



TRANSITIONING YOUTH SATISFACTION SURVEY

Report of Survey Findings
October 1, 2023-September 30, 2024

West Virginia State Rehabilitation Council

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Transitioning Youth: Satisfaction Survey

The WV State Rehabilitation Council and the WV Division of Rehabilitation Services (DRS) coordinated to conduct a survey of Transitioning Youth levels of satisfaction with DRS services in West Virginia. This year, the Council re-worked the survey to reflect the current information needs, to increase readability of the survey instrument, and to produce a survey instrument that can be distributed electronically. Survey Monkey was selected as the tool for distributing the survey and collecting the responses. The instrument facilitates rating of services Transitioning Youth received through WVDRS. A final section includes open-ended items designed to determine the consumers' opinions about the quality of services, the process, and service needs.

The surveys were distributed to Transitioning Youth consumers whose cases were closed in Status 26 (successful closure) and Status 08, 28, 30, or 38 (unsuccessful closure) during October 1, 2023, through September 30, 2024. Those in Status 08 were closed as ineligible to receive services. Those in Status 28 were not rehabilitated after their plan was initiated. Those in Status 30 were closed if no services were initiated after a plan was developed. Those in Status 38 were closed from the waitlist. There were 0 consumers in Status 38 this year. That may be an indicator that the waitlist is being managed efficiently. Those in Status 26 were closed as rehabilitated in competitive integrated employment. A total of 1,875 surveys were distributed to Transitioning Youth consumers. Of these, 1,452 surveys were received and opened by the consumer. A total of 66 surveys were completed for a response rate of 5%.

	Sent	Opened	Completed	Response Rate
Youth 08	126	96	9	9%
Youth 26	417	334	24	7%
Youth 28	966	722	25	3%
Youth 30	366	300	8	3%

Paper and pencil surveys were distributed to 450 Transitioning Youth who did not have

an email address. None of those surveys were returned in time to be included here.

In addition to the Survey Monkey responses, the office received 18 paper responses from Transitioning Youth to the 2022-23 survey that were delivered too late to be included in the 2023 report. Those responses were incorporated into this report, as appropriate.

Paper Responses from 2023-24 Survey	
Youth by Status	Responses
Transitioning Youth Status 08	2
Transitioning Youth Status 26	6
Transitioning Youth Status 28	9
Transitioning Youth Status 30	1

Thus, the total number of responses from Transitioning Youth that are included in this report is 84 responses (66 via Survey Monkey and 18 paper).

Although there were 30 Transitioning Youth in this sample whose cases were closed as Successful (Status 26), there were 44 Working and 2 who were Self-Employed when they completed the survey. Therefore, 46 of the 84 Transitioning Youth were successfully employed when they completed the survey. The Transitioning Youth responses rated 6 of the satisfaction rating items at or above 80% Satisfaction with the lowest rating for all items being 63%. Examination of the responses to the open-ended items may be valuable for identifying issues and concerns that will help to improve services for Transitioning Youth with disabilities in West Virginia.

DEMOGRAPHIC INFORMATION

County and District Information. The recipients were asked in which WV county they live. There were 81 Transitioning Youth who listed a county with at least one responder from 31 of the 55 counties in WV. See the following table.

County	Number of Youth		County	Number of Youth
Berkeley County	4		McDowell County	5
Boone County	1		Mercer County	4
Cabell County	4		Mineral County	1
Clay County	1		Mingo County	1
Fayette County	3		Monongalia County	5
Gilmer County	1		Monroe County	2
Grant County	2		Nicholas County	1
Greenbrier County	2		Putnam County	2
Hardy County	1		Raleigh County	4
Harrison County	4		Randolph County	2
Jackson County	1		Summers County	1
Jefferson County	2		Taylor County	4
Kanawha County	12		Wayne County	1
Lincoln County	3		Wood County	2
Logan County	2		Wyoming County	1
Marshall County	2			

The distribution of responses varied by District. District 3 had only 4 responses, but District 1, District 4, and District 5 each had 17 responses. The number of responses from each county within each district are displayed in the table.

District	Transitioning Youth Responses
District 1	17
District 2	16
District 3	4
District 4	17
District 5	17
District 6	10

District 1 (17 responses): Boone County (1 response), Calhoun County (0), Clay County (1), Jackson County (1), Kanawha County (12), Mason County (0), Putnam County (2), and Roane County (0).

