

REPORT OF
SURVEY FINDINGS

Consumer Satisfaction

SEPTEMBER 2021 THROUGH
AUGUST 2022

WEST VIRGINIA
STATE REHABILITATION COUNCIL

PREPARED BY
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CONSUMER SATISFACTION SURVEY (SEPTEMBER 2021 – 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 211 surveys were returned. Of those, 49 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, four Districts each represent between 14% to 17% of the total. One of the six districts represented about 13% of responses and one was above the expected percentage at nearly 23%. The respondents were asked the county in which they live. There were 183 individuals who reported county information. There was at least one response from 47 of the 55 counties.

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

	Number of responses	Percent of total responses received
District 1	35	16.59%
District 2	35	16.59%
District 3	48	22.75%
District 4	36	17.06%
District 5	30	14.22%
District 6	27	12.80%

District 1: Boone (3 responses), Calhoun (0), Clay (0), Jackson (3), Kanawha (15), Mason (0), Putnam (3), Roane (2) Unknown (10).

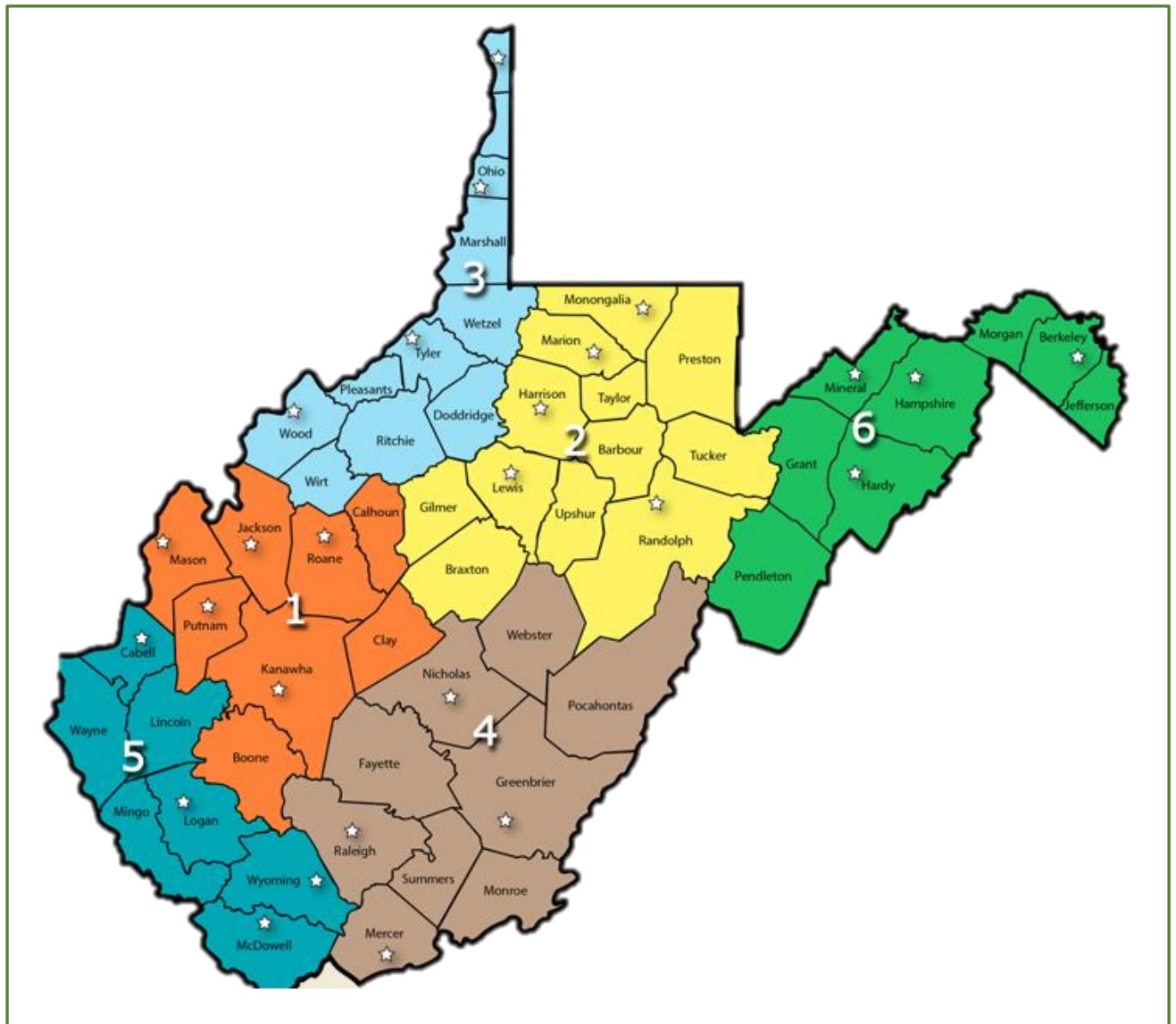
District 2: Barbour (1 response), Gilmer (1), Harrison (4), Lewis (0), Marion (2), Monongalia (5), Preston (0), Randolph (7), Taylor (2), Tucker (0), Upshur (4), Unknown (9).

