

REPORT OF
SURVEY FINDINGS

Consumer Satisfaction

OCTOBER 2022 THROUGH
SEPTEMBER 2023

WEST VIRGINIA
STATE REHABILITATION COUNCIL

PREPARED BY
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CONSUMER SATISFACTION SURVEY (2022 – 2023)

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 October 1, 2022, through September 31, 2023. 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 1,883 surveys were distributed to Transitioning Youth and 1,732 surveys were distributed to All Others. A total of 259 surveys were returned. Of those, 62 responses were coded as being from Transitioning Youth at the time of application and 197 from All Others. This report presents the quantitative and qualitative findings from those surveys using the combined data from the Transitioning Youth and All Others groups.

During 2022, the WVSRC worked to develop an electronic version of the survey that will be implemented during the next survey period. It is anticipated that reducing the response cost for consumers will increase the response rate.

DEMOGRAPHIC INFORMATION

District.

The district and closure status were recorded on each survey in preparation for mailing. One individual returned a survey with the District information removed, so 258 people are included in the count. 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 2 was above the expected percentage at 24%. Districts 5 and 6 had the lowest percentage of respondents at 12% and 13%, respectively. The respondents were asked the county in which they live. There were 227 individuals who reported county information. There was at least one response from 46 of the 55 counties in West Virginia.

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

	Number of responses	Percent of total responses received
District 1	35	14%
District 2	63	24%
District 3	40	16%
District 4	55	21%
District 5	32	12%
District 6	33	13%

District 1: Boone (0 responses), Calhoun (0), Clay (1), Jackson (6), Kanawha (15), Mason (2), Putnam (3), Roane (2) Unknown (6).

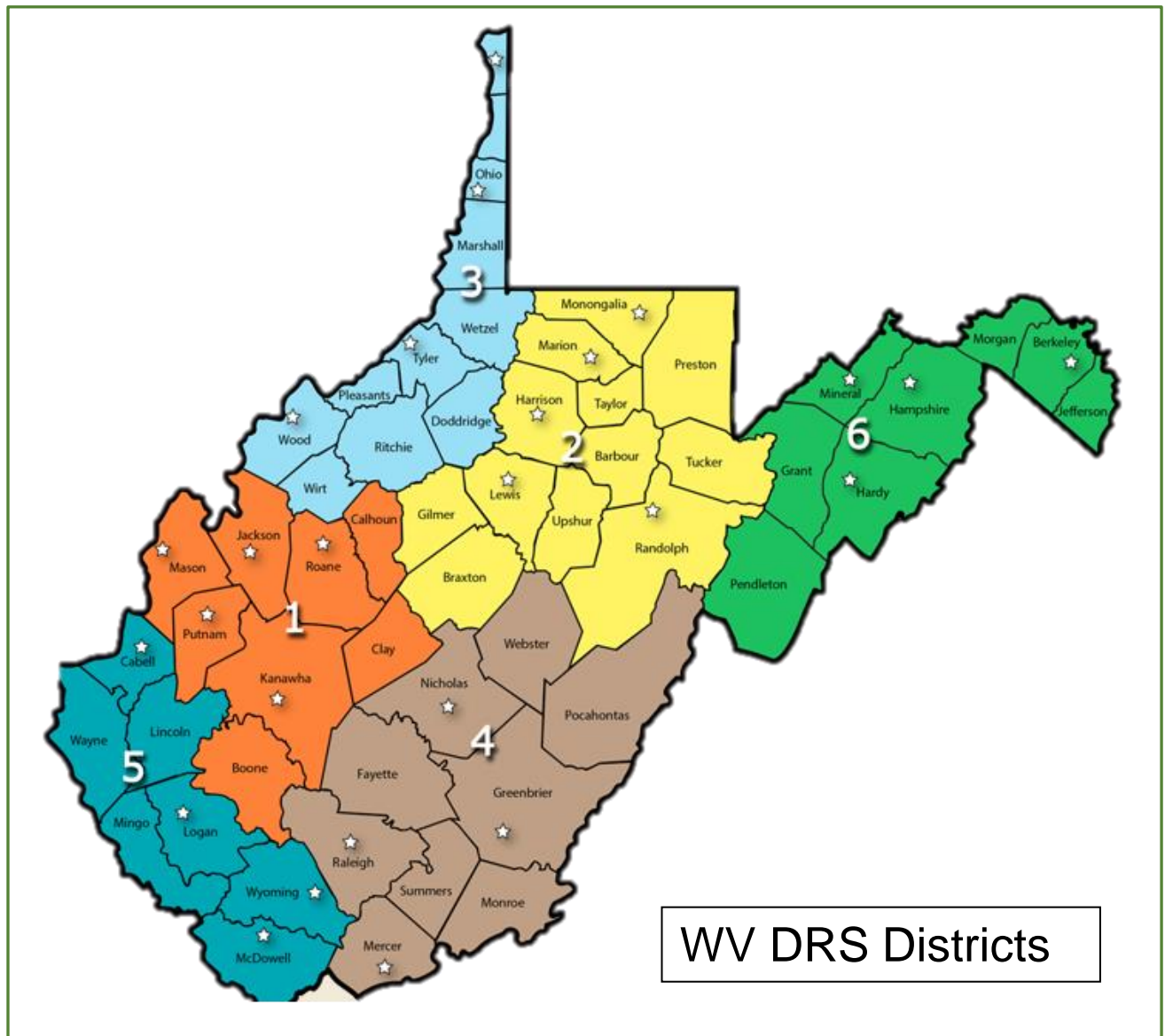
District 2: Barbour (1 response), Gilmer (2), Harrison (11), Lewis (2), Marion (10), Monongalia (9), Preston (4), Randolph (8), Taylor (0), Tucker (4), Upshur (6), Unknown (6).