District 2 (16 responses): Barbour County (0 responses), Braxton County (0), Gilmer County (1), Harrison County (4), Lewis County (0), Marion County (0), Monongalia County (5), Preston County (0), Randolph County (2), Taylor County (4), Tucker County (0), and Upshur County (0).

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

District 4: (17 responses): Braxton (0 responses), Fayette (3), Greenbrier (2), Mercer (4), Monroe (2), Nicholas (1), Pocahontas (0), Raleigh (4), Summers (1), and Webster (0).

District 5 (17 responses): Cabell (4 responses), Lincoln (3), Logan (2), McDowell (5), Mingo (1), Wayne (1), and Wyoming (1).

District 6 (10 responses): Berkeley (4 responses), Grant (2), Hampshire (0), Hardy (1), Jefferson (2), Mineral (1), Morgan (0), and Pendleton (0).

Work Status. Responders were asked to indicate their current status in regard to work or school. There were 20 Transitioning Youth who said they are currently “In School/Training; 44 said they are “Working;” 2 were “Self-Employed;” 12 people were “Looking for Work;” and 8 Youth said they are “Unable to Work.” No one responded that they “Don’t Want to Work;” or were “Retired.” Six Transitioning Youth chose “Other” in response to this question. Their comments of those who chose the “Other” category were:

- Disabled
- Hopefully going back to work
- I moved out of state.
- I was planning to start college last year, but because of inadequate service from DRS I have had to pause my application indefinitely.
- Undecided
- Working part-time

Age Group. Consumers were asked to indicate their age group. There were 76 responses to this question. Of these, 59 people said they were “24 Years Old and Under” and 17 Transitioning Youth were “Between 25 & 50.”

Disability Category. The survey included a space for responders to provide information about their disabling condition. There were 74 Transitioning Youth who provided information about their diagnosis (e.g., Type I Diabetes, Multiple Sclerosis) or a description of their disability (e.g., Foot deformity, learning problem). The following table lists the disability category, the number of Transitioning Youth who reported a disability in that category, and the percentage of responders within each category. This Transitioning Youth sample most often reported disabling conditions related to Cognitive function (27%) and Mental Health (26%). The “Cognitive” category included disabilities such as Autism, Dyslexia, and Slow Learner. The “Mental Health” category included Depression, Anxiety, and Substance Use Disorder. Seven Transitioning Youth (9%) reported problems with Hearing (including profound deafness). There were 4 Youth (5%) who reported Vision-related disabilities. Three Youth (4%) reported Motor-related disabilities. The “Motor” category included disabilities related to paralysis and muscle weakness. The “Various” disabilities category included Transitioning Youth who reported multiple disabling

conditions that crossed over more than one category (e.g., Dyslexia and depression) and

represents 23% of the Transitioning Youth in this sample. The “Other” category included disabilities such as Asthma and Diabetes and encompassed 5% of the total responders who provided an answer about their disabling condition.

Disability Category	Responders	% of Total
Cognitive	20	27.03%
Mental Health	19	25.68%
Hearing	7	9.46%
Vision	4	5.41%
Motor	3	4.05%
Various	17	22.97%
Other	4	5.41%

SATISFACTION RATINGS

The survey recipients were asked to indicate their level of agreement with a series of statements about the rehabilitation process, their services, and their experience with the Division of Rehabilitation Services. The following table includes the statements, the number of Transitioning Youth who responded to each item and the percentage of positive responses to each item. As may be seen in the table, the satisfaction ratings for Transitioning Youth ranged from 63% to 87% agreement.

