, the WV SRC must perform the following functions, after consulting with the State Workforce Investment Board:

In partnership with WV DRS, the Council:

- a. Develops, agrees to, and reviews WV DRS goals and priorities;
- b. Evaluates the effectiveness of their program and submit annual progress reports to the Rehabilitation Services Administration (RSA) Commissioner;
- c. Conducts a statewide needs assessment of individuals with disabilities living in the State every three (3) years;
- d. Advises WV DRS regarding vocational rehabilitation activities;
- e. Serves as the Policy Consultation Committee for the Agency; and,
- f. Attends Agency functions, training events & national conferences.

The Council assists in the preparation of the State Plan for Vocational Rehabilitation, amendments to the plan, applications, reports, needs assessments and evaluations, including those necessary for WV DRS to satisfy the requirements of developing a “comprehensive system of personal development” and establishing an “order of selection.”

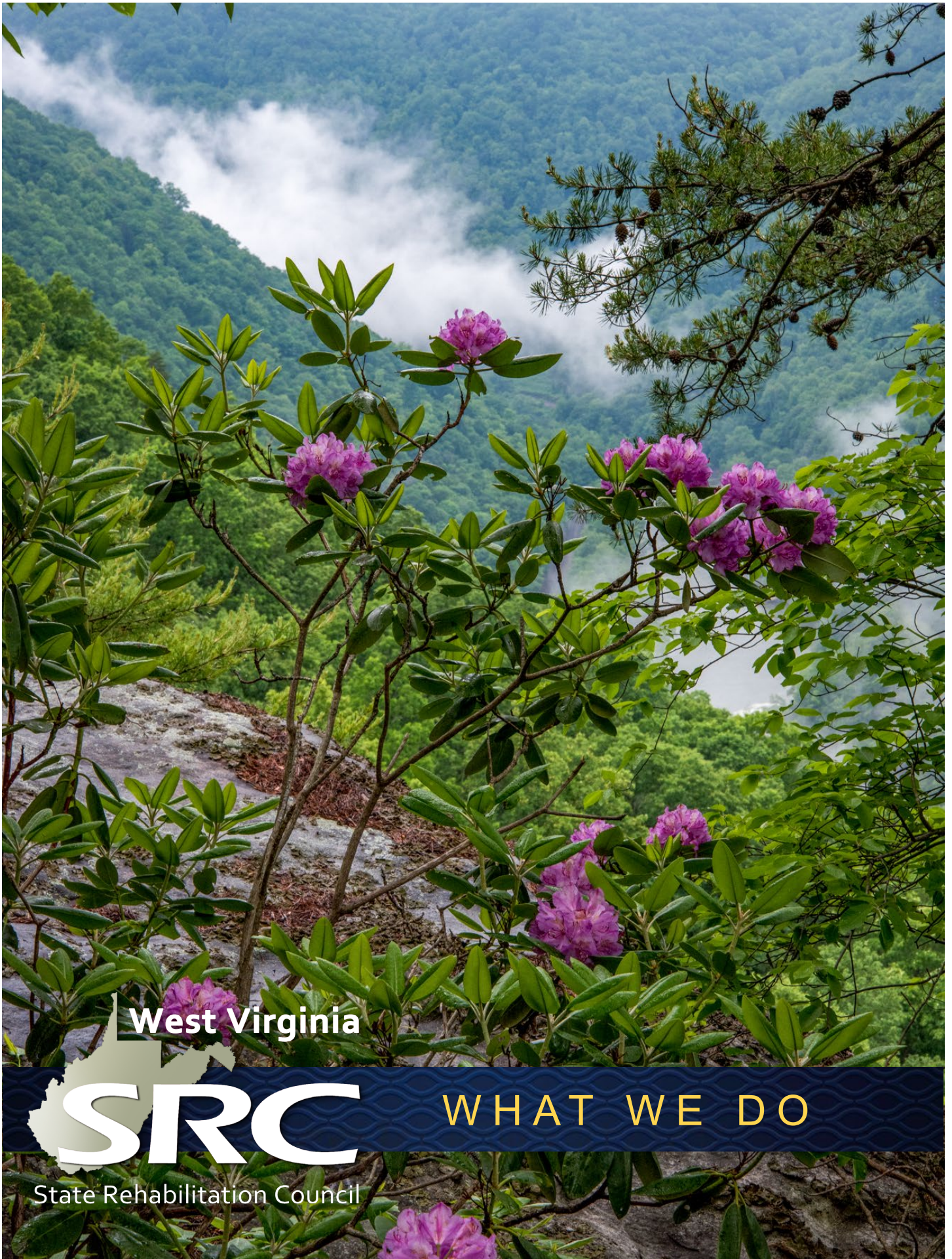
Responsibilities include: reviewing and analyzing the effectiveness of the programs, services and consumer satisfaction. All consumers with closed cases are sent a survey. This information is compiled by an independent consultant and provided to the Agency and Council. Data is posted on the Agency and WV SRC's websites.

An annual report is prepared and submitted to the Governor and RSA on the status of Vocational Rehabilitation services and the Council's activities for the year. This report is disseminated to all SRC's throughout the U.S. and territories and other state representatives. The information is posted on the Agency and WV SRC websites, and available to the public.

The WV SRC coordinates various activities with other partners to assist in educating the public on pertinent issues. The Council continually strives to enrich and maintain the working relationships between WV DRS, the National Coalition of State Rehabilitation Councils (NCSRC), Council of State Administrators of Vocational Rehabilitation (CSAVR), WV Statewide Independent Living Centers (WVSILC), Centers for Independent Living (CIL) throughout WV and other partners.

Members of the Council and WV SRC staff perform other functions that are determined appropriate and comparable to other required functions, provided they are consistent with the purpose of Title I of the ACT and its implementing regulations.





West Virginia



State Rehabilitation Council

WHAT WE DO



## WHAT WE DO

One of the most important responsibilities of the State Rehabilitation Councils is to advise, make recommendations and assist the WV Division of Rehabilitation Services (WV DRS) in preparing their State Plan for Vocational Services. The overall purpose of the State Plan is to assure that State and Federal governments play a leadership role in promoting employment for persons with disabilities and to ensure a link between citizen participation and the legislative process.

The Council is responsible for reviewing and analyzing the effectiveness and satisfaction of rehabilitation services provided by WV DRS from information gathered from the clients. The Council does not assist in the resolution of any individual case issues. Consumer Satisfaction Surveys are mailed by the WV SRC to all clients statewide whose case has been closed. The collected data is returned with only the client's district and category for the information to be compiled by an independent contractor annually. The report is available on the WV DRS & WV SRC websites or upon request from the WV SRC office.

The WV SRC prepares an Annual Report highlighting the Council's past fiscal year's activities and accomplishments. This functions as a status report from the WV SRC of the vocational rehabilitation programs across our state that is submitted to the Governor, Commissioner of the Rehabilitation Services Administration (RSA), State legislators and State members of Congress, various state officials, WV DRS staff and other SRCs throughout the United States and its territories. This report is also available on the WV SRC, WV DRS and NCSRC websites.

The WVSRC Executive Director serves as an active member of the WV DRS Executive Management Group and on various agency, statewide & national committees and task forces.

The Council is directly involved in the development, revision and implementation of policies for the agency. The agency staff presents new or amended policies to the Council, along with clear descriptions of why the policies were written or changed. The Council participates in strategic planning for the agency. In keeping with this role, the Council supports the agency's legislative strides within the state and nationally, educating leaders on vocational rehabilitation needs, accomplishments and its future.

Keeping abreast of national trends, trainings, legislative agendas and innovative networking is vital to the success of the Council. To assure this aspect is met, the WV SRC participates in the continuing education provided through the National Coalition of State Rehabilitation Councils (NCSRC), Council of State Administrators of Vocational Rehabilitation (CSAVR) and any other requested or mandated meetings.

Our goal is to ensure that people with disabilities are provided with an equal opportunity to receive the programs, services and supports needed. We work diligently in our pursuit for consumer satisfaction and endless ways in which services can be improved or developed.



## **Our Council Accomplishments 2021 - 2022**

WV SRC meets four (4) times at minimum during this fiscal year. Due to the continued COVID 19 pandemic, the WV SRC scheduled meetings were held with a hybrid approach via Zoom and in person. Members reviewed and amended Mission, Vision & Bylaws. Council recommended reappointments and new members. Appointments were made by the Governor. Executive Director participated on the Agency's Executive Management Group. WV SRC website constantly maintained and updated. Received State of the Agency presentations by WV DRS Director or their representative at each WV SRC meeting. Council was provided current information at each Council meeting regarding Agency financial status, performance benchmarks, changes in RSA regulations and any other information by VR staff. The Council is continually educated on the WIOA changes and the impact on the Agency. Council continues to serve as the Policy Consultation Committee for the Agency to assist in drafting, reviewing and amending Agency policy. Agency brought any policy changes to the Council in person, by email and/or via conference calls with detailed explanations that directly impacted consumers. Council reviewed the WV DRS Unified State Plan.

WV DRS staff made several presentations and/or updates to Council for education of programs & services offered by the Agency. The printed or electronic versions of the previous year's Annual Report were submitted to the Governor, Secretary of State, Rehabilitation Services Administration (RSA) and the general public. The Annual Report was posted on the WV SRC, WV DRS and NCSRC websites for public viewing. Updated and mailed the Consumer Satisfaction Survey to all closed VR cases. The Consumer Satisfaction Survey summary is presented orally and in writing to Council members and DRS staff by consultant Dr. Denetta Dowler. Pertinent information from the survey was documented in the Annual Report which is available on WV SRC and WV DRS websites. WV SRC Chairperson and/or other Council members serve on the WVSILC. Several Council members and Executive Director, along with WVDRS staff, attended the Council of State Administrators of Vocational Rehabilitation (CSAVR) conferences, the National Coalition of State Rehabilitation Councils (NCSRC) conference, and the WV Workforce Innovation and Opportunity Act (WIOA) Partners Conference. Executive Director also attended partner agency council meetings and award ceremonies sponsored by the WV DRS (pictures in upcoming slides).






# 2022 NCSRC & CSAVR Fall Conference San Antonio, Texas







## 2022 WV DRS Ability Works Recognition Ceremony James Sparks - State Winner

### Excerpt from James Sparks' Award Article:

“James Sparks teaches social studies at River View High School in McDowell County, which is also the school he attended and graduated from in 2016.

While playing football in high school, James dislocated his knee a couple of times, causing permanent damage. Those injuries pushed him to reach out to the West Virginia Division of Rehabilitation Services (DRS) to help him plan and prepare for his future.

James knew he wanted to be a teacher, but growing up in Squire, his life had not been easy. His grandparents raised him because his parents had substance use issues. He was a junior in high school when his grandmother passed away.

Despite those difficulties, James went on to pursue his bachelor's degree in secondary education from Concord University. He faced another setback when his grandfather passed away as he was starting his student teaching requirement.

However, the additional emotional stress did not stop James from succeeding. He earned his degree in 2021.

According to James, DRS Rehabilitation Counselor Holly Estep was very good at providing him with information and assistance beginning when he was in high school.

James received financial support from DRS to attend college, as well as a laptop and other supplies to help him with school. DRS also helped James with the financial costs of taking the required examinations to become certified as a teacher...”