District 3: Brooke (5 responses), Doddridge (0), Hancock (5), Marshall (5), Ohio (11), Pleasants (0), Ritchie (2), Tyler (2), Wetzel (2), Wirt (0), Wood (7), Unknown (3).

District 4: Braxton (0 responses), Fayette (5), Greenbrier (1), Mercer (6), Monroe (5), Nicholas (1), Pocahontas (1), Raleigh (8), Summers (4), Webster (2), Unknown (3).

District 5: Cabell (9 responses), Lincoln (1), Logan (1), McDowell (5), Mingo (1), Wayne (7), Wyoming (2), Unknown (7).

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



WV DRS Districts

Type of Disability.

The consumers were asked to indicate their disability. There were 184 people who listed a disabling condition (e.g., Dyslexia) or a description of their disability (e.g., Unable to focus and understand). There were 113 people who reported having a Sensory disability (10 of whom had vision/blindness problems and 1 disability related to speech—all others were hearing related); 20 people reported Mental Health impairments; 18 people reported a Cognitive impairment, 10 people had a Motor-related disability; and 23 people had Other/Various disabling conditions (e.g., cancer, diabetes, vision with short-term memory problems). Only one person in the Transitioning Youth group reported a Hearing-related disability (compared to 103 in the other group) and 15 Transitioning Youth reported having a cognitive impairment (as compared to 3 in the other group).

Percent of responders by type of disability.

Type of Disability	Respondants	Percent
Sensory	113	61%
Mental Health	20	11%
Cognitive	18	10%
Motor	10	5%
Other/Various	23	13%

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 211 surveys that were returned. Closure Type 26 can be thought of as a “successful” closure

and the other categories represent “unsuccessful” closures. In this sample, 77% (163 people) of the responses were received from consumers who successfully completed their rehabilitation plan (Status 26), 5% of cases (11 people) were closed in Status 08, 12% (25 people) were closed in Status 28, and 6% (12 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 183 surveys returned with age information. Of these, 35 people indicated they were 24 years old or younger. All but 1 of the under-25 group members were Transitioning Youth. Thirty-one people were in the 25 to 50 age group; 91 were between 51 and 70 years old, and 26 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 (64%) reported they were more than 50 years old at the time they completed the survey.

Work Status of Respondents.

There were 187 responses to the item about work status. Of these, 77% reported that they were working at the time of the survey. This represents an increase of 8% over last year. Nearly 6% of responders were looking for work, 6.42% said they were unable to work, 3.74% were in school or training, 6.42% reported that they were retired, and less than 1% said that they don't want to work.

Work Status	Consumers	Percent
Working	144	77.01%
Looking for work	11	5.88%
Unable to work	12	6.42%
In School/Training	7	3.74%
Retired	12	6.42%
Don't want work	1	.53%

RIGHTS INFORMATION

The consumers were asked to indicate the rights information they were given. There were 183 individuals who responded that at least one right had been explained (87% of the sample). Of these, 58 people (32%) indicated that all rights were explained. Most individuals indicated that they had received several rights explanations. The total number of rights explained was 928. If each of these individuals had been given information about each of their rights, the total would have been 1,464 (183 individuals X 8 issues). The consumers recalled having been told 63% of the possible rights information.

In the following table, Column 1 lists rights information. Columns 2 and 3 represent the number and percent of individuals who indicated they had received the information. For example, of the people who reported that they received rights information, 89% (163 individuals) said they were told they have a right to "Participate in developing my plan."

Rights explained to consumers.

