

**REPORT OF  
SURVEY FINDINGS**

**Transitioning Youth  
Consumer Satisfaction**

**SEPTEMBER 2021 THROUGH  
AUGUST 2022**

**WEST VIRGINIA  
STATE REHABILITATION COUNCIL**

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JANUARY 2023

**TRANSITIONING YOUTH:  
CONSUMER SATISFACTION  
SEPTEMBER 2021 – AUGUST 2022**

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

As a subset of DRS consumers, the surveys were distributed to "transitioning youth" during the year so that the Council could examine the pattern of responses for that population. Forty-nine surveys coded as "transitioning youth" were returned. This report summarizes the responses of those youth and describes the findings of the survey for the specified 2021-2022 time period.

## 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, District 1 represented over 30% of responses. District 4 and District 5 each represented 18.4% of the sample. Districts 2 and 6 each had less than 10% of the responses. There were 53 individuals who reported county information. There was at least one response from 27 of the 55 counties in WV.

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

#### **The number and percent of responses by WVDRS District.**

<b>District</b>	<b>Number of responses</b>	<b>Percent of total responses received</b>
District 1	15	30.6%
District 2	3	6.1%
District 3	10	20.4%
District 4	9	18.4%
District 5	9	18.4%
District 6	3	6.1%

**District 1:** Boone (3 responses), Calhoun (0), Clay (0), Jackson (1), Kanawha (3), Mason (0), Putnam (2), Roane (0), Unknown (6).

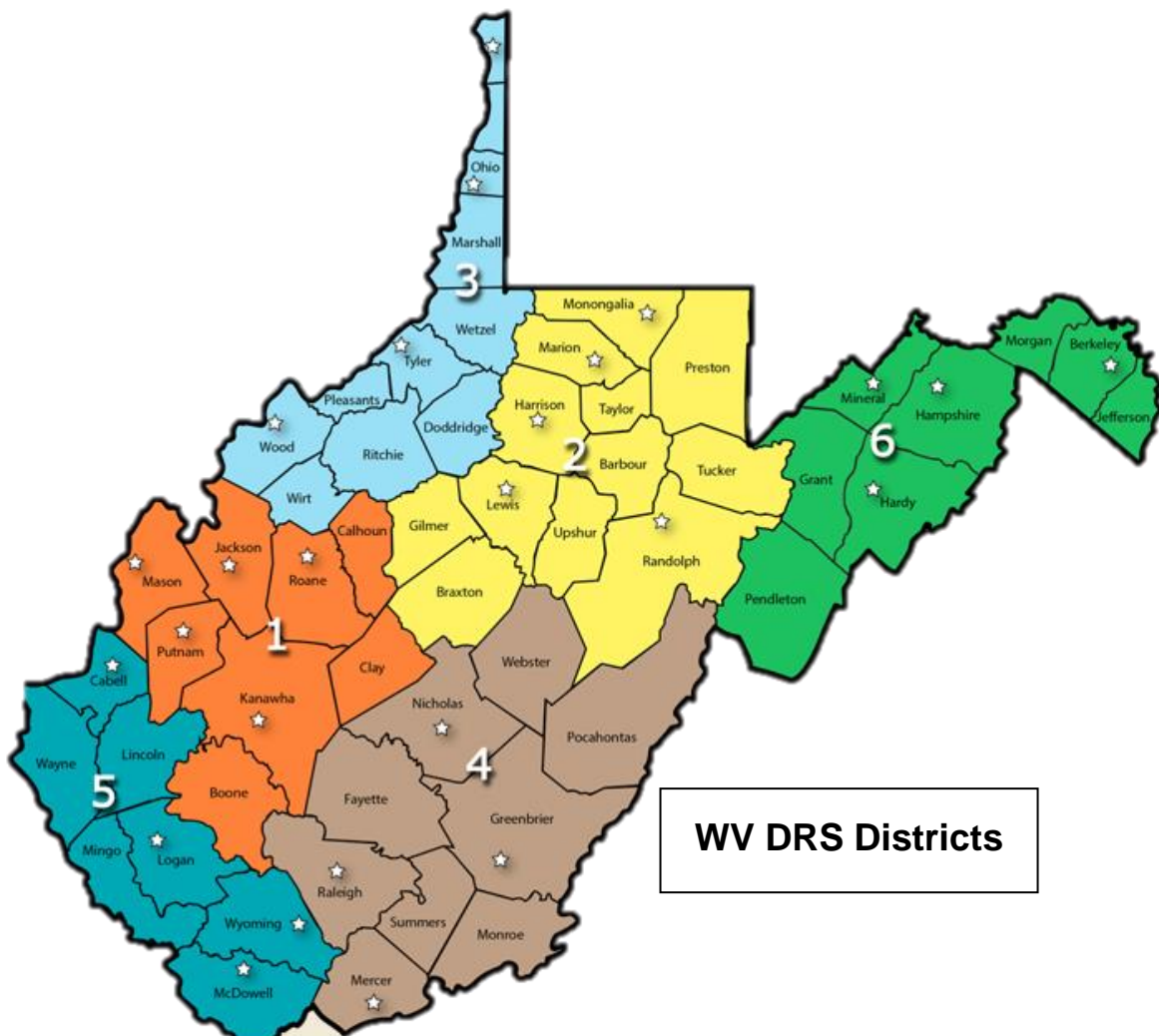
**District 2:** Barbour (0 responses), Gilmer (0), Harrison (1), Lewis (0), Marion (0), Monongalia (1), Preston (0), Randolph (1), Taylor (0), Tucker (0), Upshur (0), Unknown (0).