## 2022 WV DRS Ability Works Recognition Ceremony District Winners



Ismael  
Calzada,  
Wheeling  
District



Joseph  
Chericozzi,  
Beckley  
District



Ashley  
Higginbotham,  
Charleston  
District



Michael  
Moore,  
Martinsburg  
District



Jayla  
Williams,  
Clarksburg  
District







## WV DRS, WV SRC, and WV SILC 2022 Annual Essay Winner Mattelyn Lamp

### Disability Essay Contest Bio

Hello, my name is Mattelyn Lamp. I am a senior at St. Mary's High School, as well as a member of numerous academic clubs and programs at my school, such as West Virginia University at Parkersburg's Early College program, the ACT 30 Club, and National Honor Society, where I am the historian of SMHS NHS chapter. I am also a program double completer at Mid-Ohio Valley Technical Institute for both Graphic Design and Multi-media Publishing, a member of National Technical Honor Society, and a MOVTI Student of the Quarter. I was a member

of National Technical Honor Society, and a MOVTI Student of the Quarter. I was a member of the SMHS Marching Band and Concert Band for three years and was the drum captain for 2 years. In addition, I have been a member of the SMHS Art Club all 4 years of high school.

After I graduate high school, I plan to earn my Bachelor's degree in Media Communications from West Liberty University and work in television and media production.

### Essay Snippet: *How Frida Kahlo Has Influenced Me*

Frida Kahlo is a surrealist painter who is nothing short of iconic. Her strikingly vivid and thought-provoking paintings tackle her experiences with death, divorce, and disability, and they tantalize artists and collectors alike for decades after her death.

Throughout her life, Frida Kahlo suffered from chronic pain as a result of her physical trauma. Kahlo was born during a time when there was no treatment for poliomyelitis, a virus that attacks the nervous system and causes paralysis in those affected. Kahlo contracted polio when she was six years old, which rendered her bedridden for nine months. Because of this virus, one of Kahlo's legs remained underdeveloped, causing Kahlo to walk with a limp for the remainder of her life. Additionally, when Kahlo was a teenager, a steel rail impaled her spine and pelvis during a cable car accident. Kahlo lived in a full-body cast for three months as a result (*Frida Kahlo Biography*, n.d., para. 5). During her recovery, she discovered a passion for painting that would blossom into a career as one of the most creative artists of the 20<sup>th</sup> century.

Kahlo started painting to distract herself from the pain and loneliness she endured while paralyzed. She was provided paints and brushes by her parents, as well as a modified easel that allowed her to paint in bed (*Frida Kahlo*, n.d., para. 5). She started her journey as an artist by creating self-portraits, which she continued to paint throughout her career. In fact, according to Frida Kahlo Foundation, "of her 143 paintings, 55 are self-portraits which often incorporate symbolic portrayals of physical and psychological wounds. She insisted, 'I never painted dreams. I painted my own reality'" (*Biography of Frida Kahlo*, 2002, para. 9). Her struggles frequently made their way into her work, as many of her paintings feature surrealist depictions of the physical and emotional anguish that her injuries made her come face to face with.



## **Our Council Accomplishments 2021 - 2022 (continued)**

Our Council Members represent the Council & Agency by serving on or being instrumental in:

- Members serve on Community Rehabilitation Programs (CRP) Advisory Committees
- Member actively facilitate communication between WV DRS and Construction Trades Apprenticeship Programs across WV
- Members belong to Greenbrier Valley Disability Awareness Committee
- Member belongs to Monroe County WIOA Partnership
- Member is co-ambassador to the Greenbrier County Health Alliance representing the disability community
- Member serving on a Census Committee to help identify and locate individuals with disabilities
- Member serves on WV TBI Advisory Board
- Member of the Alliance of Information & Referral Systems
- Member is President of Grant County Board of Health
- Member belongs to National Association of Area Agencies on Aging
- Member working with educators on IEP of family member who has physical and neurological disabilities
- Member is a prized published author
- Member is President and CEO of The Un-Prescription Foundation for Autism, Inc.
- Member is a presenter with NCMIC Speakers Bureau
- Member is Founder of Autism Health, PLLC
- Members of the National Association of State Directors of Special Education
- Member is President of the WV Council for Exceptional Children





## **Council Goals and Objectives 2021 - 2022**

- Comply with the functions of the Council as stated in the Rehabilitation Act of 1973 as amended to ensure the Council is meeting the federal requirements;
- Council required to meet a minimum of four (4) times a year;
- WV SRC continue to be a member of the West Virginia Division of Rehabilitation Services (WVDRS) Executive Management Team;
- Continue our strong partnership with WVDRS management staff and personnel acting as an advocate, confidant and agency ambassador;
- Receive regular updates from Agency Director on WVDRS' efforts to increase public awareness of services and programs;
- Council shall be continually educated and knowledgeable about services and programs within WVDRS;
- Members of the Council serve as the Committee for WVDRS Policy Development;
- Receive detailed information & understanding on purpose of new, revised or deleted policies;
- Maintain an active role in the National Coalition of the State Rehabilitation Council (NCSRC), dissemination of information from RSA & CSAVR, contributing on national conference/training calls, attending spring & fall national conferences to obtain information for the enrichment of the Council;
- Provide training opportunities during NCSRC Zoom calls for all Council members to attend and participate;
- Maintain a national listserv to ensure the WV SRC, as well as all states and territories, were given access to information from RSA, CSAVR and NCSRC;
- Participate in the Council for State Vocational Rehabilitation Administrators (CSAVR) conferences, conference calls & as a resource;
- Disseminate consumer satisfaction surveys to all closed WVDRS cases and have independently prepared compilation report given electronically and verbally to Council members and designated VR staff, followed by posting on the WV DRS and WV SRC websites & inclusion in agency and Council annual reports;
- Participate in public forums with WVDRS to educate the general public about WVDRS and the role(s) of the Council, as needed;
- Coordinate with other SRCs for additional support and resources;
- Encourage Council members to become an active member of their local CAC;
- Keep WV SRC website updated with current data and information;
- Use social media to link the WV SRC to other partners giving access to meeting schedules & location, SRC documents, website data and public awareness events; and,
- Attend WV DRS State Conferences and other pertinent state and/or federal trainings and meetings, as conducted.







**WEST VIRGINIA DIVISION OF  
REHABILITATION SERVICES**



2022 ANNUAL REPORT



The West Virginia Division of Rehabilitation Services (DRS) assists youth and adults with disabilities (ages 14 and up) on their path to work and live independently. DRS can deliver a multitude of possibilities to empower successful work opportunities for individuals with disabilities throughout their lifetime.

DRS provides vocational services that help individuals with disabilities prepare for, obtain, regain, maintain or advance in employment. Through DRS' statewide field offices, vocational rehabilitation counselors help consumers assess interests and abilities, as well as explore career options to develop individualized employment plans that will empower each person to meet his or her unique employment goals.

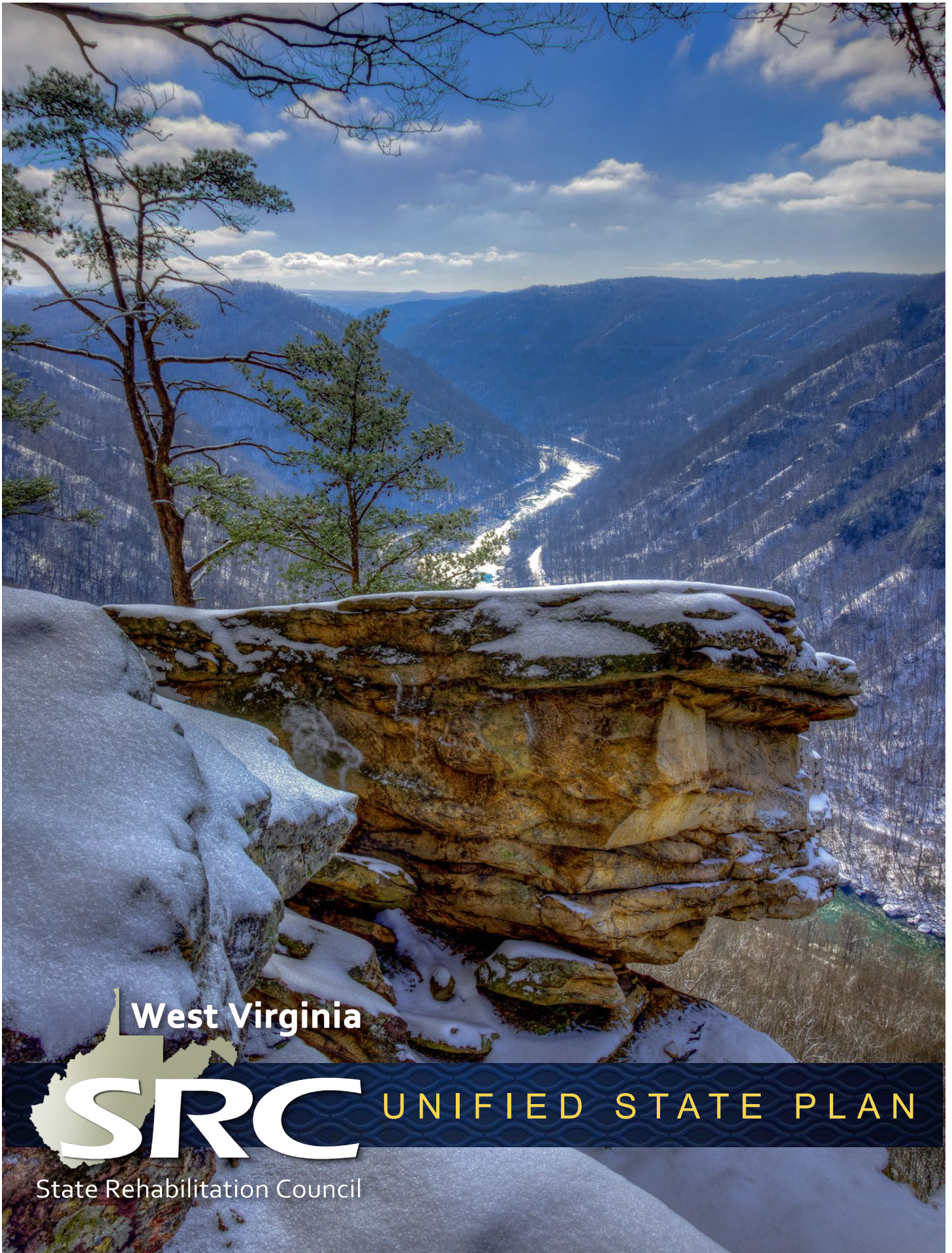
Services include: • Career exploration activities • Vocational training • College assistance • Work-based learning experiences • Job coaching • On-the-job training, internships or apprenticeships • Résumé development • Job search assistance • Assistive technology • Workplace accommodations

DRS also supports employers in their quest to include people with disabilities in the workforce.

DRS' rehabilitation professionals also aid West Virginia's businesses and employers by being their leading employment resource to include or to retain people with disabilities in their workforce. DRS can help with staffing, job retention and disability-related employment issues, as well as accessibility evaluations of businesses and worksites.