Type of rights information	Consumers	
Participate in developing my plan	163	89%
Choose how my services were provided	141	77%
Choose who provided my services	133	73%
Appeal any decision about my case	111	61%
Know about all the services that were available	149	81%
Request another DRS counselor	67	37%
Appeal any decision about my services	92	50%
Contact CAP for help in resolving differences	72	39%

Four people wrote comments related to the Rights Information question. These comments were:

- I was explained NONE of this!!!
- It's been so long I don't remember.
- NA on appeal decision.
- She explained everything very good!

SATISFACTION ITEMS

The consumers were asked to rate their agreement with a series of 13 statements about their interactions with DRS, and about the office, their counselor, and the services received. They used Likert-type scales to indicate whether they Strongly Agree, Agree, Disagree, or Strongly Disagree with each item.

Satisfaction Item	% Agree or Strongly Agree			
	2019 - 20	2020- 21	2021-2022	
			#	%
1. The eligibility requirements and process for receiving services were clearly explained by DRS staff.	93%	93%	199	94%
2. My questions were answered clearly by DRS staff.	91%	90%	199	93%
3. My DRS counselor helped me identify an appropriate career.	83%	70%	99	83%
4. My DRS counselor and I developed a plan for employment.	77%	76%	88	83%
5. I was made aware of the steps and my responsibilities to achieve my employment goal.	84%	82%	122	89%
6. My DRS counselor stayed in contact with me, so I knew what was happening with my services.	87%	89%	185	89%
7. I received the services needed to reach my employment goal.	83%	84%	164	90%
8. I am satisfied with the services provided by DRS.	84%	87%	199	90%
9. My counselor treated me with respect.	93%	95%	200	94%
10. My counselor told me about job opportunities.	76%	72%	91	80%
Rating Item	% Above Average or Excellent			
1. How would you rate the accessibility at your local DRS office?	89%	92%	183	95%
2. How would you rate your counselor?	83%	89%	194	94%
3. How would you rate your overall experience with DRS?	79%	88%	191	91%

The table above lists the percentage 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 199 people who responded to Item 1 Agreed or Strongly Agreed with the statement. Overall, each of the items were rated at or above 80% agreement and 8 were rated at 90% agreement or higher. Consumers least often agreed that “My counselor told me about job opportunities” at 80% agreement. The level of agreement is slightly higher this year than in the previous 2 years. This may be due, in part, to the high percentage of older adults with hearing loss who requested and received assistance with hearing aids.

Open Ended Items

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

The consumers identified the DRS service or services they found helpful. There were 170 responses to this question. Of these, 16 people reported that “all” of the services were helpful. Another 13 people said that none of the services were helpful, that they were waiting for services, or that they did not receive any services. The remaining responses could be categorized as Hearing-related services (75), Education/Training-related (15), Employment-related services (11), Accommodation/Modification/AT related (9), Access/Process-related services (9), or Other/Various services (22). These comments are listed on the subsequent pages.

Hearing-related services:

- A friend told me about your program. I am a widow who still works and was so happy that this is a service who helps people who are employed! I needed hearing aids and the ones you provided are so wonderful!
- Aid with hearing aid cost. I wouldn't have been able to afford them as they are very expensive.
- Assistance with hearing aids.
- Assistance with paying for my new hearing aids.
- Assisting in purchasing hearing aids.
- Being able to get hearing aids.
- Cardiac Rehab and hearing aid.
- DRS offered to buy me hearing aids at a reduced rate. This was due to my growing hearing loss.
- Financial assistance for hearing aids.
- Finding right aids for my hearing.
- Getting a hearing aid through the agency helped him doing jobs.
- Getting hearing aids.
- Getting my hearing aids so I was able to hear to do my job.
- Getting new hearing aids also getting new glasses.
- Hear aids.

- Hearing aid assistance. (X 2)
- Hearing aids to help with my hearing.
- Hearing aids. (X 24)
- Hearing aids. Glasses.
- Hearing and vision services are needed and must continue.
- Hearing assistance. (X 2)
- Hearing.
- Help getting hearing aids.
- Help with getting hearing aids.
- Helped get hearing.
- Helped me get hearing aids to perform my current job more effectively.
- Helping me acquire hearing aids.
- Helping to get hearing aids.
- Helping with updated hearing aids.
- His hearing is what we dealt with. They were great!
- Helping me get my hearing aids.
- I was able to obtain hearing aids to help me perform my job better and in a safer manner.
- I was able to receive hearing aids which drastically enhanced my quality of communication.
- I was granted assistance with purchasing a hearing aid.
- My loss of hearing.
- Obtaining hearing aids.
- Payment for hearing aids.
- Payment of hearing aids.
- Providing money to replace my hearing aids.
- Qualifying for hearing aid device.
- The ability to obtain hearing aids that I so needed to be able to do my job well.
- The hearing aid helped greatly.