District 3: Brooke (1 response), Doddridge (0), Hancock (1), Marshall (9), Ohio (5), Pleasants (0), Ritchie (0), Tyler (1), Wetzel (5), Wirt (0), Wood (14), Unknown (4).

District 4: Braxton (1 response), Fayette (3), Greenbrier (12), Mercer (11), Monroe (0), Nicholas (6), Pocahontas (2), Raleigh (11), Summers (2), Webster (0), Unknown (7).

District 5: Cabell (13 responses), Lincoln (2), Logan (2), McDowell (2), Mingo (1), Wayne (3), Wyoming (4), Unknown (5).

District 6: Berkeley (3 responses), Grant (6), Hampshire (6), Hardy (9), Jefferson (2), Mineral (2), Morgan (1), Pendleton (1), Unknown (3).



Type of Disability.

The consumers were asked to indicate their disability. There were 233 people who listed a disabling condition (e.g., Autism Spectrum Disorder) or a description of their disability (e.g., Legs. Have to use wheelchair). There were 142 people who reported having a Sensory disability (5 of whom had vision/blindness problems—all others were hearing related); 9 people reported Mental Health impairments; 35 people reported a Cognitive impairment, 20 people had a Motor-related disability; and 27 people had Other/Various disabling conditions (e.g., Back/neck/sugar; Cardiac; Chronic/lifelong). Only three people in the Transitioning Youth group reported a Hearing-related disability (compared to 137 for the other group) and 29 Transitioning Youth reported having a cognitive impairment (as compared to 6 people for the All Others group).

Percent of respondents by type of disability.

Type of Disability	Respondants	Percent
Sensory	142	60.9%
Cognitive	35	15.0%
Motor	20	8.6%
Mental Health	9	3.9%
Other/Various	27	11.6%

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 all but one of the 259 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, 71.7% (185 people) of the responses were received from consumers who successfully completed their rehabilitation plan (Status 26). Status 08 responses were received from 2.7% of cases (7 people), 17.1% (44 people) were closed in Status 28, and 8.5% (22 people) were from those in closure Status 30. There were no Status 38 closures in this sample.

Status	Respondents	Percent of total
26	185	71.7%
28	44	17.1%
30	22	8.5%
08	7	2.7%

Age of respondents.

The respondents were asked to indicate the age group to which they belong. There were 235 surveys returned with age information. Of these, 43 people (18% of sample) indicated they were 24 years old or younger. All but 1 of the under-25 group members were Transitioning Youth. There were 53 people (23%) in the 25 to 50 age group; 109 people (46%) were between 51 and 70 years old; and 30 people (13%) reported being more than 70 years of age. There is a trend over the past few years toward older respondents participating in the survey. Again, this year, more than half of the respondents (59%) reported they were more than 50 years old at the time they completed the survey.

Work Status of Respondents.