West Virginia



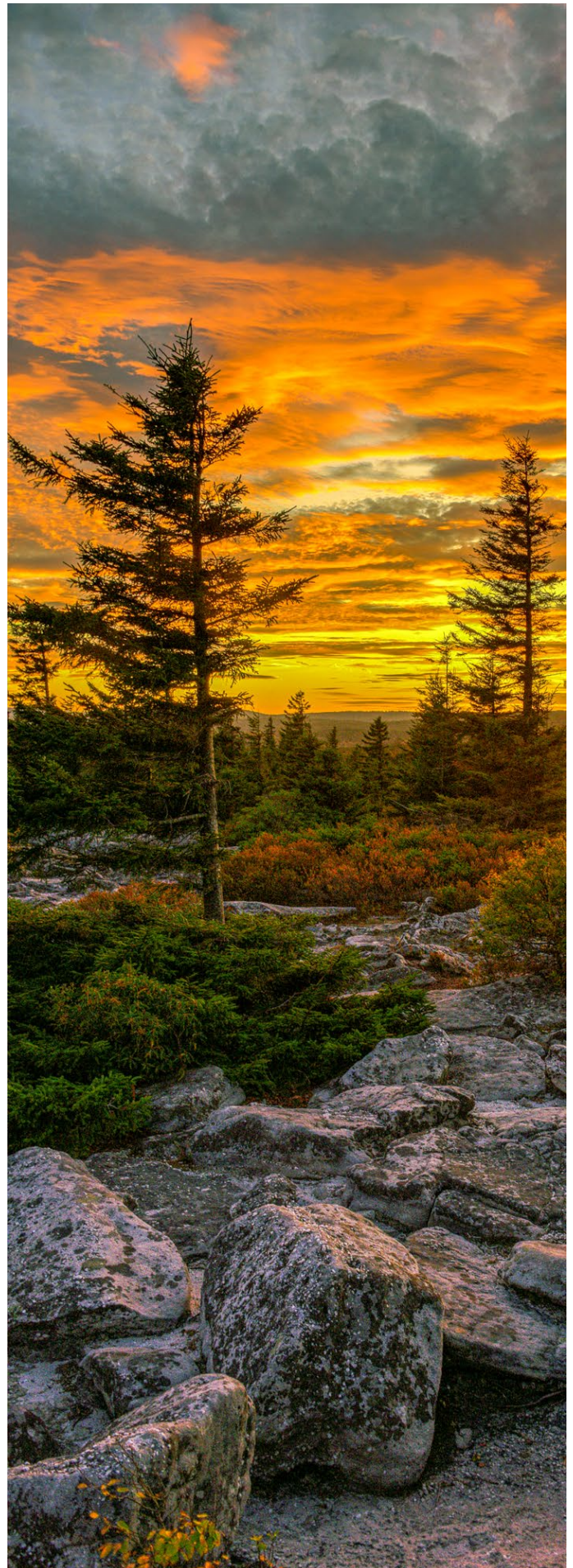
State Rehabilitation Council

UNIFIED STATE PLAN



## **UNIFIED STATE PLAN for Vocational Rehabilitation and Supported Employment Services Programs**

The Council makes recommendations to be included in the Vocational Rehabilitation (VR) portion of the WV Unified State Plan, as prepared by the WV Division of Rehabilitation Services (WV DRS). These recommendations are based on reports provided during regular Council meetings, memorandums and other communication offered by the agency director and/or the staff of the WV DRS. These reports guarantee the WV SRC is receiving factual updates and pertinent information to make accurate observations, decisions, policies and recommendations. This task is taken very seriously by the Council knowing that the acceptance and monitoring of the Unified State Plan assures the Federal government that WV DRS will operate its vocational rehabilitation (VR) programs in accordance with the provisions of this Plan, as well as meeting federal statutory, regulatory and policy requirements. The WV SRC proudly commends the WV DRS on the exemplary manner in which they have historically exceeded the requirements of the Federal Rehabilitation Services Administration (RSA). The WV SRC is proud to be a supportive partner and advocate of the WV DRS. The agency continues to receive national recognition for their achievements gained for their unique programs, creative innovation and diverse services helping to ensure that people in West Virginia with disabilities identify and achieve their employment goals. Our Council maintains a diverse group of individuals comprised of West Virginians who represents many backgrounds, including business, labor & industry, Client Assistant Program (CAP), Community Rehabilitation Programs (CRPs), other services providers, Vocational Rehabilitation counselors, Workforce Development Board(s), WV Department of Education, consumers and consumer advocates. The WV SRC is proud to have these valued partners, as well as our unique working relationship with the West Virginia Statewide Independent Living Council (WV SILC). These steadfast partnerships remain the core of our mission and vision allowing the Council insight of consumer needs.



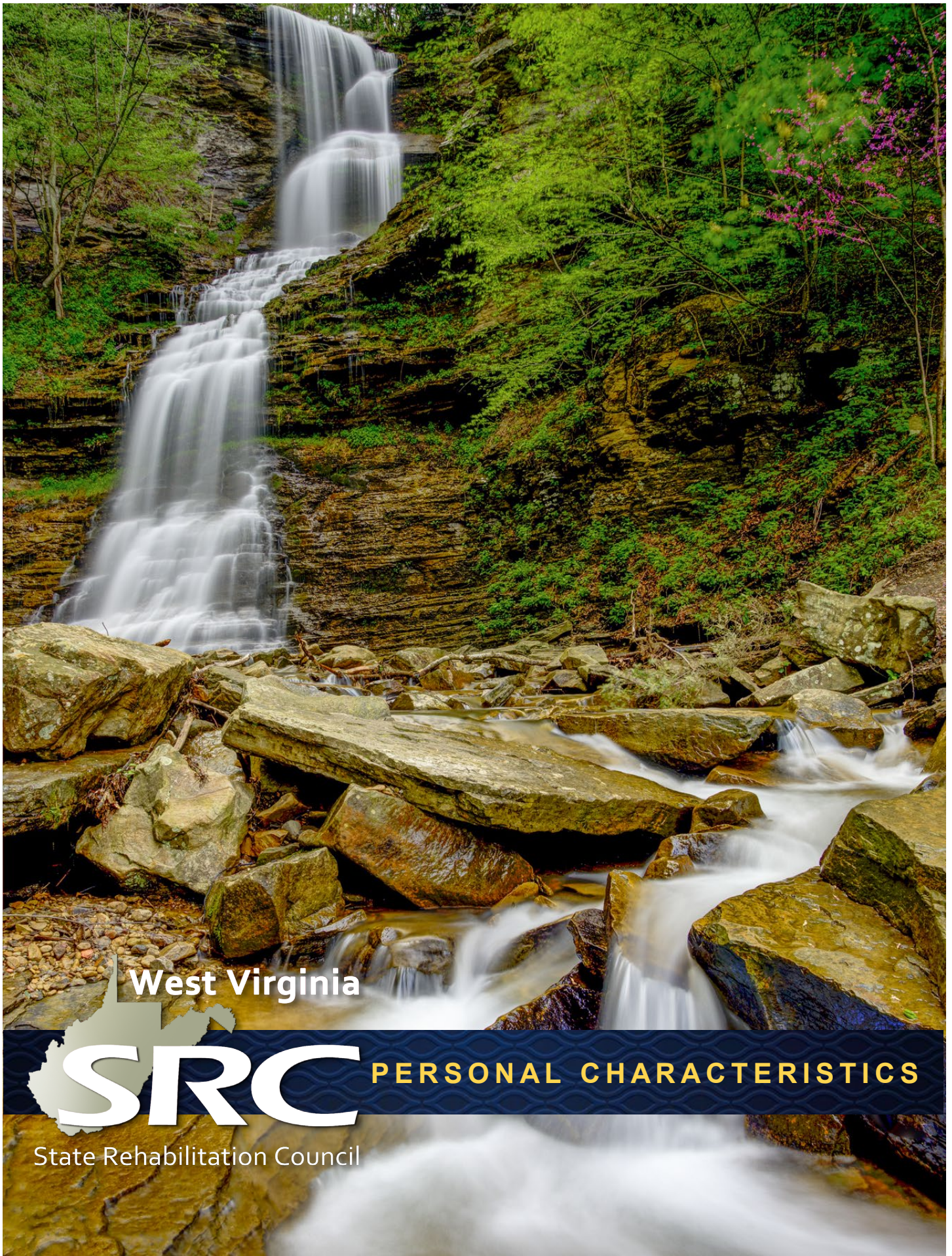


## **UNIFIED STATE PLAN for Vocational Rehabilitation and Supported Employment Services Programs**

Sharing agency data regarding programs, services, policy, fiscal status or other pertinent issues is invaluable to the success of the agency and Council. WV DRS provides informative education when making presentations to our membership during each meeting or as needed. We greatly appreciate the WV DRS Liaison to our Council, Rich Ward, who is a valuable asset, informed resource and contributor to our members, as well as the WV DRS Counselor Representative member Alyce Almond for their expertise and voices for their peers. Mrs. Almond provides insight on the role of counselors and our consumers as an advocate and respected peer of the Agency's staff. The WV SRC understands the agency's obligation in achieving the benchmarks set by the RSA. West Virginia historically maintained high performance on RSA's Standards and Indicators of performance prior to the passing of the Workforce Innovation and Opportunity Act (WIOA). WVDRS anticipates continued success in meeting the WIOA-based performance measure benchmarks established by RSA in the future. WV DRS Acting Director Pisnu Bua-lam, Assistant Director Joseph "Zeke" Hampton and their team assure that all Council members have a clear understanding of what is expected of the staff, what this means for the agency, sharing of statistics and allowing time for members to ask questions during their regularly scheduled presentations. With the new changes in the law, team continues to educate the Council members on the implications of changes made to the VR program under WIOA. The WV SRC is indebted to the open communication and continuous support received from the Agency and the Director. Serving as a pacesetter to other states who are eager to replicate the relationship, accomplishments and structure of the WV DRS and WV SRC is without question humbling. The Council will continue to strive to maintain this collaboration and embraces the opportunity to serve as a partner and trusted confidant of the WV DRS. The Council congratulates the WV DRS staff for their achievements, recognition and determination to provide high quality services and programs while meeting the standards set by RSA.