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

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

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

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



### **Type of Disability.**

The consumers were asked to indicate their disability. There were 42 youth who listed a disabling condition (e.g., Anxiety) or a description of their disability (e.g., Amputation above knee). There were 15 youth who reported having a **Cognitive** impairment. There were 12 youth who reported a **Mental Health** disability. Five youth reported Vision or other Sensory impairments. The **Various/Other** category included 10 reports of multiple impairments and/or responses such as autoimmune disease.

<b>Type of Disability</b>	<b>Respondents</b>	<b>Percent</b>
Cognitive	15	35.7%
Mental Health	12	28.6%
Sensory	5	11.9%
Other/Various	10	23.8%

### **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** means that the individual's case was 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 all individuals who responded. Closure Type 26 can be thought of as a "successful" closure and Statuses 08, 28, 30, and 38 usually represent an "unsuccessful" closure. In this sample, about 61% of the responses were received from consumers who successfully completed their rehabilitation program (Status 26) and about 39% were closed as unsuccessful. There were no Status 38 closures in this sample.

<b>Status</b>	<b>Responders</b>	<b>Percent of total</b>
26 (Successful)	30	61.2%
08 (Unsuccessful)	2	4.1%
28 (Unsuccessful)	11	22.4%
30 (Unsuccessful)	6	12.2%
38 (Unsuccessful)	0	0%

**Work Status of Respondents.**

There were 44 responses to the item about work status. Of these, 66% indicated they were working at the time of the survey, 11% were in school, 16% were looking for work, and 7% reported that they are unable to work. None of the Youth reported that they don't want to work. Thus, 82% of the Transitioning Youth in this sample were either working or looking for work at the time they completed the survey.

<b>Consumers by reported work status</b>		
<b>Work Status</b>	<b>Participants</b>	<b>Percent</b>
In School/Training	5	11%
Working	29	66%
Looking for Work	7	16%
Unable to Work	3	7%
Don't want to Work	0	0

## SATISFACTION ITEMS

The youth were asked to respond to a series of statements about their interactions with DRS. Their responses are in the following table. Historically, the level of satisfaction by youth had dropped across the years, but over the last three program years, there was an increase in satisfaction level. The “mean of means” was 84% this year. Each of the Satisfaction Items was rated at more than 70% agreement, and 11 satisfaction and/or rating items were rated at 80% or more this year.