There were 243 responses to the item about work status. Of these, about 71% reported that they were working at the time of the survey. Ten percent of responders reported that they were retired, 6% said they were unable to work, 6% were in school or training, 4% said they were looking for work, and 1% said that they don't want to work.

Work Status reported by consumers

Work Status	Consumers	Percent
Working	173	71.193%
Retired	25	10.288%
Unable to work	15	6.173%
In School/Training	15	6.173%
Looking for work	12	4.938%
Don't want work	3	1.235%

RIGHTS INFORMATION

The consumers were asked to indicate the rights information they were given. There were 221 individuals who responded that at least one right had been explained (85% of the sample). Of these, 92 people (42%) indicated that all rights were explained. Most individuals indicated that they had received several rights explanations. The total number of rights explained was 1,204. If each of these individuals had been given information about each of their rights, the total number of rights explained would have been 1,768 (221 individuals X 8 issues). The consumers recalled having been told 68% of the possible rights information. This represents a 5% increase in rights information provided over the previous survey period.

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, 93% (206 individuals) said they were told they have a right to "Participate in developing my plan."

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

- Does not apply.
- It's been so long ago I can't really remember. But I think they did a great job.

- NA to another counselor, appeal, and CAP
- None of the above. I was not helped.
- Not sure
- Responder put NA for appeal, request new counselor, and CAP.
- Question marks in Who provided services and Contact CAP
- The first one, that's it.
- They didn't do any of these.

Rights information provided.

Type of rights information	Consumers	
Participate in developing my plan	206	93%
Choose how my services were provided	184	83%
Know about all the services that were available	181	82%
Choose who provided my services	169	76%
Appeal any decision about my case	135	61%
Appeal any decision about my services	118	53%
Contact CAP for help in resolving differences	107	48%
Request another DRS counselor	104	47%

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. They could also indicate that a particular item was Not Applicable to them.

The first table below lists the percent of responders who agreed or strongly agreed with each item during the 2021-22 survey and the 2022-23 survey. For example, 94% of the people who responded to Item 1 Agreed or Strongly Agreed with the statement during 2021-2022 and during 2022-2023. As may be noted in the table, the expressed agreement of responders is slightly lower for several items and 5 or more points lower this year for three of the items. For example, the level of agreement for Item 3. “My DRS counselor helped me identify an appropriate career” was 7 points lower in this survey than in the previous year. The level of satisfaction for the other items is somewhat lower for the 2 years. Overall, 3 items were rated at less than 80% agreement and 5 were rated at 90% agreement or higher.

Level of Agreement by Satisfaction Item.

Satisfaction Item	% Agree or Strongly Agree	
	2021 - 22	2022-23
1. The eligibility requirements and process for receiving services clearly explained by DRS staff.	94%	94%
2. My questions were answered clearly by DRS staff.	93%	92%
3. My DRS counselor helped me identify an appropriate career.	83%	76%
4. My DRS counselor and I developed a plan for employment.	83%	77%
5. I was made aware of the steps and my responsibilities to achieve my employment goal.	89%	84%
6. My DRS counselor stayed in contact with me, so I knew what was happening with my services.	89%	87%
7. I received the services needed to reach my employment goal.	90%	86%
8. I am satisfied with the services provided by DRS.	90%	89%
9. My counselor treated me with respect.	94%	94%
10. My counselor told me about job opportunities.	80%	78%
Rating Item	% Above Average or Excellent	
1. How would you rate the accessibility at your local DRS office?	95%	94%
2. How would you rate your counselor?	94%	92%
3. How would you rate your overall experience with DRS?	91%	88%

The number of individuals who responds to each item varies. Responders are not required to rate each item and they have an option to indicate than an item is “Not Applicable” to their situation. The table below lists the number of people who responded to each of the satisfaction items, the percentage who agreed with the item, and the number of people who indicated that the item was not applicable to them. It is interesting to note the apparent relationship between the number of individuals who indicated that an item was not applicable to them and the level of satisfaction reported for that item.

Number of Responders and Level of Agreement by Satisfaction Item.