West Virginia



State Rehabilitation Council

PERSONAL CHARACTERISTICS





## PERSONAL CHARACTERISTICS OF STATE REHABILITATION CONSUMERS IN FEDERAL FISCAL YEAR 2022

### NUMBER OF CONSUMERS FROM EACH DISTRICT SERVED IN FFY 2022

DISTRICT	NUMBER & PERCENTAGE OF CONSUMERS FFY 2022	
District 1	1,600	18.1%
District 2	1,106	12.5%
District 3	1,035	11.7%
District 4	1,990	22.6%
District 5	2,033	23.0%
District 6	1,057	12.0%
<b>TOTAL / STATEWIDE</b>	<b>8,821</b>	



# PERSONAL CHARACTERISTICS

## Education at time of individualized plan for employment (IPE) of consumers vocationally rehabilitated

EDUCATION LEVEL – FFY 2022	NUMBER & PERCENTAGE OF CONSUMERS FFY 2022	
High School Diploma, Equivalency, or Special Education Certificate	427	44.0%
Enrolled in High School	38	3.9%
One or More Years of Postsecondary Education	53	5.5%
Attained Post Secondary Certification, License, or Educational Certificate (non-degree)	17	1.8%
Associate's Degree	38	3.9%
Bachelor's degree	40	4.1%
Degree Beyond a Bachelor's Degree	35	3.6%
Less than High School Diploma, Not Attending at Time of IPE	322	33.2%
<b>TOTAL</b>	<b>970</b>	





## PERSONAL CHARACTERISTICS

### AGE AT APPLICATION OF CONSUMERS VOCATIONALLY REHABILITATED

AGE	NUMBER & PERCENTAGE OF CONSUMERS FFY 2022	
Less than 20	298	30.7%
20 through 34	147	15.2%
35 through 44	97	10.0%
45 through 64	293	30.2%
65 and over	135	13.9%
<b>TOTAL</b>	<b>970</b>	

### RACE OF CONSUMERS VOCATIONALLY REHABILITATED

RACE	NUMBER & PERCENTAGE OF CONSUMERS FFY 2022	
White or Caucasian	899	92.7%
Black or African American	48	4.9%
American Indian or Alaska Native	8	0.8%
Asian	8	0.8%
Native Hawaiian Pacific Islander	1	0.1%
Hispanic or Latino	4	0.4%
Other	2	0.2%
<b>TOTAL</b>	<b>970</b>	



# PERSONAL CHARACTERISTICS

## GENDER OF CONSUMERS VOCATIONALLY REHABILITATED

GENDER	NUMBER & PERCENTAGE OF CONSUMERS FFY 2022	
Male	486	50.1%
Female	484	49.9%
Did Not Self Identify	0	0.0%
<b>TOTAL</b>	<b>970</b>	

REFERRAL SOURCE OF CONSUMERS VOCATIONALLY REHABILITATED	NUMBER & PERCENTAGE OF CONSUMERS FFY 2022	
Adult Education and Literacy	3	0.3%
Community Rehabilitation Programs	10	1.0%
WV Division of Corrections (Direct Referral by WVDOC to DRS Corrections Program)	1	0.1%
Disabilities Providers Jobs and Hope	1	0.1%
Educational Institutions (elementary/secondary)	210	21.6%
Educational Institutions (post-secondary)	36	3.7%
Employers	19	2.0%
Faith Based Organizations	2	0.2%
Family/Friends	111	11.4%
Intellectual and Developmental Disabilities Providers	2	0.2%
Medical Health Provider (Public or Private)	161	16.6%
Mental Health Provider (Public or Private)	23	2.4%
Other One-stop Partner	1	0.1%
Other Sources	13	1.3%
Other State Agencies	4	0.4%
Other VR State Agencies	2	0.2%
Public Housing Authority	1	0.1%
Self-referral	362	37.3%
Social Security Program (DDS)	4	0.4%
Veteran's Health Administration	2	0.2%
Wagner-Peyser Employment Service	1	0.1%
Welfare Agency (State or Local Government)	1	0.1%
<b>Total</b>	<b>970</b>	



# PERSONAL CHARACTERISTICS

## PRIMARY DISABLING CONDITION OF CONSUMERS VOCATIONALLY REHABILITATED (1 of 3)

SENSORY/COMMUNICATIVE IMPAIRMENTS OF CONSUMERS IN FFY 2022	NUMBER	% OF SUBTOTAL	% OF TOTAL
Blindness	14	2.9%	1.4%
Other Visual Impairment	19	4.0%	2.0%
Deafness, Primary Communication Visual	7	1.5%	0.7%
Deafness, Primary Communication Auditory	13	2.7%	1.3%
Hearing Loss, Primary Communication Visual	3	0.6%	0.3%
Hearing Loss, Primary Communication Auditory	408	85.4%	42.1%
Other Hearing Impairments (Tinnitus, Meniere's Disease, Hyperacusis, etc.)	7	1.5%	0.7%
Deaf-Blindness	0	0.0%	0.0%
Communicative Impairments (expressive/receptive)	7	1.5%	0.7%
<b>SUBTOTAL</b>	<b>478</b>		<b>49.3%</b>

## PRIMARY DISABLING CONDITION OF CONSUMERS VOCATIONALLY REHABILITATED (2 of 3)

PHYSICAL IMPAIRMENTS OF CONSUMERS IN FFY 2022	NUMBER	% OF SUBTOTAL	% OF TOTAL
Mobility Orthopedic/Neurological Impairments	34	25.4%	3.5%
Manipulation/Dexterity Orthopedic/Neurological Impairments	10	7.5%	1.0%
Both mobility and Manipulation/Dexterity Orthopedic/Neurological Impairments	9	6.7%	0.9%
Other Orthopedic Impairments (e.g., limited range of motion)	13	9.7%	1.3%
Respiratory Impairments	12	9.0%	1.2%
General Physical Debilitation (fatigue, weakness, pain, etc.)	19	14.2%	2.0%
Other Physical Impairments (not listed above)	37	27.6%	3.8%
<b>SUBTOTAL</b>	<b>134</b>		<b>13.8%</b>



# PERSONAL CHARACTERISTICS

## PRIMARY DISABLING CONDITION OF CONSUMERS VOCATIONALLY REHABILITATED (3 of 3)

MENTAL IMPAIRMENTS IN FFY 2022	NUMBER	% OF SUBTOTAL	% OF TOTAL
Cognitive Impairments (learning, thinking, processing information & concentration)	197	55.0%	20.3%
Psychosocial Impairments (interpersonal & behavioral impairments, difficulty coping)	153	42.7%	15.8%
Other Mental Impairments	8	2.2%	0.8%
<b>SUBTOTAL</b>	<b>358</b>		<b>36.9%</b>
<b>TOTAL OF COMBINED PRIMARY DISABLING CONDITIONS OF INDIVIDUALS VOCATIONALLY REHABILITATED</b>	<b>970</b>		<b>100%</b>



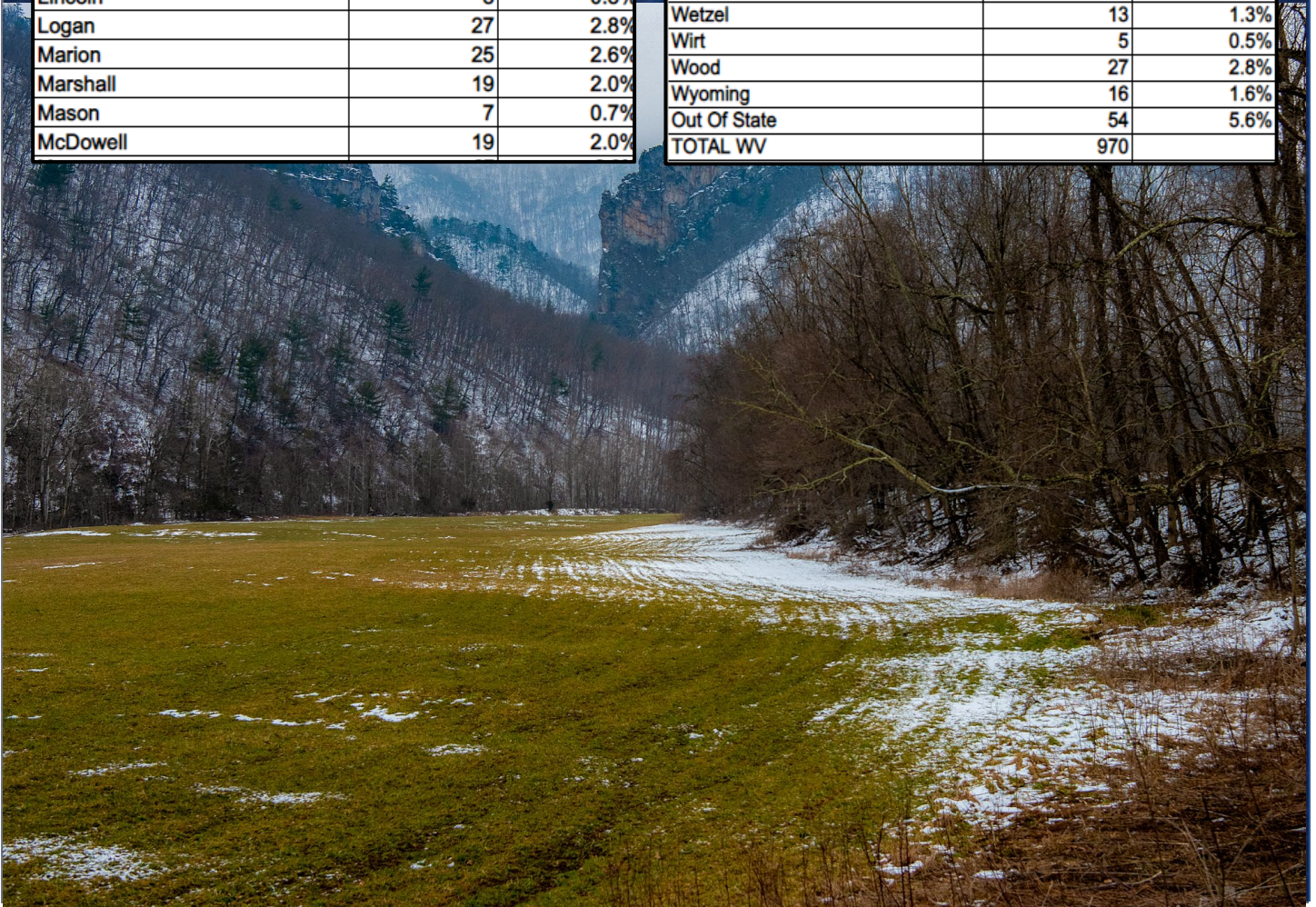


# PERSONAL CHARACTERISTICS

## COUNTY OF CONSUMERS VOCATIONALLY REHABILITATED IN FFY 2022 (1 of 2)

COUNTY	NUMBER	PERCENT
Barbour	13	1.3%
Berkeley	22	2.3%
Boone	11	1.1%
Braxton	0	0.0%
Brooke	23	2.4%
Cabell	59	6.1%
Calhoun	1	0.1%
Clay	4	0.4%
Doddridge	0	0.0%
Fayette	26	2.7%
Gilmer	4	0.4%
Grant	21	2.2%
Greenbrier	21	2.2%
Hampshire	22	2.3%
Hancock	19	2.0%
Hardy	35	3.6%
Harrison	34	3.5%
Jackson	24	2.5%
Jefferson	9	0.9%
Kanawha	67	6.9%
Lewis	8	0.8%
Lincoln	8	0.8%
Logan	27	2.8%
Marion	25	2.6%
Marshall	19	2.0%
Mason	7	0.7%
McDowell	19	2.0%

COUNTY	NUMBER	PERCENT
Mercer	27	2.8%
Mineral	14	1.4%
Mingo	15	1.5%
Monongalia	31	3.2%
Monroe	15	1.5%
Morgan	3	0.3%
Nicholas	13	1.3%
Ohio	28	2.9%
Pendleton	11	1.1%
Pleasants	1	0.1%
Pocahontas	5	0.5%
Preston	12	1.2%
Putnam	25	2.6%
Raleigh	38	3.9%
Randolph	23	2.4%
Ritchie	2	0.2%
Roane	6	0.6%
Summers	6	0.6%
Taylor	6	0.6%
Tucker	6	0.6%
Tyler	4	0.4%
Upshur	15	1.5%
Wayne	17	1.8%
Webster	4	0.4%
Wetzel	13	1.3%
Wirt	5	0.5%
Wood	27	2.8%
Wyoming	16	1.6%
Out Of State	54	5.6%
TOTAL WV	970	