Reported Satisfaction by Transitioning Youth	% Agree or Strongly Agree				
	Satisfaction Item	2019-2020	2020-2021	2021-2022	
				#	%
1. The eligibility requirements and process for receiving services were clearly explained by DRS staff.	86%	88%	46	89%	
2. My questions were answered clearly by DRS staff.	88%	82%	42	90%	
3. My DRS counselor helped me identify appropriate employment opportunities.	83%	63%	41	83%	
4. My DRS counselor and I developed a plan for employment.	74%	71%	40	85%	
5. I was made aware of the steps and my responsibilities to achieve my employment goal.	78%	70%	42	88%	
6. My DRS counselor stayed in contact with me so I knew what was happening with my services.	84%	79%	40	73%	
7. I received the services needed to reach my employment goal.	79%	70%	42	81%	
8. I am satisfied with the services provided by DRS.	82%	75%	46	80%	
9. My counselor treated me with respect.	92%	91%	46	89%	
10. My counselor told me about job opportunities.	75%	54%	40	78%	
Rating Item					
1. How would you rate the accessibility at your local DRS office?	90%	81%	37	86%	
2. How would you rate your counselor?	84%	85%	42	86%	
3. How would you rate your overall experience with DRS?	81%	79%	41	80%	

## RIGHTS INFORMATION

The consumers were asked to indicate which rights information had been explained to them. There were 40 individuals who responded that at least one right had been explained (81% of the sample). Most individuals indicated that they had received several rights explanations. The total number of rights explained was 208. If each of these individuals had been given information about each of the rights listed, the total would have been 320 (40 people X 8 issues). The total responses indicate that consumers recalled having been told 65% of the possible rights information. They most often recalled being told about their right to “Participate in developing my plan” and least often report being told they could “Request another DRS counselor” and to “Contact CAP for help in resolving differences.”

Two individuals volunteered comments about rights information. These comments were:

- This was so long ago. I know I always felt informed, but I started getting help from DRS in 2010 so these specifics are hard to recall.
- He would not know this or recall -- completed by guardian with individual.

<b>Rights explained to consumers.</b>		
<b>Type of rights information</b>	<b>Consumers</b>	<b>%</b>
Participate in developing my plan	37	93%
Choose how my services were provided	28	70%
Choose who provided my services	24	60%
Appeal any decision about my case	24	60%
Know about all the services that were available	34	85%
Request another DRS counselor	19	48%
Appeal any decision about my services	23	58%
Contact CAP for help in resolving differences	19	48%



## **OPEN-ENDED ITEMS**

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

The survey participants were asked to list the service they found most helpful. There were 40 responses to this question. Of these, 6 people reported that “All” the services were helpful (e.g., All of it seemed helpful; All of their services were helpful; All were helpful [Counselor] was the best and great to work with). There were 4 people who said that they did not find any of the services helpful, or that they never received any services (I never started receiving services; None really; None; None. My counselor was very nice though.).

The others said the most helpful services were Education/Training, Employment/Job Services, and Other/Various Services. These comments follow.

#### **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.
- Classes- job assistance.
- DRS provided me with a laptop, IPADPro, and a printer as I began college. [Counselor] set all that up and it was very helpful.
- Explaining things that's available when I'm ready to go to school.
- Getting letters for my schooling. This made tests easier.
- Help with payment of college and new hearing aids.
- 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
- Providing technology. Deferring scholarships for a semester if needed.
- Tuition/textbook assistance.

**Employment-Related Services:**

- Exploring different possible job opportunities.
- Goals and planning for a career.
- Job finding.
- The steps to get a job.
- They helped me get one temporary job.

**Other/Various Services or Assistance:**

- Financial assistance.
- Laptop and printer.
- Referral to other services.
- Sponsorship for college and allowing me a budget to obtain professional clothes for work.
- Summer camps and financial assistance.
- TBI program.
- The help in building the computer and the technology of the computer.
- Waiver services.

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

The survey participants were asked whether they had additional needs that were not met or addressed. There were 37 responses to this item. Twenty-three youth indicated that all their needs were met or that they had no additional needs (e.g., All needs were addressed by my counselor; All needs were addressed.). The other 14 comments are listed below.

- 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.
- Continue education and getting good job.
- 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 got zero assistance with finding internships or employment opportunities because I did not receive financial assistance.
- I needed help filing a FASFA and getting into college.
- 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.
- I think it would have been helpful for DRS to set me up with support for my anxiety such as counseling.
- I wish that my counselor would check in with me more often.
- Information regarding mental health services.
- Lack of transportation, lack of funds for updated equipment for stay-at-home work.
- Was not always available to get in contact.
- Work more with one on one with people who has disabilities.