- The hearing aid program was explained by DRS representative. She was excellent and explained each step.
- The help they gave me to be able to get my hearing aids.
- The purchase of my hearing aids.
- They assisted in providing hearing test and hearing aids.
- They helped me obtain hearing aids they were needed for my job.
- To get hearing aids.
- To obtain hearing aids. (X 2)

Education/Training-related Services:

- Aid with tuition and supplies cost.
- Aids in classrooms.
- Allowed me to train and understand what I need on my future job.
- Assistance with college expenses.
- Assistance with tuition.
- Basic job training.
- College assistance.
- Driver education.
- DRS provided me with a laptop, IPADPro, and a printer as I began college. [Counselor] set all that up and it was very helpful.
- Educational.
- Helping me get my education for my career.
- Higher education grants.
- I found the training service to be the absolute most helpful.
- Paying for school
- Tuition/textbook assistance.

Employment-related services:

- Appt and way to find a job.
- Contacting my employer when I needed extra help.
- Developing career plan.
- Developing employment.

- Doing what it takes to keep me in my current job and having a better quality of life.
- Exploring different possible job opportunities.
- Goals and planning for a career.
- Job finding.
- Since I have no transportation, my counselor was very helpful in providing a bus pass to and from the temporary employment with Goodwill.
- The steps to get a job.
- They helped me get one temporary job.

Accommodation/Modification/AT-related:

- Assistance with modification so that I could continue working.
- Assistive technology
- Buying what I need to keep working.
- Driving with hand controls.
- Getting letters for my schooling. This made tests easier.
- Hearing aids and stethoscope magnified.
- Laptop and printer.
- The help in building the computer and the technology of the computer.
- Vehicle mods.

Access/Process-related:

- Easy to get an appt.
- Everything. I'm glad for being able to apply at DRS and, if needed, I'll apply again for help.
- Explaining things that's available when I'm ready to go to school.
- Finding resources I didn't know existed.
- Helping me obtain the services I needed.
- Participating in development of my plans.
- Referral to other services.
- The diagnostic and correction services provided through local (approved) providers.
- Waiver services.

Other/Various:

- Advocacy.
- Classes- job assistance.
- Counseling.
- Financial assistance.
- Getting assessment.
- Hands-on evaluation of driving ability.
- Help with payment of college and new hearing aids.
- Knowledge and financial assistance.
- Making arrangements with providers on my behalf.
- Medicaid and therapy. Eyeglasses. Job training.
- OT and talk therapy
- Providing technology. Deferring scholarships for a semester if needed.
- Questions answered clearly.
- Sight manipulatives
- Sponsorship for college and allowing me a budget to obtain professional clothes for work.
- Summer camps and financial assistance.
- TBI program.
- The support and encouragement my counselor gave me.
- Therapy extension.
- They helped me get a new leg.
- Visions
- Yes.

All services were helpful:

- All (X 4)
- All of it seemed helpful.
- All of their services were helpful.

- All of them.
- All services were very helpful.
- All that pertained to my case.
- All were helpful. [Counselor] was the best and great to work with.
- Everyone was most helpful from answering the telephone to completing my case.
- Everything they did.
- Everything.
- Honestly I received amazing support through all of it.
- I have been provided services off and on by WVDRS for over 40 years. All of the help has been greatly appreciated.
- They are all helpful.

No services were helpful:

- Have never been offered anything!
- I never started receiving services.
- NA (X 4)
- None really.
- None. (X 4)
- None. My counselor was very nice though.
- None. Supposed to pay for therapy. The one thing that could have helped.

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

One hundred fifty-three people responded to this question. Of these, 114 said they had no additional service needs or that all of their needs were met. Comments from people who said they had no additional needs include:

- All my needs were met.
- All needs were addressed by my counselor.
- DRS has over the years provided assistance with my hearing loss, my education, my career, and have been there for everything.
- I needed to have my hearing evaluated. I have no needs that were not addressed by my counselor.
- I was helped with what I needed at the time.
- My only need was my hearing loss and you addressed that.
- They were all addressed.
- Through the DRS I was able to get exactly what I needed. Wasn't left wanting for anything.