# PERSONAL CHARACTERISTICS

## OCCUPATION OF CONSUMERS VOCATIONALLY REHABILITATED IN FFY 2022

Management Occupations	61	6.3%
Business and Financial Operations Occupations	31	3.2%
Computer and Mathematical Occupations	13	1.3%
Architecture and Engineering Occupations	24	2.5%
Life, Physical, and Social Science Occupations	21	2.2%
Community and Social Services Occupations	45	4.6%
Legal Occupations	8	0.8%
Education, Training, and Library Occupations	77	7.9%
Arts, Design, Entertainment, Sports, and Media Occupations	15	1.5%
Healthcare Practitioners and Technical Occupations	105	10.8%
Healthcare Support Occupations	39	4.0%
Protective Service Occupations	13	1.3%
Food Preparation and Serving Related Occupations	34	3.5%
Building and Grounds Cleaning and Maintenance Occupations	52	5.4%

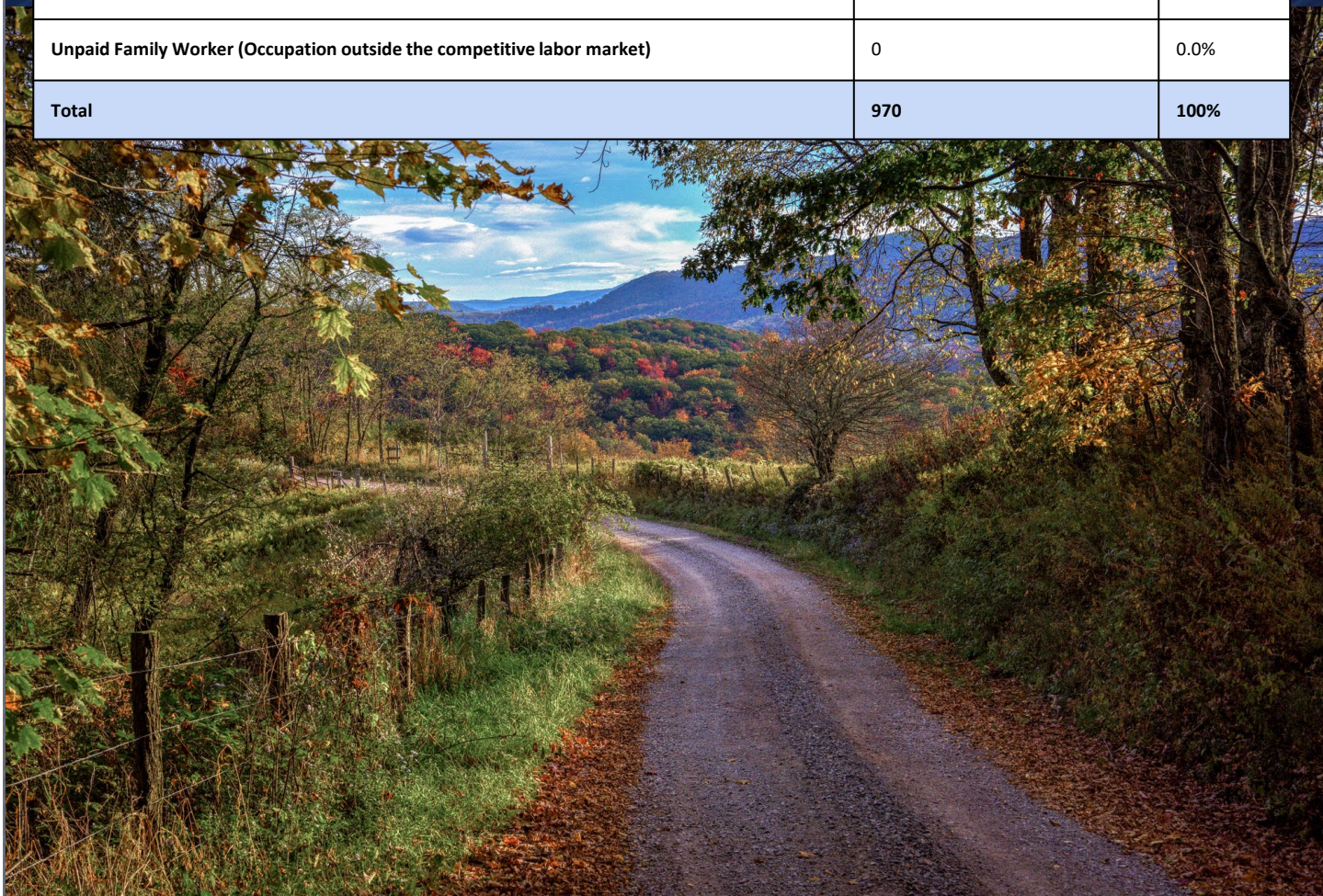




# PERSONAL CHARACTERISTICS

## OCCUPATION OF CONSUMERS VOCATIONALLY REHABILITATED IN FFY 2022 (continued)

Personal Care and Service Occupations	36	3.7%
Sales and Related Occupations	57	5.9%
Office and Administrative Support Occupations	93	9.6%
Farming, Fishing, and Forestry Occupations	5	0.5%
Construction and Extraction Occupations	33	3.4%
Installation, Maintenance, and Repair Occupations	34	3.5%
Production Occupations	63	6.5%
Transportation and Material Moving Occupations	106	10.9%
Military Specific Occupations	1	0.1%
Randolph-Sheppard Vending Facility Clerk	0	0.0%
Randolph-Sheppard Vending Facility Operator	4	0.4%
Homemaker (Occupation outside the competitive labor market)	0	0.0%
Unpaid Family Worker (Occupation outside the competitive labor market)	0	0.0%
<b>Total</b>	<b>970</b>	<b>100%</b>





# PERSONAL CHARACTERISTICS

## OCCUPATION OF CONSUMERS VOCATIONALLY REHABILITATED IN FFY 2022 (3 of 3)

Number of consumers rehabilitated (with an employment outcome)	970	
Number of vocationally rehabilitated consumers placed in competitive employment	970	
Number of individuals with significant disabilities served	7,735	87.7%
Total number of clients served	8,821	

## TOTAL ANNUAL EARNINGS OF THOSE RECEIVING VOCATIONAL REHABILITATION SERVICES IN FFY 2022

Earnings at Referral	\$17,991,721.00
Earnings After Referral	\$31,203,952.00
Percentage Increase in Annual Earnings Due to Rehabilitation	73%





## TRANSITION ANNUAL REPORT NUMBERS IN FFY 2022

### **Fiscal Year 2022 Results**

Comprehensive vocational rehabilitation services and careful planning that involved students, their families and school personnel garnered the following results:

5,735 students (ages 14-21) with disabilities were served, which is 65% of the total number of individuals served by DRS.

3,672 transition students (64% of all students) were referred directly from schools to DRS.

2,248 students with disabilities (39% of all students) developed individualized plans for employment.

328 transition clients gained employment, which is 34% of the total number of rehabilitation closures.

### **College Education Services**

A college education provides increased opportunities for vocational success and independent living. DRS counselors are assigned liaison responsibilities with public and private colleges and universities throughout West Virginia.

Assisted 1,431 students (24%) with college education services they needed to meet their work-related educational goals.







# PRELIMINARY REPORT OF SURVEY FINDINGS

SEPTEMBER 2021 - AUGUST 2022

PREPARED BY DENETTA DOWLER, ED. D.

DECEMBER 2022

West Virginia



State Rehabilitation Council

SATISFACTION SURVEY



# CONSUMER SATISFACTION SURVEY

## September 2021 through August 2022

The WV State Rehabilitation Council coordinated with the WV Division of Rehabilitation Services (DRS) to conduct 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, 30, or 38 (unsuccessful closure) during September 2021 to August 2022. 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 167 surveys were returned. Of those, 43 responses were coded as being from Transitioning Youth. This preliminary report presents the quantitative findings.

### DEMOGRAPHIC INFORMATION

#### District:

The district and closure status were recorded on each survey in preparation for mailing. 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 between 10% and 22% of the total. Four of the six districts were within 16% to 18% of the responses. The respondents were asked the county in which they live. There were 133 individuals who reported county information. There was at least one response from 42 of the 55 counties.

DISTRICT ADULTS	NUMBER OF RESPONSES	% OF TOTAL RESPONSES RECEIVED
District 1	27	16%
District 2	28	17%
District 3	37	22%
District 4	30	18%
District 5	28	17%
District 6	17	10%



## **SATISFACTION SURVEY** (CONTINUED)

**The Number and Percent of Responses by West Virginia DRS District:**

**District 1:** Boone (2 responses), Calhoun (0), Clay (0), Jackson (2), Kanawha (13), Mason (0), Putnam (2), Roane (1) Unknown (7).

**District 2:** Barbour (0 responses), Gilmer (1), Harrison (4), Lewis (0), Marion (2), Monongalia (4), Preston (0), Randolph (4), Taylor (2), Tucker (0), Upshur (3), Unknown (8).

**District 3:** Brooke (2 responses), Doddridge (0), Hancock (5), Marshall (3), Ohio (9), Pleasants (0), Ritchie (2), Tyler (1), Wetzel (2), Wirt (0), Wood (5), Unknown (8).

**District 4:** Braxton (0 responses), Fayette (5), Greenbrier (1), Mercer (5), Monroe (1), Nicholas (1), Pocahontas (1), Raleigh (8), Summers (4), Webster (2), Unknown (2).