Statement	Total Ratings	Number Positive	Percent Positive
The DRS Counselor clearly explained what you needed to do to receive services.	76	66	87%
Your questions were answered clearly by the DRS Counselor.	76	66	87%
Your DRS Counselor helped you identify jobs you want to do.	66	53	80%
You worked with the DRS Counselor to make a plan for reaching your employment goal.	64	52	81%
The DRS Counselor told you about the steps to take to reach your employment goal.	68	54	79%
The DRS Counselor stayed in contact with you so you knew what was happening with your services.	70	51	73%
You received the services you needed to reach your employment goal.	66	47	71%
You are satisfied with the services provided by DRS.	75	53	71%
The DRS Counselor told you about job opportunities.	70	53	76%
The DRS Counselor treated you with courtesy and respect.	73	65	89%
How would you rate the accessibility at your local DRS office?	68	47	69%
How would you rate your DRS Counselor?	70	48	69%
How would you rate your overall experience with DRS?	70	44	63%

Transitioning Youth have, generally, reported lower levels of satisfaction with services than adult responders. The following table demonstrates these differences. The Closure status of the responders also appears to contribute to satisfaction. About 36% of Transitioning Youth were in the Successful Closure category (Status 26) versus 74% of the Adults Only group. It is still interesting to note those differences, but caution should be used in interpreting the results.

Agreement by Adults versus Transitioning Youth Responders		
Statement	Adults Only	Transitioning Youth
The DRS Counselor clearly explained what you needed to do to receive services.	93%	87%
Your questions were answered clearly by the DRS Counselor.	93%	87%
Your DRS Counselor helped you identify jobs you want to do.	82%	80%
You worked with the DRS Counselor to make a plan for reaching your employment goal.	87%	81%
The DRS Counselor told you about the steps to take to reach your employment goal.	87%	79%
The DRS Counselor stayed in contact with you so you knew what was happening with your services.	88%	71%
You received the services you needed to reach your employment goal.	87%	84%
You are satisfied with the services provided by DRS.	90%	71%
The DRS Counselor told you about job opportunities.	84%	76%
The DRS Counselor treated you with courtesy and respect.	96%	89%
How would you rate the accessibility at your local DRS office?	86%	69%
How would you rate your DRS Counselor?	89%	69%
How would you rate your overall experience with DRS?	86%	63%

RIGHTS INFORMATION

The Transitioning Youth sample of consumers were asked to indicate which rights had been explained to them. There were 65 Youth who responded that at least one right had been explained (77% of the sample). Of these, 19 people (29%) indicated that all rights were explained. Most individuals indicated that they had received several rights explanations. The total number of rights explained was 299. If each of the Youth who reported receiving rights information had been given information about each of their rights, the total number of rights explained would have been 520 (65 individuals X 8 issues). The consumers recalled having been told 58% of the possible rights information. Nineteen people said they received no rights information; 35 people said they received information about 1 to 4 rights; and 30 people said they received information about 5-8 rights.

Rights Information	Number of Youth who received information
Participate in making your plan	59
Know about all the services that were available	51
Contact the Client Assistance Program (CAP) to solve problems	27
Choose how your services were provided	45
Choose who provided your services	36
Ask for a different DRS Counselor	24
Appeal any decision about your case	30
Appeal any decision about your services	27

The consumers were asked whether there were other times (besides intake) when they talked with their DRS Counselor about their rights as a DRS Consumer. There were 16 people who said their rights were discussed at other times and 45 who said they were not discussed.

People who answered affirmatively, were asked, "If yes, can you give an example of a

time your rights were discussed?" Their responses follow:

- At the beginning with the first appointment
- First intake meeting
- My counselor was amazing!
- The counselor explained it when I had first had a meeting with them
- Two years ago in June of 2022.
- Upon intake
- When choosing a trade
- When there was a change in counselor

Several of the people who said their rights were not discussed at other meetings chose to add comments. These comments follow:

- Can't recall a time that happened
- Didn't need to I love [counselor]
- Not really or none I can remember

HELPFUL SERVICES.

Transitioning Youth were asked a series of open-ended questions were presented. The first was, "Which service(s) offered by DRS did you find the most helpful?" There were 47 responses to this question that could be categorized as Education/Training (18); Employment services (11); Guidance/Counseling (2); Hearing (1); Other (2); and Various (4). There were 3 Youth who said All of the services were helpful and 6 who said None of the services were helpful. The comments related to each category are listed below.