The rest of the comments could be categorized as Employment needs (8), Education (5), Communication (4), and Other/Various needs (22). These comments follow.

Employment needs:

- Found my own job.
- I got zero assistance with finding internships or employment opportunities because I did not receive financial assistance.
- I wanted supports in identifying and requesting reasonable accommodation. I wanted supports during stressful and times of transition to retain a job.
- I wish there were more accessories to help in the workplace with communication.
- My leg gave out sometimes. I need to find a job. They didn't help.
- Needed help getting a job.
- Possibly changing careers.
- The proximity of local employment.

Education needs:

- Ability to pay for school. It is based on parents but I'm on my own.
- Assistance with college tuition. Wasn't informed of time limits and I missed out on a lot of assistance that should have been available to me. My mom constantly emailed for info on what was next to do and we felt left in the dark.
- I can't say not addressed but I have found out recently that they can also help with tuition.
- I needed help filing a FASFA and getting into college.
- Living cost while enrolled in school.

Communication needs:

- I wish that my counselor would check in with me more often.
- Information regarding mental health services.
- Was not always available to get in contact.
- Work more with one on one with people who has disabilities.

Other/Various needs:

- Bathroom and back door.
- Birth certificate.
- Correcting loss of hearing that affected my job.
- DRS need more [unreadable] to entice this with employers.
- Financial.
- Hearing aid equipment.
- Hearing aids.
- I am at a rehab facility. The doctor who was supposed to test me changed my appointment time the day before and my routes to recovery driver made me 10 min late and the doc refused to see me.
- I think it would have been helpful for DRS to set me up with support for my anxiety such as counseling.
- I was told by my worker that my eye visit would be paid for as my initial visit. I never received a penny!
- 1. Did not meet my accommodations for work. 2. No training. 3. Failure to coordinate with work place.

- A bunch!
- Continue education and getting good job.
- Having the additional hearing check while I was disabled. And would not consider anything.
- Honestly it was me. I have horrible anxiety and trying to finish my senior year to try to work to get 280 hours of service done.
- I don't know who DRS is, as far as I know no one in DRS help me in any way.
- I received no services although my medical condition was eligible. I submitted personal medical records and made trips to the office only to be told I don't qualify because my parents work.
- Lack of transportation, lack of funds for updated equipment for stay-at-home work.
- None were addressed at all.
- None yet.
- Other achievements and options for rehabilitation.
- Vision

HOW COULD THE DIVISION OF REHABILITATION IMPROVE SERVICES?

There were 118 responses to this item. Of these, 69 people said that they had no suggestions or that they were satisfied and/or no improvements were needed. For example:

- Am happy with their services.
- Can't think of anything.
- Everything was excellent
- Excellent services.
- For me, I don't see any improvements needed.
- Great experience-- no changes.
- Great service. Continue doing good things.
- I don't see any need for improvement.
- I don't see need for improvement.
- I was satisfied with my experience with WV Rehab!
- I was satisfied.

- No suggestions at this time.
- Perfect just the way it is!
- Positive experience.
- Satisfied with services.
- The services are great.
- The services I received were excellent-- no improvement needed.
- They are and were already good.
- They are wonderful. I so greatly appreciate all that was done for me.
- They done a great job.
- They have been incredibly helpful.
- They just need to continue what they are doing.
- They were above my expectations.
- They were great. No need for improvement.
- They were very helpful to me.
- Was satisfied with services.

There were 49 suggestions for improvements. These comments could be categorized as Process (21), Communication (14), Staffing (8), and Advertising (8). These comments follow.

Process:

- Check outside services for job assistance to verify charges compared to service rendered.
- Do something/anything to help people like me find opportunities. The help I needed wasn't financial but consultative and help setting up interviews, etc. I was never able to get even a summer job while in college despite applying and interviewing.
- Ensure client's needs are met at regular intervals.
- Faster service.
- Help provide services to cover the cost of living while enrolled in school.
- Helping me and others with learning how to work for food services and other employment.
- Leave case open forever.
- More [unreadable] choices.