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

The survey participants were asked how services could be improved. There were 27 responses to this item including 5 people who said no improvements are needed (e.g., No suggestions at this time; I can't think of any.). There were 22 people who offered praise and/or suggestions for improvements. These comments follow.

## Comments and Suggestions:

- By explaining their connection with me instead of a blind survey. I'm still in high school in the 11th grade.
- Check outside services for job assistance to verify charges compared to service rendered.
- Counselors need to communicate more. I only heard from mine twice a year.
- 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.
- 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.
- Ensure client's needs are met at regular intervals.
- Go into the schools and talk to kids as a group.
- Great service. Continue doing good things.
- Have counselors available more often.
- Having the counselors check in more often and alert me on possible jobs.
- Hire competent intake psychiatrists.
- 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.
- Keep doing good services.
- Mine was totally great. I was just not ready plus working with my school classes there was nothing available.
- More hands on.
- My counselor was awesome and very helpful. Maybe try to speed up response time.
- Not base on parent's income.
- Offer more money on college books. Help find resources like baby sitting.
- Provide more resources between branches to assist in finding careers for applicants
- Stop discriminating against tax payers whose families work and pay taxes.
- They could allow more training hours per day.
- Worker be knowledgeable and helpful.

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

The final item on the survey asked the participants if they had any other comments. A total of 19 people made a comment. There were 11 positive comments, 4 negative comments, and 4 comments that were explanations or suggestions. These comments are listed subsequently.

#### **Positive Comments:**

- [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.
- Case worker was [name]. Even with her illness, she stayed in touch. Kind and very helpful.
- I am so thankful that programs like this exist. I am so grateful to get my school paid for. Thank you.
- It was a very beneficial program.
- Staff was very helpful and friendly.
- Thank you for everything.
- Thank you for providing this service for people. Staff was great.
- The people in the Clarksburg office was wonderful in every way.
- Very thankful for all the help.

#### **Negative Comments:**

- 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!

**Other Comments:**

- 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.
- Encourage counselors to support client's dreams/desires.
- More help with Grad school.

## **SUMMARY**

**Demographic Information.** There were 49 surveys returned from respondents who were identified as “Transitioning Youth.” The respondents represent each of the six districts of West Virginia and 27 of the 55 counties in the state.

Respondents were asked about their disabling condition. It is typical that the Transitioning Youth most often report having Cognitive impairments and in this sample, about 35% of the youth reported Cognitive disabilities. About 28% of those who provided disability information said they have a Mental Health disability. Therefore, more than 63% of this sample reported Cognitive or Mental Health concerns.

The surveys were sent to consumers whose cases were closed during the program year. About 61% of the respondents were in the Status 26 (successful rehabilitation) group and the remaining 39% were closed in Status 08, 28, or 30 (unsuccessful rehabilitation). This sample contains a higher proportion of “successful” closures than previous sample.

Of the 44 people who provided work status information, 11% were in school at the time they completed the survey, 66% of responders were working, and 16% were looking for work.

**Rights Information.** There were 40 individuals who responded that at least one right had been explained (81% of the sample). The total responses indicate that consumers recalled having been told 65% of the possible rights information (40 people X 8 issues). They most often recalled being told about their right to “Participate in developing my plan” and least often report being told they could “Request another DRS counselor” and to “Contact CAP for help in resolving differences.” Two individuals volunteered comments about rights information. These comments were:

- This was so long ago. I know I always felt informed, but I started getting help from DRS in 2010 so these specifics are hard to recall.
- He would not know this or recall -- completed by guardian with individual.

**Satisfaction Items.** The youth were asked to respond to a series of statements about their interactions with DRS. Their responses are in the following table. Historically, the level of satisfaction by youth had dropped across the years, but over the last three

program years, the level of satisfaction by Transitioning Youth has fluctuated. The “mean of means” of the 13 items was 80% in 2018-19, 83% for 2019-2020, 76% in 2020-21, and 84% for this year. Each of the Satisfaction Items was rated at more than 70% agreement, and 11 satisfaction and/or rating items were rated at 80% or more this year.

**Open-Ended Questions.**

The consumers provided specific responses to the services they found most helpful, existing service needs, and ways to improve services offered and delivered through the WV Division of Rehabilitation Services. Examination of these comments may provide a “big picture” of how consumers view DRS and the services they received as the trends for improved satisfaction continue.