Education/Training:

- Assistance with training.
- Assistance with tuition
- College aid, I think I got help with a textbook or two once.
- College help
- Currently in Cosmetology class. [Counselor name] helped me get the information I needed to get in school.
- Help finding schools
- Help with funding for my schooling.
- Help with graduate tuition.
- Providing financial assistance for college as well as resources to support me during the program. I was provided with a computer as well as a printer and this helped me tremendously.
- School work aid
- The one on one success programs such as Nuskool. Along with assistance with paying for college.
- The school assistance I would have struggled to pay without the help.
- They provided me with a laptop and printer for college.
- Training for a job
- Tuition and helping setup with FASFA
- Tuition assistance (X 3)

Employment Services:

- Assistance getting into work field (although I never received any)
- Being special needs and still being able to work
- Clothing vouchers
- Help with tools for a job
- Hospital maintenance.
- Job Corps
- Job placement. Overall guidance.
- On the job training.
- They sent some letters, they helped a lot with getting a job in Greenbriar County but I don't live there anymore.
- When she was helping me get a job.
- Worked in collaboration with the special education and my IEP group to secure a job for me.

Guidance/Counseling:

- I found it most helpful to have a paper guide of ways to help with finding ways through colleges and jobs.
- My counselor helps with answering all/any questions I may have had.

Hearing:

- Hearing services

All Services were Helpful:

- All of it
- All of them
- My counselor helped me with anything I needed

No Services Were Helpful:

- None
- None they never helped

- None, because I did not receive any help.
- They didn't offer anything. I had one meeting and then they said, "ok we'll contact you with an appointment day." I sure hope I can actually attend it. They never asked me to schedule it and did it for me without asking because it was so hard to get an evaluation. So I really don't know what to make of it. Was this helpful for me this semester? No.
- They weren't helpful at all
- We did not receive any services. We had consultation but that's all.

Other/Various:

- Counseling and scholarship
- Driver's license assistance. Opportunities explained and open communication was beneficial.
- Helping look for jobs and helping get medical help when necessary for rehabilitation and also helping get stuff for your job such as uniform pants and shoes and it's very much appreciated
- The beginning intake. Pace was helpful to a point. I am the mother filling out this form. My son was denied by the state. So we were kicked out of any program. I found him a job and went to the job and helped him as the job coach. We bagged groceries together. There was no one else to do it. He bags groceries at a Kroger. Kroger embraces people w disabilities.
- Therapy services and assistance with testing
- Who provided services being more

ADDITIONAL SERVICE NEEDS

Transitioning Youth were asked to indicate “What needs do you have that were not addressed by DRS?” There were 49 responses to this question. Of these, 32 people said they had no additional needs (e.g., None; All needs addressed.; All of my concerns and needs where met the DRS is amazing; I don't have any needs that haven't been addressed). There were 2 people who said DRS did not meet any of their needs (e.g., None of my needs were addressed).

The other 15 comments were related to Communication needs, Employment needs, Financial Needs, Other Needs, and Various Needs. These comments are listed below.

- All of them. The DRS counselor never made a single meeting. Every single call went to voice mail. They were given my available days and hours, as I was in school, and they only called when I couldn't answer. They then dropped my case via letter in the mail. I never received a counsel meeting, funding, supplies, or information.
- Emailed counselor to get services for my child. Counselor won't respond.
- Help with my car. Help with gas money. Help with modifying home for wheelchair. Help with a job.
- I need help with GED, counseling, therapy, and job preparedness.
- I needed technology to begin college, and it was not provided for me. Months went by when I would barely hear from the counselor, despite repeatedly reaching out, and eventually, my husband and I had to raise the money for the technology ourselves. Furthermore, when I did hear back from one of the counselors, she spoke in a very aggressive manner with me.
- I received a letter in the mail saying I declined services which I never did that
- I was not contacted or reached back out to by DRS. I called back and had left a message to the office on Billie Jo's answering machine and was never returned to by phone call or email.
- Meaningful employment.
- My son had a goal to work at Chick Fil a but he had a much better skill set for Janitorial/Housekeeping positions. Because of this I don't think he got enough time in fast food opportunities.
- My son was denied that he has an intellectual disability while still stating he has autism.... based on the fact that he has an IQ. We also did not get help because of our income. Pace told him he could take a job cleaning rest rooms at a truck stop w no supervisor. 45 minutes from our town. No thank you. It was so awful. They said he could work a night shift all by himself at NIOSH cleaning floors.... So

not ok or helpful in any way in any universe.