- More hands on.
- More places to get hearing aids.
- More programs and opportunities.
- More time in a case.
- My counselor was awesome and very helpful. Maybe try to speed up response time.
- Needs more funding-- great program.
- Not base on parent's income.
- Offer more money on college books. Help find resources like babysitting.
- Provide a much quicker service to those of us that use the DRS service for various needs like you did years ago.
- Provide more resources between branches to assist in finding careers for applicants
- Secure more funding.
- Stop discriminating against taxpayers whose families work and pay taxes.
- They could allow more training hours per day.

Communication:

- Be being a whole lot friendly with the people they serve.
- Being able to set an appointment with my counselor without having to do so in advance because I don't have a telephone.
- By explaining their connection with me instead of a blind survey. I'm still in high school in the 11th grade.
- Counselors need to communicate more. I only heard from mine twice a year.
- Covid measures were hard on me being hard of hearing and not able to read lips.
- Disclosing option pipelines.
- Encourage and not discourage or put limitations on people when they know what they are capable of and already proved so in the past. Disabilities are only limited if we think so in our own minds! That is called will and determination.
- Have counselors available more often.
- Having the counselors check in more often and alert me on possible jobs.
- I had a very hard time getting a call back and transfer to 2 different agencies at first for 3 weeks.
- I had several changes in who my counselor was which was a little confusing at times but I got services for a long time, so that is pretty reasonable.
- Make appointments more quickly.

- My disability is vision related. My counselor never met with me face-to-face but communicated by mail which was not conducive to my issues.
- Stay more in touch with the working people. I was working and missed phone calls.

Staffing:

- Do your job right! Get rid of [counselor name]. Because of her I received no help!
- Fire Service Coordinators.
- Get more like [Counselor].
- Have more staff to help in class or more hours in class.
- Hire competent intake psychiatrists.
- Hire more workers so they can complete paperwork more timely.
- Keep hiring great counselors like [name, name, and name].
- Worker be knowledgeable and helpful.

Advertising:

- Advertise this service more.
- Advertise more.
- Go into the schools and talk to kids as a group.
- I think that Division of Rehab needs to be more advertised as to what help they can provide to people with needs.
- Maybe let the public be more aware of the services provided.
- Maybe making their services more available to the public. I have friends with hearing issues who had no idea about the services DRS offers.

DO YOU HAVE ANY OTHER COMMENTS?

There were 87 responses to this question. They could be categorized as Positive Comments (68), Negative Comments (9), or Explanations/Suggestions (10).

Positive Comments:

- [Counselor] and staff are super!
- [Counselor] was an awesome and helpful counselor. He helped my family in getting new hearing aids. He made the process as simple as possible.
- [Counselor] was awesome! Very polite, very professional!
- [Counselor] was my counselor for the majority of my time with DRS. She was amazing, empathetic, and treated me like family. Transitioning to a new counselor was hard but DRS made my transition easier.
- [Counselor] was so helpful throughout my time with DRS. I can't say enough wonderful things about her.
- [Counselor] was very helpful and friendly any time I had questions. She's the best.
- [Counselor] was very helpful and professional.
- [Counselor] was very helpful! I love my new hearing aids.
- [Counselor] was with me through the whole process-- no problems.
- After getting things going it went much better and everyone kept up on getting appointments and they called to check up often and were courteous. She had just got married, she didn't refer me out to anyone-- 2 weeks getting back and had new name and everyone confused.
- Case worker was [name]. Even with her illness, she stayed in touch. Kind and very helpful.
- Covid slowed things down but my counselor was great.
- Division of Rehabilitation in Princeton office was professional, prompt, and efficient in providing services. [Counselor Name] was outstanding!
- DRS help me get hearing aids so I could keep truck DOT physical good and help me hear people while I was working. I want to work driving truck. Thank you very much. Been driving all my life-- 38 years.
- Everything was great!
- Great job!
- Great people. Got the help I needed in my time of need.
- Had an overall great experience. No complaints!
- Help with developing my plan and carrying it out to get a job.