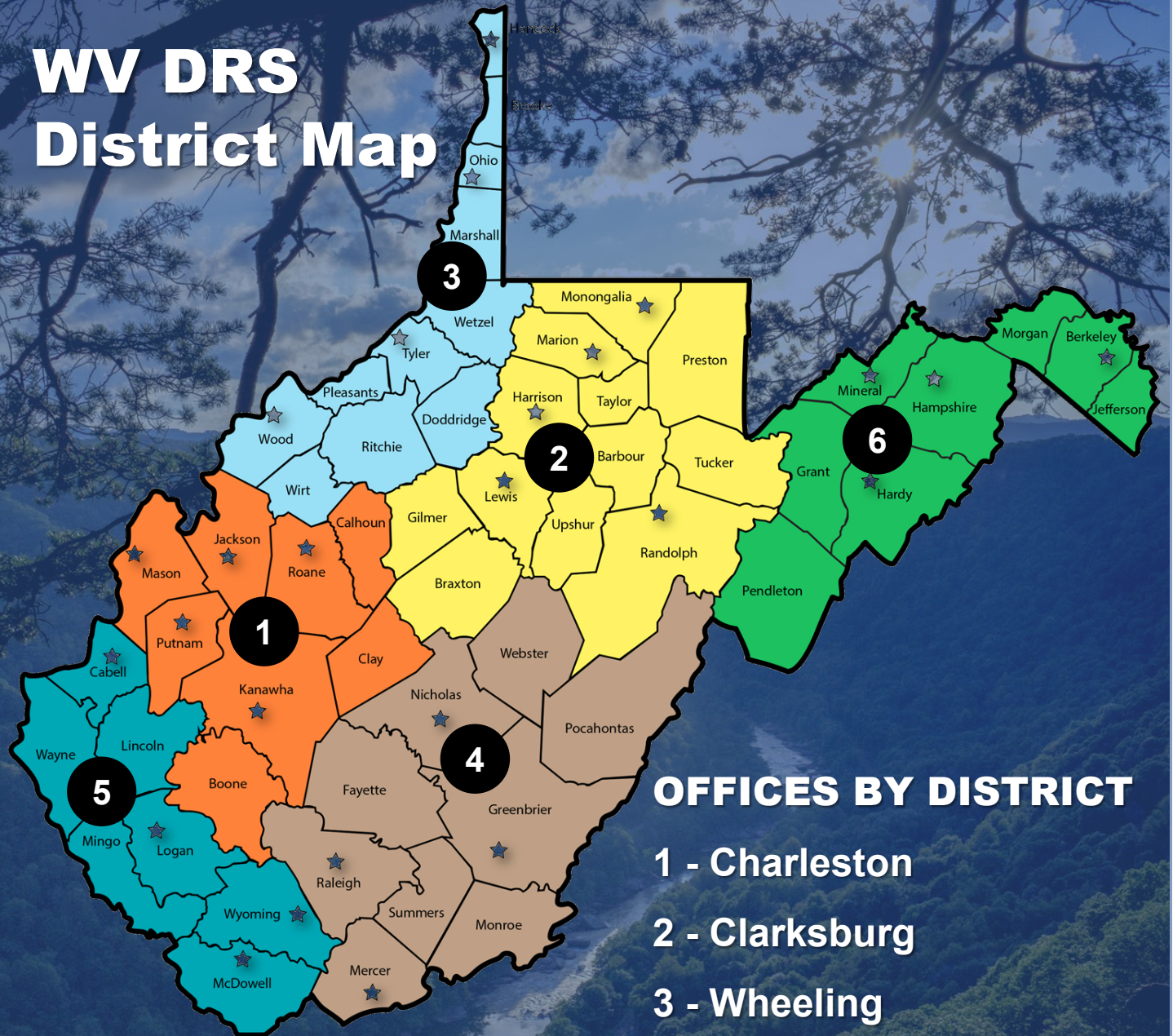
**District 5:** Cabell (9 responses), Lincoln (0), Logan (1), McDowell (5), Mingo (1), Wayne (4), Wyoming (2), Unknown (6).

**District 6:** Berkeley (3 responses), Grant (4), Hampshire (1), Hardy (2), Jefferson (0), Mineral (1), Morgan (1), Pendleton (2), Unknown (3).





# WV DRS District Map



## OFFICES BY DISTRICT

1 - Charleston

2 - Clarksburg

3 - Wheeling

4 - Beckley

5 - Huntington

6 - Martinsburg



# DISTRICT OFFICES

**West Virginia Division of Rehabilitation Services**  
**Administrative Offices, State Capitol P.O. Box 50890**  
**Charleston, WV 25305-0890**  
**304-356-2060 or 800-642-8207**

## **District 1: Charleston**

- Charleston District & Branch Office  
601 57th Street SE, Charleston, WV 25304  
304-356-2371
- Point Pleasant Branch Office  
2807 Jackson Ave. Ste. 200, Point Pleasant, WV 25550  
304-675-0867
- Ripley Branch Office  
206 Stone Drive, Ripley, WV 25271  
304-373-0313
- Spencer Branch Office  
321 Market Street, Spencer, WV 25276  
304-927-0954
- Teays Valley Branch Office  
115 Liberty Square, Hurricane, WV 25526  
304-760-7082

## **District 2: Clarksburg**

- Clarksburg District & Branch Office  
153 West Main St. Suite F. Clarksburg, WV 26301  
304-625-6044
- Elkins Branch Office  
1025 North Randolph Ave., Elkins, WV 26241  
304-637-0205
- Fairmont Branch Office  
416 Adams St., Suite 240, Fairmont, WV 26554  
304-367-2714
- Morgantown Branch Office  
Sabraton Plaza 1415 Earl Core Rd.  
Morgantown, WV 26505  
304-285-3155
- Weston Branch Office  
306 Market Place Mall, Weston, WV 26452  
304-269-0547

## **District 3: Wheeling**

- Parkersburg Branch Office  
State Office Bldg. 400 5th St.,  
Parkersburg, WV 26101  
304-420-4580
- New Martinsville Office  
WV Northern Community College Itinerant Office  
141 Main Street,  
New Martinsville, WV 26155  
304-455-4688
- Wheeling District & Branch Office  
1324 Chapline St., Suite 200,  
Wheeling, WV 26003  
304-238-1092
- Weirton Branch Office  
100 Municipal Plaza Suite 200,  
Weirton, WV 26062  
304-723-5311

## **District 4: Beckley**

- Beckley District & Branch Office  
800 New River Town Center,  
Beckley, WV 25801  
304-256-6900
- Lewisburg Branch Office  
3293 Jefferson St. N. Suite 105  
Lewisburg, WV 24901-5733  
304-647-7515
- Princeton Branch Office  
195 Davis Street,  
Princeton, WV 24739  
304-425-1256
- Summersville Branch Office  
830 Northside Dr. Suite 113  
Summersville, WV 26651  
304-872-0813

## **District 5: Huntington**

- Huntington District & Branch Office  
2699 Park Ave. Suite 200,  
Huntington, WV 25704  
304-528-5585
- Marshall University, Prichard Hall, Room 113,  
Huntington, WV 25755  
304-696-2394
- Cabell Midland High School, 2300 US Route 60 E  
Ona, WV 25545  
304-743-7496
- Huntington High School, Highlander Way,  
Huntington, WV 25701  
304-528-6511
- Logan Branch Office, 130 Stratton St. Suite 231,  
Logan, WV 25601  
304-792-7060
- Mullens Branch Office, 316 Howard Avenue,  
Mullens, WV 25882  
304-294-5653
- Welch Branch Office, 110 Park Avenue,  
Welch, WV 24801  
304-436-3175

## **District 6: Martinsburg**

- Keyser Branch Office, 67 North Tornado Way,  
Keyser, WV 26726  
304-788-2313
- Martinsburg District & Branch Office  
489 Mid Atlantic Parkway, Suite 2  
Martinsburg, WV 25404  
304-267-0005
- Moorefield Branch Office  
151 Robert C. Byrd Industrial Park RD, Ste 3  
Moorefield, WV 26836  
304-538-2701
- Romney Branch Office  
WV Schools for the Deaf and Blind  
301 E. Main Street, Romney, WV 26757  
304-822-4806



# **SATISFACTION SURVEY** (CONTINUED)

## **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 38 includes those who were closed from the waitlist. 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 each of the 167 surveys that were returned. Closure Type of Disability Respondents Percent Sensory 86 59% Mental Health 21 14% Cognitive 14 12% Motor 7 5% Other/Various 21 14% Satisfaction Survey 2021-2022 5 Type 26 can be thought of as a “successful” closure and the other categories represent “unsuccessful” closures. In this sample, 76.6% (128 people) of the responses were received from consumers who successfully completed their rehabilitation plan (Status 26), 4.8% of cases (8 people) were closed in Status 08, 12.6% (21 people) were closed in Status 28, and 6% (10 people) from those in closure Status 30. There were no Status 38 closures in this sample.

## **AGE OF RESPONDENTS**

The respondents were asked to indicate the age group to which they belong. There were 143 surveys returned with age information. Of these, 31 people indicated they were 24 years old or younger. All but 1 of the under-25 group members were Transitioning Youth. Twenty-four people were in the 25 to 50 age group; 68 were between 51 and 70 years old, and 20 people reported being more than 70 years of age. There is a trend over the past few years toward older respondents. Again this year, more than half of the respondents (62%) reported they were more than 50 years old at the time they completed the survey.



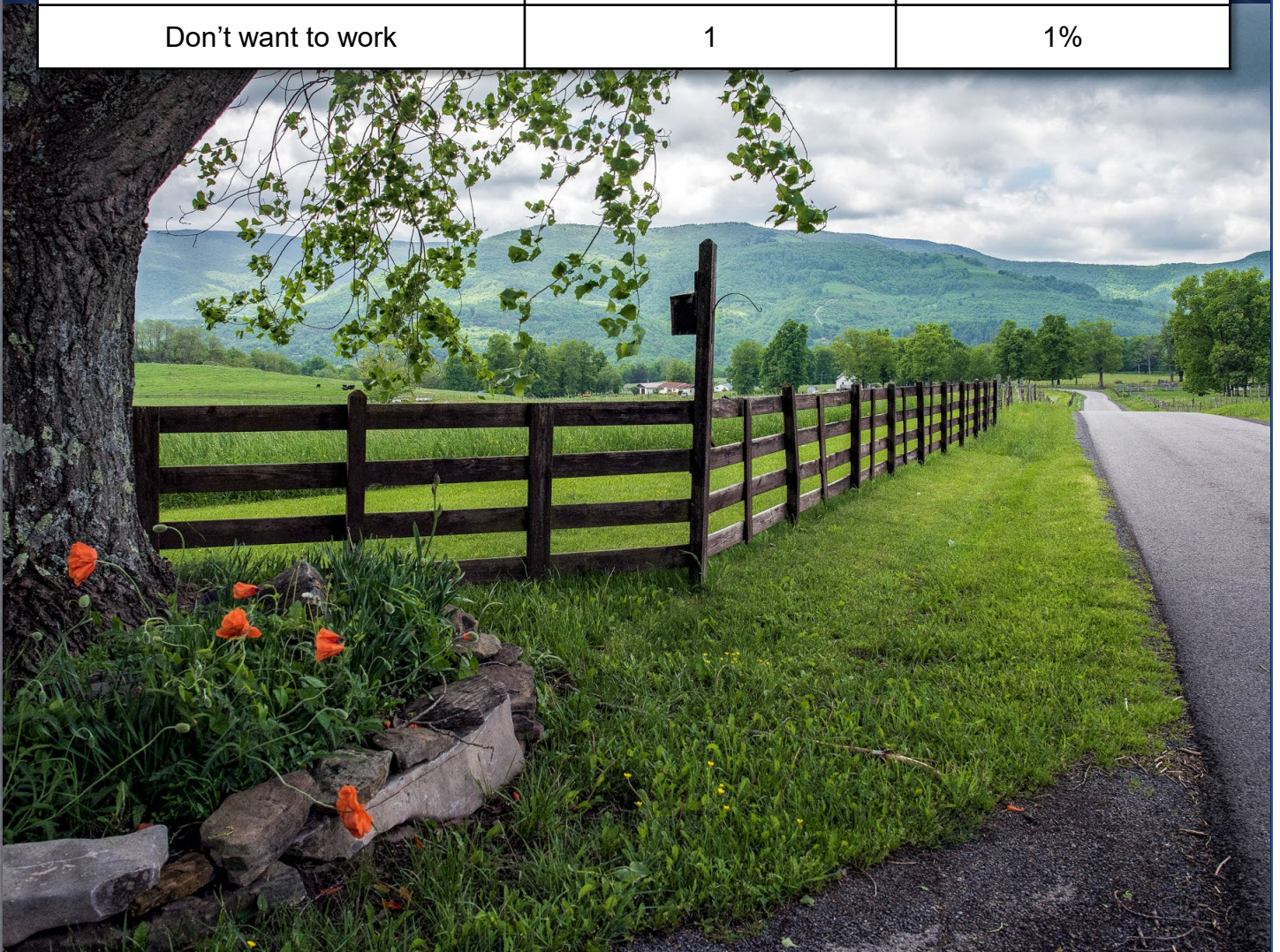


# SATISFACTION SURVEY (CONTINUED)

## WORK STATUS OF RESPONDENTS

There were 147 responses to the item about work status. Of these, 78% reported that they were working at the time of the survey. This represents an increase of 8% over last year. Seven percent of responders were looking for work, 6% said they were unable to work, 5% were in school or training, 3% reported that they were retired, and 1% said that they don't want to work.