- Needed help to get my degree
- None of my needs were addressed
- None of my needs were addressed
- Snap benefits
- The choice of where I can go to attend college
- Transportation and available money for gas and supplies and kits
- Work needs

IMPROVEMENTS TO DRS SERVICES.

The survey recipients were asked how DRS could improve their services. There were 43 responses including 16 Transitioning Youth who said no improvements were needed or that they couldn't think of any improvements (e.g., None excellent people and communication was amazing!; Nothing really needs to improve). The other 27 responses referenced Communication, Services, Staff, and Timeliness of services. These comments follow.

- Actually do their job
- Better counselors
- By actually making contact like they are supposed to
- By being more involved with helping find work
- Contact their clients on updates more often.
- Contacting clients, following through with plans.
- Ensure that the counselors speak to the clients with respect, and actually listen to the client's needs.
- Have dependable counselors
- I don't know if they will or can. We have a bunch of republicans running the country now who worship someone who makes fun of persons w disabilities.
- I'm able to do a lot more.
- More communication
- More info on services offered
- More outreach to kids and families. Most people sadly don't know this program exists or what all they can do to help!
- More training in all aspects of being a good employee. Social skills that are appropriate for work and how to be an advocate for themselves. Appropriate ways to handle conflict.
- More understanding social worker that can understand and help me get where I need to be.
- My counselor wouldn't hardly call me back
- Offer a wider variety of services.

- Offer more schools that offer studying a trade and also tutors to assist in studying
- Offer online video counseling throughout the school year
- Reliability with reaching back out to civilians and holding necessary contact.
- Sending more papers that help me understand. Talking with me more/phone calls. Helping people with disability. Just contacting clients!
- Starting a class in schools.
- Talking to the student rather than the guardian. Guardians make choices that work best for them, not the student
- Talking to their people more
- The biggest problem is the extreme (4+ months) wait time for an application and the overall slowness.
- They could listen to the people in their case and strive for effective communication instead of declining calls. They could respond to emails in a timely manner instead of responding only with "please call" after ignoring every call. They could strive to have a kind front desk worker who doesn't scoff and roll their eyes at you when you walk inside the building and make rude remarks about how you don't "look disabled".
- They were not the best at returning phone calls or answering the phone in general.

ADDITIONAL COMMENTS.

The final question asked the Transitioning Youth if they had any other comments. There were 20 statements where consumers praised the agency/staff, criticized the agency/staff, or provided suggestions and explanations. These comments follow.

Praise:

- Counselor was very helpful and checked in on me regularly to see how schooling and my needs were going.
- Grateful to have the opportunity! Thank you!
- Great personal interaction...
- I am very thankful for all the help DRS provided me with and grateful that they helped me secure my dream job.
- My counselor was and is to this day the best person that I have ever known. She does everything she can for her kids.
- Thank you for all you have done.
- I hope this program continues as it is so beneficial to helping me in my future
- Thank you so much for your wonderful service!

Criticism:

- We have no counselor right now. No one will call us back.
- I had trouble accepting having to go to class for my GED due to high anxiety and what I'd gone through in school.
- I hate this state. I hate it. I want to leave for our son.
- I have never seen a more disorganized and useless place. They can't keep employees. They had zero follow through after discussing all the great things they would be doing to help.
- I talked to someone 3-4 times and he dropped all communication with me
- I think the case manager was too overloaded with clients to really help us. My son was undefined on his care, so that hindered any guidance or help she would have given us, as well. But everything seemed to be an afterthought.
- I wasn't informed how to keep the services going. I never got phone calls for how my service was going. I need more help being in a wheelchair.
- I wish I could have found a new counselor
- I was incredibly let down by this service. My health rapidly declined as a result of having no accommodations and I barely finished my schooling and had to quit my

job just to finish school. I had several ER visits from overworking my body due to lack of accommodations. My main condition severely worsened and will never be the same. I hope and pray that other people who need this service aren't as let down as I was.

Suggestions:

- If a counselor doesn't do her job, hire someone who will.
- It would be nice to have counselors and programs set up in each county. Taylor county really needs skilled classes and work programs to help the people of this county
- You need to communicate better with the student and improve your connection with them. I had several occurrences where the worker could not properly instruct me on what I needed to do or what information I needed to provide them