- I am overjoyed as to the help that I received through DRS. I am so thankful and blessed for their service. Thank you!
- I am so grateful for the help I received.
- I am so thankful that programs like this exist. I am so grateful to get my school paid for. Thank you.
- I am thankful that DRS was there to provide me with hearing aids. It took a huge financial burden off me. Thank you very much.
- I am very happy for the help I got. I can now hear so much better at work.
- I am very thankful for the services they helped me with. Thanks again!
- I had a great experience and an excellent counselor.
- I had a very positive experience!
- I have my confidence back. I can hear my clients when they are talking. DRS is a Godsend. Thank you.
- I really appreciated being referred to DRS for this service.
- I so appreciate the helpfulness, expertise, and friendliness of my counselors. Thanks!
- I thank you for all you done. My life is better now and safe and I can continue to work.
- I truly appreciate everything DRS has done for me. Thank you!
- I was pleased for the help. I was able to get new hearing aids was so helpful and kind. I would recommend.
- I was very satisfied with my services.
- I'm grateful.
- It was a very beneficial program.
- Just that I will always be very grateful for WVDRS. Thank you.
- My case worker at the Wheeling office went above my expectations. She was so efficient and followed up with me to make sure I was taken care of! Really appreciate your service!
- My counselor was an excellent representative for DRS.
- My counselor was excellent.
- My counselor was great; very informative and helpful.
- My counselor was very helpful.
- My counselor was very informative and helpful. Polite and kept in touch. She answered my questions and tried getting me a job or training.
- My DRS counselor was wonderful to deal with.

- My representative was kind and thorough. She helped me so much and stayed in touch! Thank you.
- My services were done very well. No complaints.
- Nope. Great job!
- Nope. Thank you!
- Only to again extend my appreciation to the agency and the staff who assisted me. Excellent in every regard.
- Staff is super, very personable, and attentive!
- Staff was very helpful and friendly.
- Such a wonderful program and people. Thank you!
- Thank you for everything.
- Thank you for helping me address my medical issue. I really needed the help that was provided.
- Thank you for providing this service for people. Staff was great.
- Thank you for your services. My hearing was/is so severe working is now possible and life has become more meaningful. My quality of life has improved.
- Thank you so much! My new prosthesis is great!
- Thank you. (X 2)
- Thanks for the service.
- Thanks!
- The people in the Clarksburg office was wonderful in every way.
- This is my second experience and I have been perfectly satisfied with the services I received.
- Very satisfied.
- Very thankful for all the help.
- Want to thank you all very much for my hearing aids. So amazing to be able to hear. Very appreciated!
- Would recommend DRS to family and friends. Very helpful and respectful.
- Yes. This is a wonderful place to help people in need. I am so glad that they helped me. Now I can continue to do my work.

Negative Comments:

- I did not find the UH or stopping services while recovering from stress and mental health crisis helpful.
- I left my cell phone number because I just got a phone 2 days before so that someone could get in touch with me and no one did. They just closed my case.
- I personally owe my therapist for service you refused to pay. So I can't see my therapist of 20 years because of YOU! That is why I closed my case. The one thing you could have done to help you screwed up!
- I was trying to get help to get hearing aids and I wasn't approved for them. I'm going for another hearing test this month because my hearing is bad. The counselor I had asked another client I know why so many people from our town apply for hearing aids and lifts. That's not information she should share with anyone else.
- In my experience DRS is a useful government agency that is a waste of tax dollars. I am very resentful to DRS because DRS could have helped.
- My counselor was very nice but he did not call me back about my FASFA.
- The assessment therapist I saw was completely ignorant to my concerns about having autism. He was extremely wrong about autism in general and how it presents in women and high-functioning people. I did not feel listened to at all.
- Very discouraging experience! Was told I could never make it in college and I made the Deans list at Bluefield my 1st semester!
- You were my last hope. Now that is gone too!

Explanations/Suggestions:

- Difficult individual to place with very specific needs. Lack of available services/placement in area. Also, individual unable to maintain work routine due to mental illness.
- During pandemic-- most done by phone.
- Encourage counselors to support client's dreams/desires.
- I need help with bathroom where tub is and back door. Call 2 other times to talk to her about hearing aid received. Them work good. Talk to her about bathroom and back door. She said did not do this anymore. I left a message, thought my case was still going on.
- I was already working so I didn't need help with job placement.
- I wish I had the hearing aids now.
- I would love to be open another case opportunity with if at all possible. I'm in need of assistance badly, am unemployed, and have zero income.

- More help with Grad school.
- More people need to know that services are available.
- Not too bad, not too good. Better than before. Less talk and more service.

SUMMARY

Demographic Information

District and County. Each survey was returned with the District information intact. This year, the number of responses returned for each District was more similar than the usual distribution. Four Districts each represented between 14% to 17% of the total and the outliers represented about 13% of responses versus about 23% of the returned surveys. There were 183 individuals who reported county information with at least one response from 47 of the 55 counties.