	Respondents	Percent	Not applicable
1. The eligibility requirements and process for receiving services clearly explained by DRS staff.	230	94%	4
2. My questions were answered clearly by DRS staff.	230	92%	2
3. My DRS counselor helped me identify an appropriate career.	111	76%	112
4. My DRS counselor and I developed a plan for employment.	114	77%	115
5. I was made aware of the steps and my responsibilities to achieve my employment goal.	141	84%	92
6. My DRS counselor stayed in contact with me, so I knew what was happening with my services.	234	87%	5
7. I received the services needed to reach my employment goal.	193	86%	34
8. I am satisfied with the services provided by DRS.	237	89%	3
9. My counselor treated me with respect.	234	94%	4
10. My counselor told me about job opportunities.	109	78%	118
Rating Item	Above Average or Excellent		
1. How would you rate the accessibility at your local DRS office?	218	94%	9
2. How would you rate your counselor?	227	92%	1
3. How would you rate your overall experience with DRS?	234	88%	0

The difference in level of agreement between those in the Transitioning Youth category versus members of the sample who are not Transitioning Youth (All Others) has historically been fairly pronounced. The following table displays this difference in reported satisfaction level for this survey period.

Differences in Agreement between Transitioning Youth and All Others.		
	% Agree or Strongly Agree	
Satisfaction Item	<i>Transitioning Youth</i>	All Others
1. The eligibility requirements and process for receiving services clearly explained by DRS staff.	81%	98%
2. My questions were answered clearly by DRS staff.	76%	97%
3. My DRS counselor helped me identify an appropriate career.	64%	84%
4. My DRS counselor and I developed a plan for employment.	69%	84%
5. I was made aware of the steps and my responsibilities to achieve my employment goal.	69%	93%
6. My DRS counselor stayed in contact with me, so I knew what was happening with my services.	72%	91%
7. I received the services needed to reach my employment goal.	70%	92%
8. I am satisfied with the services provided by DRS.	74%	94%
9. My counselor treated me with respect.	85%	96%
10. My counselor told me about job opportunities.	67%	87%
Rating Item	% Above Average or Excellent	
1. How would you rate the accessibility at your local DRS office?	83%	97%
2. How would you rate your counselor?	78%	96%
3. How would you rate your overall experience with DRS?	72%	92%

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 197 responses to this question. Of these, 14 people reported that “all” of the services were helpful. Another 19 people said that none of the services were helpful, that they were waiting for services, or that they did not receive any services. These comments included: “The lady I talked to was great, but that is all that was ever done was talk” and “They did not do anything to help me. I am currently struggling through grad school and she has closed my case.”

The remaining responses could be categorized as Hearing-related services (96), Access/Process-related services (17), Education/Training related (13), Employment related services (13), Equipment related (9), or Other/Various services (8). These comments are listed on the subsequent pages.

Hearing-related services:

- Acquire hearing aids.
- Assistance finding and paying for hearing aids.
- Assistance program to help improve my hearing related handicap so I could continue to be employed.
- Assistance with getting hearing aids to help in my job.
- Assistance with hearing aids
- Assistance with hearing aids for people with hearing loss.
- Assistance with hearing aids.
- Assisted in keeping job through obtaining hearing aids.
- Assisting me with my hearing issue.
- Audiology. Availability of the hearing aids.
- Contacted for hearing exam.
- Discussion on different agencies that provide hearing aids.
- DRS paid for my hearing aids.
- Financial assistance in purchasing device when financial future was uncertain.
- For hearing aids

- Getting hearing aids and notebook with Windows!
- Getting hearing aids so I was more able to work.
- Getting hearing aids. (X 4)
- Getting my hearing aids.
- Getting my hearing aids. (X 2)
- Getting new hearing aids.
- Got new hearing aids. Now I can hear.
- Hearing (X 6)
- Hearing aids and clothing.
- Hearing aids and supplying desk and chair for a new job that I started.
- Hearing aids that I may continue working and strobe smoke detectors.
- Hearing aids. (X 27)
- Hearing aids/glasses
- Hearing assistance-- eval and equipment I used.
- Hearing assistance.
- Hearing exam.
- Hearing was the only needed.
- Help getting hearing aids (X 2)
- Help with hearing aids.
- Help with hearing issue.
- Help with my hearing aids.
- Help with obtaining hearing aids.
- Helped me get hearing aids. (X 2)
- Helped me with my hearing loss-- hearing aids.
- I can hear again. Great for work.
- I only needed assistance with obtaining hearing aid and was completely satisfied with the process.
- I received hearing aids and it improved my ability.
- I was able to obtain hearing aids to successfully continue my career.
- I was referred to DRS for assistance in receiving funding for a hearing aid.
- I'm acquiring a new hearing aid to help me with supportive employment at a workshop.