WORK STATUS - ADULTS	CONSUMERS	PERCENT
Working	115	78%
Looking for work	10	7%
Unable to work	9	6%
In school / training	7	5%
Retired	1	1%
Don't want to work	1	1%





# SATISFACTION SURVEY (CONTINUED)

## RIGHTS INFORMATION

The consumers were asked to indicate whether or not rights information had been explained to them. There were 142 individuals who responded that at least one right had been explained (85% of the sample). Of these, 42 people (30%) indicated that all rights were explained. Most individuals indicated that they had received several rights explanations. The total number of rights explained was 704. If each of these individuals had been given information about each of their rights, the total would have been 1,136 (142 individuals X 8 issues). The total responses indicate that consumers recalled having been told 62% of the possible rights information.

In the following table, Column 1 lists rights information. Columns 2 and 3 represents the number and percent of individuals who indicated they had received the information. For example, of all the people who reported that they received rights information (142 people), 89% (126 individuals) reported that they were told they have a right to "Participate in developing my plan."

### **Rights Explained to Consumers**

TYPE OF RIGHTS INFORMATION	CONSUMERS	PERCENT
Participate in developing my plan	126	%
Choose how my services were provided	107	89%
Choose who provided my services	101	75%
Appeal any decision about my case	85	71%
Know about all the services that were available	116	60%
Request another DSR counselor	47	82%
Appeal any decision about my services	69	33%
Contact CAP for help in resolving differences	53	49%



# SATISFACTION SURVEY (CONTINUED)

## 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 with each item. They could also select “Not applicable” as an option.

### All Consumers

The table below lists the percent of responders who agreed or strongly agreed with each item and the number of consumers who responded to each item. For example, 94% of the 157 people who responded to Item 1 Agreed or Strongly Agreed with the statement. Overall, there were 9 items rated at or above 80% agreement and 5 rated at 90% or higher. The responders least often agreed that “My DRS counselor helped me identify an appropriate career” (70%) and “My counselor told me about job opportunities” (72%). 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 89% or more of the responders (chart on next page).

Satisfaction Item	% Agree or Strongly Agree			
	2019-2020	2020-2021	2021-2022 #	%
1. The eligibility requirements and process for receiving services were clearly explained by DRS staff.	93%	93%	157	94%
2. My questions were answered clearly by DRS staff.	91%	90%	156	93%
3. My DRS counselor helped me identify an appropriate career.	83%	70%	77	81%
4. My DRS counselor and I developed a plan for employment.	77%	76%	71	80%
5. I was made aware of the steps and my responsibilities to achieve my employment goal.	84%	82%	99	88%
6. My DRS counselor stayed in contact with me, so I knew what was happening with my services.	87%	89%	146	88%
7. I received the services needed to reach my employment goal.	83%	84%	130	88%
8. I am satisfied with the services provided by DRS.	84%	87%	156	88%
9. My counselor treated me with respect.	93%	95%	158	94%
10. My counselor told me about job opportunities.	76%	72%	76	79%
Rating Item	% Above Average or Excellent			
1. How would you rate the accessibility at your local DRS office?	89%	92%	143	94%
2. How would you rate your counselor?	83%	89%	152	93%
3. How would you rate your overall experience with DRS?	79%	88%	150	89%



# **SATISFACTION SURVEY** (CONTINUED)

## **Summary of Consumer Satisfaction Survey**

### **Demographic Information**

This report includes 167 survey responses from people whose cases were closed between September 2021 and August 2022. The responses represent each of the six districts of West Virginia and 42 of the 55 counties in the state. District 3 had the highest level of representation in this sample at 22%. Each of the other Districts represented between 10% and 18% of the responses that were received. Consumers were asked about their disabling condition. Fifty-nine% of the responses were from people who reported having a hearing impairment (up from 50% during the last reporting period). Mental Health impairments were reported by 14% of responders, Cognitive impairments from 12%, and Motor disabilities were reported by 5% of the responders. Other and/or Various disabilities (e.g., Cancer; My hearing, my heart, my lungs) represented about 14% of those who reported their disabling condition. The surveys were sent to consumers whose cases were closed. About 77% of the respondents were in the Status 26 (successful closure) group (up from 68% in the previous report) and the remaining 23% were closed in Status 08, 28, or 30. Typically, a little more than half of the surveys are returned by people whose cases were closed as “successful.” This year, the proportion of successful case closures was much larger than usual. Of the 143 people who provided age range information, 48% indicated that they were between 51 and 70 years of age and 14% were more than 70 years old. There continues to be a trend toward responses from old consumers. The largest age group was the 51- year old to 70-year-old group with 48% of the sample claiming that age range. Seventy-eight percent of the 147 people who provided a work status reported that they were working at the time they completed the survey. It is interesting to note that 17 of the 20 people who were 70 or more years old reported that they were working at the time of the survey.

### **Rights Information**

This year, about 85% of the people in the sample reported that they were given specific Satisfaction Survey 2021-2022 10 information about their rights (or at least 1 right) as a client. Consumers who reported that their rights were explained, most often were told about their right to “Participate in developing my rehabilitation plan” (89%). Consumers reported that they were least often told about their right to “Request another DRS counselor” (33%). Four people wrote comments on the survey related to rights information. These comments were: • It's been so long I don't remember. • I was explained NONE of this!!! • NA on appeal decision. • She explained everything very good!

### **Satisfaction Items**

This year's ratings continue to trend higher year over year. The mean rating across the ten satisfaction items was 88% this year (2021-22) as compared to 86% for 2020-2021, 86% for 2019-20, 80% for 2018-19, 78% for 2017-18, and 76% in the 2016-17 program year. Consumers with hearing impairments who were seeking hearing aids in order to obtain or maintain employment reported very high levels of satisfaction with services. A majority of consumers who responded to the survey this year were older adults who were seeking hearing-related services.





**NCSRC** | National Coalition of State Rehabilitation Councils



## NCSRC MISSION

On behalf of people with disabilities, our national membership coalition will advocate for and work in partnership with the national public vocational rehabilitation system's continual quest for excellence.

## NCSRC VISION

NCSRC will be the premiere national organization of the consumer voice to enhance the employment opportunities of persons with disabilities through the public vocational rehabilitation system.

## NCSRC CORE VALUES

**INTEGRITY** - We are honest and straightforward in all that we do. We treat everyone with dignity and respect. We act responsibly with resources entrusted to us. We are accountable and act in accordance with these values.

**COMMITMENT** – We support the full implementation and enforcement of disability non – discrimination laws, particularly the Rehabilitation Act of 1973, as amended and the American with Disabilities Act of 1990.

**EXCELLENCE** – We trust that customers of public vocational rehabilitation will be empowered to make choices which lead to ultimate independence.

**ADVOCACY** – We will work to educate and inform the public and government policy makers regarding issues affecting people with disabilities

**DIVERSITY** – We will uphold a broad definition of diversity that honors and appreciates disability alongside race, ethnicity, gender, age, sexual orientation, and religion as an integral part of the human experience.

**LEADERSHIP** – We will foster leadership among people with disabilities that upholds excellence, quality and inclusive opportunities.







In November 2005, a handful of people affiliated with their State Rehabilitation Councils (SRC), including West Virginia, shared lunch during the Council of State Administrators of Vocational Rehabilitation (CSAVR) Conference in San Diego, California. The group began considering the benefits and drawbacks of establishing a national organization. Those present were not elite, some were Governor-appointed volunteers serving on their respective Councils; others were staff with the sole responsibility of working for a Council while some were agency staff assigned to provide support to their respective SRC.

There was also diversity in the structure of those Councils – those who were well-resourced while others had no budget. The various states and territories included representation from agencies with Blind and general programs as well as those with combined programs. Despite the notable differences, there was a great deal in common.

That common ground and the power of the collective potential is what led a motivated core of individuals to move forward from brainstorming to organizing. A Board of Directors was formed and with the support of the Rehabilitation Services Administration (RSA) has convened national conference calls of the SRCs on a quarterly basis focusing on topics members have requested to enhance their Councils.

NCSRC provides quarterly free conference calls with topics requested by members. These calls are facilitated by a Board member(s) or guest speaker to provide training, resources and networking for Councils. The topics are posted on the NCSRC website and emails are sent prior to the calls to Council Chairpersons & liaisons to share with their members. These calls are for any SRC member or VR staff person. In addition, the Board of Directors meets on a monthly basis to further the structure and development of the NCSRC.

For the past several years prior to each CSAVR Conference in the spring and fall, the NCSRC has been providing two (2) full days of training for Council members to become more educated, opportunity to network with other states, given outlines of detailed responsibilities and the tools needed to have an effective Council. Attendees offer topics areas in which they would desire more training during conference calls and at each training. The Fall Conference in 2022 was held in San Antonio, Texas. The Spring Conference is held in Bethesda, Maryland along with visits to our representatives on Capitol Hill.





The Saturday SRC sessions are geared toward basic responsibilities of the Council and how to achieve the requirements as in the law. The sessions may focus on strategic planning that may include the drafting of the mission and vision statements, core values, policies and bylaws. The Sunday sessions deal with organizational documents along with the strategic plan goals, understanding the differences in SRCs, forming intricate links for ongoing supports and activities. The conferences normally include meetings with the RSA Commissioner and the CEO of CSAVR and/or their staff to give the SRCs up-to-date information about VR and the impact the SRCs should have.

The result has seen a much firmer foundation which positions SRCs to be more effective within their respective states & territories and as a national entity. Through these training opportunities, SRCs are instructed on their role, obligations and mandates. The people attending help to bridge relationships with other SRCs forming strong peer support, create a strong united voice and access to ongoing information pertinent to their Council.

### **Highlights for NCSRC:**

A formal listserv of all SRC Chairpersons and the liaison for each Council has been maintained along with a secondary list of persons requesting to be notified. This provides a means for immediate information from RSA, CSAVR and NCSRC to be shared. Councils with questions, concerns or needing guidance can submit questions to the Board and those will be shared with the list serve.

The continued maintenance of the Coalition's website. The site is more user friendly and will be maintained by a consultant to assure all data is timely and accessible for our members.

The goal of the NCSRC with the use of the website will be to provide a resource for Councils to find information they may need, request guidance from other states network and territories and to feel connected in achieving their missions and visions. All materials used for training during in person conferences or through Zoom are posted on the NCSRC website for Councils to obtain for their use.

Developed, maintained & disseminated a Guidebook for SRC Chairpersons, Members and Administrators to help SRC's have the tools and resources to conduct their Council's business in a formative and knowledgeable manner. This resource is available on the NCSRC website & has been published and is available for purchase through Amazon or Lulu.





## **Continued Highlights for NCSRC:**

The State Rehabilitation Council – Vocational Rehabilitation Partnership Under WIOA which replaced the 2011 36th Institute on Rehabilitation Issues (IRI): The State Rehabilitation Council – Vocational Rehabilitation Partnership is available on the NCSRC website, published and is available for purchase through Amazon or Lulu.