Type of Disability. Of the 184 people who listed a disabling condition 61% (113 people) reported having a Sensory disability. Ten reported vision/blindness problems and 1 disability related to speech—all others were hearing related. Only one person in the Transitioning Youth group reported a Hearing-related disability and 15 Transitioning Youth reported having a cognitive impairment (as compared to 3 in the other group).

Type of Closure.

The Closure Status was obtained for each of the 211 surveys that were returned. In this sample, 77% (163 people) of the responses were received from consumers who successfully completed their rehabilitation plan (Status 26), 5% of cases (11 people) were closed in Status 08, 12% (25 people) were closed in Status 28, and 6% (12 people) from those in closure Status 30. There were no Status 38 closures in this sample.

Age of respondents. Of the 183 people who included age information, 35 people indicated they were 24 years old or younger. All but 1 of the under-25 group members were Transitioning Youth. Thirty-one people were in the 25 to 50 age group; 91 were between 51 and 70 years old, and 26 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 (64%) reported they were more than 50 years old at the time they completed the survey.

Work Status of Respondents. Of the 187 people who provided a work status, 77% reported that they were working at the time of the survey. This represents an increase of

8% over last year. Nearly 6% of responders were looking for work, 6.42% said they were unable to work, 3.74% were in school or training, 6.42% reported that they were retired, and less than 1% said that they don't want to work.

RIGHTS INFORMATION

There were 183 individuals who responded that they had received information about at least one of their rights as a DRS consumer (87% of the sample). Of these, 58 people (32%) indicated that all rights were explained. Overall, the consumers recalled having been told 63% of the possible rights information. In addition, four people wrote comments related to the Rights Information question. These comments were:

- I was explained NONE of this!!!
- It's been so long I don't remember.
- NA on appeal decision.
- She explained everything very good!

SATISFACTION ITEMS

The satisfaction 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. This may be due, in part, to the nature of the sample. It has been demonstrated over the past several years that people who come to DRS for help with hearing-related concerns express high levels of satisfaction with the services and outcome. This year, 8 of the 13 items were rated at 90% agreement or more.

These items were:

The eligibility requirements and process for receiving services were clearly explained by DRS staff;

My questions were answered clearly by DRS staff;

I received the services needed to reach my employment goal;

I am satisfied with the services provided by DRS;

My counselor treated me with respect.

How would you rate the accessibility at your local DRS office?

How would you rate your counselor?

How would you rate your overall experience with DRS?

Open Ended Items

Which service(s) offered by DRS did you find the most helpful? There were 170 responses to this question. Of these, 16 people reported that “all” of the services were helpful and 13 people said that none of the services were helpful. The remaining responses could be categorized as Hearing-related services (75), Education/Training-related (15), Employment-related services (11), Accommodation/Modification/AT related (9), Access/Process-related services (9), or Other/Various services (22).

What needs do you have that were not addressed by DRS? Of the 153 responses to this item, 114 said they had no additional service needs or that all of their needs were met. The other comments could be categorized as Employment needs (8), Education (5), Communication (4), and Other/Various needs (22).

How could the Division of Rehabilitation improve services? Of the 118 responses to this item, 69 people said that they had no suggestions or that they were satisfied and/or no improvements were needed. There were 49 specific suggestions for improvements. These comments could be categorized as Process (21), Communication (14), Staffing (8), and Advertising (8).

Do you have any other comments? There were 87 responses to this question. They could be categorized as Positive Comments (68), Negative Comments (9), or Explanations/Suggestions (10).

This year’s sample was atypical in terms of age of responders. Sixty-four percent of the sample who reported their age indicated that they were between 50 and 70 years of age. In addition, a larger than usual proportion of individuals (77%) reported they were working at the time of the survey. Only 4% were in school or training, 6% said they were unable to work, 6% were looking for work, 7% reported that they were retired, and less than 1% said that they do not want to work. In this sample, the Hearing disability group was larger than usual. Examination of the responses indicates their extremely high level of satisfaction when people with hearing impairments receive assistance with hearing tests

and hearing aids. That group alone had an overall satisfaction level of 93%. That is a remarkable number. The impact of those services is critical to successful employment for the consumers who need them. The ability of WVDRS to provide hearing-related services contributes greatly to the ability of older West Virginians to remain in the workforce.