- My hearing loss greatly affected what I do. Great to hear better!
- Obtaining hearing aids. (X 2)
- Program for hearing aids.
- Received financial assistance for hearing aids.
- Services for hearing impairment.
- She helped me get better hearing aids.
- The ability to provide hearing aids.
- The services to help me to get hearing aids to keep my job.
- They saved my life! They got me a hearing aid so I could be a better employee and student!
- To continue working by being able to hear.
- To help me get my hearing aids.
- To help me to continue to hear.
- To obtain hearing aids
- Very helpful getting hearing aids so I can perform better at work.

Access/Process-related:

- Counselor
- Questions were answered clearly by DRS staff.
- She explained very thoroughly!
- She was a wonderful counselor who told me my options.
- Vocational Rehab stepped in where VA dropped the ball and still not helping. Greatly appreciated my counselor and former rehab co-workers.
- Ability to discuss and change my plan as my condition worsened.
- Availability and quick response to getting an appointment.
- Case management
- Consultative
- Each step was explained clearly and the follow up was great.
- Having the interview process/data collection with a person and not having to fill out by self.
- I am still in the process of exploring the options that are available for me and appropriate for me.

- Requirement and process
- The speed of how my services were and how easy it was to understand.
- Very knowledgeable and explained all aspects to my knowledge and understanding.

Education/Training-related Services:

- Financial assistance for college. List of available employment opportunities.
- Financial assistance in college.
- Financial help and advice for college.
- Help with school supplies.
- How to use hand controls to drive.
- Life skills
- My tutor.
- Participation during HS years. They kept tabs on me, made sure I did my homework, put me in easier classes.
- Reimbursement for college textbooks.
- School services, career/employment services.
- Schooling
- The only service I could take advantage of was funding for college, but only for attending full time.
- When they was able to help pay for books and equipment.

Employment-related services:

- Employment
- Explanation of benefits and my responsibilities to ensure future employment.
- Finding a job.
- Help with writing a resume.
- Job placement
- Job placement and transitioning from high school to a job.
- Job preparedness.
- Job training.
- Resume
- The employment plan.

- The job eval survey.
- The new resume.
- They could find jobs.

Equipment:

- Assisting with getting necessary equipment needed to do my job.
- Bathroom and walk in shower. Shoes and boots from Hangar.
- Got hand controls to my car. Now I can drive.
- Helping pay for supplies.
- Helping with my scrubs and shoes.
- Here at the house.
- The items purchased for me I would never have been able to afford on my own.
- They helped provide equipment that my employer wouldn't provide.
- Workspace accommodation with large screen for computer, keyboard slot, and footrest.

Other/Various:

- Convenience of location.
- Financial.
- Not sure
- Only had some contact in high school.
- The Doctor
- Unsure
- Using Goodwill
- Volunteer opportunities

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

One hundred eighty people responded to this question. Of these, 136 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 were addressed.
- At this time, none.
- Didn't have any.
- Every need was met.
- I think all was covered.
- My needs were met.

Six people reported that none of their needs were met by DRS. Their comments were:

- All
- Any and all. I have attempted to get help 3 x for myself and 2x for my daughter-- 0 results, referrals, assistance.
- Do something instead of just sitting there and collecting a paycheck.
- I was not informed of anything.
- I wasn't taken serious.
- None of my needs were addressed. They forced me to go have an evaluation with a psychologist which my parents had to pay for then never addressed any of his recommendations.

The rest of the comments could be categorized as Employment needs (11), Education (7), Hearing (4), and Other/Various needs (16). These comments follow.

Employment needs:

- A job
- Being aware of what is under the appropriate work accommodations in the workplace.
- Help to become employable.
- Help with resume feedback. I was told it fine, but I wanted more specific feedback.
- Helping find a job.
- I did not obtain a job and did not obtain a job in a different field.

- I have not found employment nor has anyone from DRS contacted me in weeks!
- I was not offered job placement.
- Job hunting skills.
- Limited job options presented.
- Where to begin looking for a job with my degree.