The NCSRC gave a verbal report of activities during the Spring and Fall CSAVR Conferences.

Continuing to mentor states and territories on the role of the SRC has become increasingly more important and needed.

SRC Training Modules are being recreated to help SRCs have a more detailed orientation and learning resource for members.

Additional SRC will be created and added to the modules being launched in January with information specific for conducting SRC meetings, recruitment, responsibilities and guidelines.

The NCSRC encourages all states & territories to sign the NCSRC Resolution to enrich their Council further. For more information: National Coalition of State Rehabilitation Councils (NCSRC) or [www.ncsrc.net](http://www.ncsrc.net).







West Virginia



State Rehabilitation Council

MEET OUR MEMBERS



# MEMBER ROSTER

## SRC STAFF

Julie Justice, Executive Director  
Charleston, West Virginia

Terry Cunningham  
Culloden, West Virginia

Gregory Epps  
Morgantown, West Virginia

## COUNCIL OFFICERS

Scott Gossard - Chairperson  
Petersburg, West Virginia

Amber Hinkle  
Lewisburg, West Virginia

Brenda Huffman  
Charleston, West Virginia

Cindy Tucker - Vice Chairperson  
Lewisburg, West Virginia

Beverley Jones  
Hurricane, West Virginia

Janet Lintala - Secretary  
Beckley, West Virginia

Brenda Lamkin  
Buckhannon, West Virginia

Bob Gray - Treasurer  
South Charleston, West Virginia

Dr. Julie Norman  
Charleston, West Virginia

## COUNCIL MEMBERS

Pisnu Bua-lam, Director  
Division of Rehabilitation Services  
Nitro, West Virginia

Dan Owen  
Charleston, West Virginia

Sheila Paitzel  
Charleston, West Virginia

Chris Baker  
Ronceverte, West Virginia

Duane Ruggier  
Hurricane, West Virginia

Fred Chandler IV  
Charleston, West Virginia

Rich Ward, WV DRS Liaison  
Spencer, West Virginia

Nancy Cline  
Hurricane, West Virginia

Shawna White  
Fairmont, West Virginia



## COUNCIL MEMBER QUOTES

“

**Chris Baker**

As a member of WVSRC it is a pleasure to serve with dedicated professionals who strive to promote effective and equal services to all individuals with disabilities. I look forward to continuing the work of the WVSRC in the coming years.

”

“

**Fred Chandler**

Being a member of the WVSRC provides me with an opportunity to assist an organization that is always helping individuals live a better life. Helping others has always been a passion of mine and I am very honored to serve on the Council. I look forward to continuing the work of the WVSRC in the future.

”

“

**Nancy Cline**

It is an honor to serve fellow West Virginians as a member of the West Virginia State Rehabilitation Council. This valuable work gives me the opportunity to connect the efforts of the WVDRS, other state entities, and the WVDE.”

”

“

**Terry Cunningham**

It is an honor for me to be appointed to the WVSRC and I am looking forward to working with this terrific corp of folks in 2023!

”

“

**Greg Epps**

It is an honor to serve on the West Virginia State Rehabilitation Council. It is a privilege to work with this outstanding and committed council. We have our members, who truly care about the well-being of all citizens of our state and appreciate the opportunity to serve with them.

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**Scott Gossard**

I have served on the Council for years and have always considered it a good use of my time. It's an honor working with the Division of Rehabilitation Services, for whom we advise, as they are easy to work with and so committed to helping people overcoming their personal challenges to obtain meaningful employment.

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**Bob Gray**

Working with the State Rehabilitation Council is very rewarding work. To some extent, we are providing a voice for those who are not often heard.

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**Amber Hinkle**

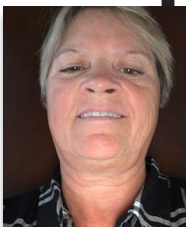
Serving on the WVSRC continues to be rewarding for me. There is always something new to learn to better serve the community of job seekers. The cooperation between the Council and the WV Div. of Rehabilitation Services is invaluable.

”

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**Brenda Huffman**

The partnership between the WV DRS staff and the Council is unique in the sharing of information, working relationship and the excellent rapport demonstrated throughout the year. Being a member of this team is an invaluable experience helping to shape & enrich the lives of West Virginians.

”

“

**Beverley Jones**

I have the honor to be the WVSILC representative for the SRC. I have enjoyed the relationship between the two Councils. I look forward to continuing working with the SRC as the WVSILC representative in the new year.

”



## COUNCIL MEMBER QUOTES



**Brenda Lamkin**

Representing WV Parent Training and Information, I am honored to be a member of the WV State Rehabilitation Council. It is exciting, as the WVPTI Director and as the parent of a young adult with a disability, to learn about the services available students and the parents.



**Duane Ruggier**

It is always an honor to serve on the WV State Rehabilitation Council to help those with disabilities stay employed or seek employment.



**Janet Lintala**

Being part of such a diverse and dynamic group is exciting. We continue our SRC mission to enable those with disabilities to work and live independently. I share a united vision that every person can be a happy productive member of their community.



**Cindy Tucker**

My years associated with the State Rehabilitation Council have been an excellent opportunity to learn and grow both professionally and personally. This time has also allowed me to have input into service delivery to West Virginians with disabilities.



**Julie Norman**

As the Executive Director of the Workforce Development Board of Kanawha County, I understand the imperative for every citizen of West Virginia to have an equal opportunity to succeed, including people with disabilities and other barriers.



**Rich Ward**

In my role as the Division of Rehabilitation Services liaison to the State Rehabilitation Council (SRC), it is an honor to be a part of the important work that we do together.



**Dan Owen**

I strongly believe that individuals with disabilities should have an equal opportunity to achieve their employment goals. Serving on the West Virginia State Rehabilitation Council is a privilege. Together we can help make sure our programs are more effective.



**Shawna White**

As the representative from the Client Assistance Program on the Council, I strive to give a voice to those who receive services from the Division of Rehabilitation Services as well as unserved populations



# JOINING THE SRC

The Council is made up of a minimum of fifteen (15) members and no more than twenty-six (26) members, comprised of both voting and non-voting (ex-officio) status. The majority of our members must be persons who self-identify as having or represent someone with a disability. The membership *must* include representatives from the following:

- Disability and advocacy organizations
- Business, industry, and labor
- Community rehabilitation service providers
- Client Assistance Program
- Vocational Rehabilitation/Visual Services Counselors
- Current or former consumer of DRS Services
- Parent Training Information Center
- State Board of Education
- State Workforce Investment Board
- Statewide Independent Living Council
- Director of DRS

According to the law, there must be this balance to reflect our State's diversity. The Council continuously accepts applications for membership from interested citizens. Those applications which meet the specific areas required are reviewed by the Council and then forwarded to the Governor's Office for appointment. Members of the Council serve at the will and pleasure of the Governor of West Virginia. Members may not be employed by WV SRC or the State of West Virginia.

Members may serve no more than two (2) consecutive three (3) year terms. Attendance at the meetings is expected. If a member has two (2) consecutive absences, a letter of explanation may be requested, and resignation may follow. The Council meets four (4) times a year ~ January, April, July & October. There are various committees of the Council which may require additional time spent on those specific functions.

Members will receive reimbursement for approved reasonable and necessary Council expenses as needed to support their active participation at business meetings and other related functions. This may include travel, meals, lodging, registration for meetings and personal assistance services.

Applications are due to the WV SRC by May 31<sup>st</sup> yearly. Anyone meeting the required areas for membership, may fill out the attached form or request an application by contacting the WV SRC office at (304) 356-2089 or (800) 642-8207 or email [julie.e.justice@wv.gov](mailto:julie.e.justice@wv.gov) for more information.



**WEST VIRGINIA STATE REHABILITATION COUNCIL**  
**Section 105 (a) of the Rehabilitation Act of 1998, as amended**

***Nomination for Gubernatorial Appointment***

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

City \_\_\_\_\_ County \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Day Phone # \_\_\_\_\_ Evening Phone # \_\_\_\_\_ Cell Phone # \_\_\_\_\_

Fax # \_\_\_\_\_ Email Address \_\_\_\_\_

**\*My disability is:** \_\_\_\_\_ **\*Sex** \_\_\_\_\_ **\*Race** \_\_\_\_\_

***\*This information is voluntary and is requested only to assist the nominating committee in ensuring diversity on the Council.***

The Rehabilitation Act requires that individuals with disabilities who are not employees of the Division comprise at least a majority of the Council membership.

While the disclosure of a disability is not mandatory, it is very helpful in the selection process. Under the Rehabilitation Act, the following definition of "an individual with a disability" applies for purposes of disclosure ~ "any person who has a physical or mental impairment which substantially limits one or more of such person's major life activities, or has record of such impairment, or is regarded as having such an impairment."

Members of Council mandated for appointment by the Governor that are subject to the nomination process are listed below. Please check all that apply:

- \_\_\_\_ Representative of a parent training and information center
- \_\_\_\_ Representative of a community rehabilitation service provider
- \_\_\_\_ Individual representing:
  - \_\_\_\_ business
  - \_\_\_\_ industry
  - \_\_\_\_ labor
- \_\_\_\_ Representative of disability advocacy groups representing a cross-section of:
  - \_\_\_\_ Individuals with physical, cognitive, sensory and mental disabilities
- \_\_\_\_ A representative of an individual who has difficulty in representing themselves or is unable due to their disability to represent themselves
- \_\_\_\_ Individual who is a current or former applicant of, or recipient of Vocational Rehabilitation
- \_\_\_\_ Representative of the State Workforce Investment Board
- \_\_\_\_ Other (please explain) \_\_\_\_\_



***Experience & Qualifications (you may attach sheet with additional information):***

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***I am interested in serving on the Council because:***

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***References:***

Name	Address/Organization	Daytime/Cell Phone

**Questions regarding the Council or the application process may be directed to:**

WV State Rehabilitation Council  
10 McJunkin Road  
Nitro, WV 25143

You may contact us at:  
Telephone: (304) 356-2089 or 1-800-642-8207  
Fax: (304) 759-0706  
Email: [Julie.e.justice@wv.gov](mailto:Julie.e.justice@wv.gov)

***I certify that the information I have given in this application is true and accurate  
to the best of my knowledge:***

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



# Acknowledgements



The WV SRC would not be as successful and knowledgeable without the relationship, guidance and expertise of the leadership and staff of the Agency. We are grateful for the continuous Agency information you give us, Agency presentations, involvement in State and National events, inclusion with CSAVR and your support for our role with the NCSRC. We are grateful to each of you for providing us the opportunity to be recognized as a national model, mentor and pacesetter.



Special thanks to:

- Pisnu Bua-lam, WV DRS Director
- Zeke Hampton, WV DRS Deputy Director
- Michelle James, WV DRS Chief Financial Officer
- Julie Daff, WV DRS Program Manager
- Rich Ward, WV DRS Program Specialist and Liaison to WV SRC



**West Virginia**  
**SRC**  
State Rehabilitation Council







**Office Location &  
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10 McJunkin Road  
Nitro, WV 25143

**Phone:**  
(304) 356-2089 | (800) 642-8207  
**Fax:** (304) 759-0706  
**Email:** [julie.e.justice@wv.gov](mailto:julie.e.justice@wv.gov)

[www.wv-src.org](http://www.wv-src.org)



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2022 ANNUAL REPORT