Education needs:

- Career and follow-up with college. I was asked to leave college and not come back for my SR yr.
- I couldn't make them believe in me. Wanted to do nursing classes was told I wouldn't be able to be a nurse, but wanted to give me CAN jobs. I'm already a medical assistant.
- I wanted to take a coding class but they wanted me to go to Charleston or Huntington but I had no automobile.
- I was not able to attend college FT after a while due to my disabilities. I could not success attending FT 15 credit hours and having to keep a certain GPA. I was not paired with a job or housing.
- I would like to have information on how to live independently.
- Still need skills training and securing.
- Tuition for my college.

Hearing needs:

- Getting hearing aids
- Hearing aids
- I need a maintenance for my hearing aids.
- Still having trouble with right hearing aid.

Other/Various needs:

- ?
- Don't know.
- Financial
- Housing, transportation, financial stability, emergency assistance.
- I don't know what you mean.
- Job lead, educational opportunities. I did not know I could change counselors or have any kind of mediation.

- My brother has an addiction to regular pop. He got snacks extra after we sent him snack in his bag.
- My disability
- Obtaining a car
- Parts to add to the back of car so I can take my wheelchair.
- Pay up for the tolls and travel expenses for my trips for his eye appointments to get glasses which he never got.
- Phone helps
- Pinched nerve does not show up in x-rays-treated by chiropractors.
- printer computer laptop training. Help with understanding technology at my job.
- Transportation. How would I even get to the job if I can't get to DRS?
- We talked about eyeglasses but I have them.

HOW COULD THE DIVISION OF REHABILITATION IMPROVE SERVICES?

There were 126 responses to this item. Of these, 64 people said that they had no suggestions or that they were satisfied and/or no improvements were needed. For example:

- All services were well done.
- Already do a good job.
- Can't think of anything at this time.
- Don't know they were excellent with me.
- DRS is doing an excellent job.
- Excellent service. Thank you.
- I have no complaints or suggestions. I was completely satisfied with the entire process.
- I think they did a great job so I can't think of anything they can improve.
- I think they're good as they are right now.
- I was completely satisfied and very appreciative for the services received.
- I was pleased.
- In my opinion, it's working great and helping people who need it.
- Keep doing what you are doing.
- No need to they did an outstanding job.
- No recommendations-- services have always been stellar.
- Services met all my needs.
- The counselor went over and above.
- The staff were so helpful to me that I cannot recommend any improvements.
- They did really great. Just keep doing what they are doing.
- They do a very good job.
- They were excellent.
- They were exceptional.
- What I seen they didn't need any.

There were 62 suggestions for improvements. These comments could be categorized as Communication (15), Staffing (9), and Advertising (6), Employment (5), Hearing services (4), Transportation (4), Timeliness (3), and 16 Other suggestions. These comments

follow.

Communication:

- Allow for broader discussion and to use the info you provide to make a physical list to study and discuss.
- Being more helpful, explain services and options, respond quicker.
- Better follow up with services that I was told qualified for but never got more info on.
- By telling what they actually provide.
- Clear communication between client/counselors and clear deadline for approvals.
- Communication. Notice to disabled workers on how to get help.
- Counselor need express what is expected.
- Do more to interact instead of just showing up at school every 2-3 months.
- I applied online for job assistance and didn't hear or meet with a counselor. All the jobs were online.
- Just letting others know all you can do for them.
- Keep me more informed.
- Kept better tabs on me. I floundered in the system. I'm very, very, shy and easy to overlook. I have a lot of trouble asking for help as well.
- More timely communication. Better prepared for meetings. Have options listed so could read/review.
- Stay in touch.
- They never followed up with me despite numerous requests.

Staffing:

- Consistent counselors, but I understand there is a high turnover.
- Division of Rehab is in need of additional counselors and RSAs very badly. But this is an ongoing issue with all state agencies. WV is a training ground for other states.
- Fire [counselor name].
- Have counselors that care about clients. I never felt welcomed or included. Every email I sent I felt like a bother.
- Hire workers who are engaged and want to help people succeed that help them acquire all the assistance available.
- My counselor did not seem to care or motivated to help me.
- Retaining case workers.
- Slow down and listen better. People know what they can and can't do.

- They need to train staff to be more understanding of clients with disabilities. It is shameful how a service which help the disabled is so ignorant.

Advertising:

- I honestly don't think you could improve. If I could make a suggestion, maybe advertise more.
- Keep it up and get the word out of what's available.
- Let more people know it is available.
- More advertising in high schools so people are aware of services. Not count years w/o assistance as part of your qualifying years for services.
- More and better advertising.
- They're doing great! Maybe PR. I was suggested this service buy never would've known about it otherwise.

Employment:

- Actual job placement.
- Be able to offer more assistance with acquiring a job.
- Follow up- Find employment.
- Work with the clients in helping them find jobs and applying for them.
- Working more time and more jobs to get to apply for.

Hearing:

- After care of the hearing aids.
- An interpreter for deaf individuals would be a huge plus. If client did not have parent available would not have understood any of plans.
- Help in getting hearing aids more often. When hearing declines and need update ones.
- Help me the new hearing aid.

Transportation:

- A car
- Give me a item for my car.
- Have a better transportation assistance program.
- Provide transportation for people who don't have any.

Timeliness:

- Be a little faster.
- Covid slowed things down. I don't think this could be helped.
- Less waiting time.

DO YOU HAVE ANY OTHER COMMENTS?

There were 96 responses to this question. They could be categorized as Positive Comments (64), Negative Comments (15), Explanations (6), or Suggestions (6).

Positive Comments:

- Counselor is an amazing social worker.
- Counselor was amazing and very helpful. Closed case due to employment but was let go. May come back.
- Counselor was excellent!
- Counselor was great!
- Counselors were amazing, so very patient and caring can't say enough good about them.
- Counselors were very helpful and knowledgeable. Highest of praises to them.
- Did great.
- Everyone I met with at DRS was helpful and kind. They went above and beyond to meet my needs.
- Everything was done professionally and was appreciated. Glasses, hearing aids, shoes, bathroom, and drain for driveway. Thank you.
- Everything was excellent for me.
- Good service
- Great counselor.
- Great job. Thank you.
- Great service. Counselor was always helpful.
- I am happy with the services I received from DRS. Thank you very much.
- I cannot express how pleased I was with the counselor and how much she helped and assisted me during this process. Thank you!
- I have had a wonderful time with DRS.
- I have hearing aids which are amazing.
- I truly appreciate all the help achieving my goal to become a pharmacist. I can't express how much my counselor helped me through the process.
- I want to thank everyone for taking such good care of me.
- I wanted to say "Thank you" for the opportunity to receive hearing aids. It has changed my work duties and life.

- I'd like to give a great big thank you to my counselor, he was heaven sent!
- I'm very appreciative of my hearing aids.
- It's a wonderful service!
- Keep up the great work.
- Much appreciated!
- My counselor helped me with all my issues.
- My counselor was excellent in helping me.
- My counselor was very good and kind.
- My experience with DRS was wonderful. I keep recommending DRS and let people know about my experience.
- No, except thank you for your services.
- No. Thanks for all the help!
- Once a plan was put into place in securing my hearing testing and receiving my hearing devices everything went quickly and efficiently.
- Please continue with the plans you offer, they make a world of difference to people.
- So helpful-- really helped me stay in business. My agent was kind and easy to deal with. Thank you!!!
- So thankful that you offer these kind of assistance to people.
- Sorry this is late (got lost in Christmas stuff) but I hope not too late to be helpful. Thank y'all!
- Thank you for everything. My son is supposed to open up a store and hopes to work it part-time.
- Thank you for the help.
- Thank you for what you do!
- Thank you for your services to help me improve health and productivity.
- Thank you so much for helping me stay employed.
- Thank you to everyone involved.
- Thank you! (X 5)
- Thanks for all of your help.
- The counselor that I worked with was very helpful and explained everything to me.
- The people that I saw and talked with did a great job!!
- They were great! Everyone. Thanks. Been employed 1 year full time and benefits.
- They were very helpful for all my needs with hearing.

- They were wonderful! My counselor was the BEST! Thank you from the bottom of my heart for making my life so much better and working my job.
- This program has helped me stay employed for many years with assistance of my hearing aids. Great program.
- Very pleased with the service and counselor.
- Very professional and kind staff.
- Very satisfied.
- We were completely satisfied with your services.
- Wonderful program.
- Working as a temp employee for the agency showed me how very dedicated everyone is. I tried to become permanently employed but was not able to continue making an impact on another person's life and break down barriers.
- Would highly recommend.
- Yes, the staff is awesome!
- Zoom and phone meetings with my counselor were great.

Negative Comments:

- After my first counselor left, I only heard from my new counselor once and never heard from anyone after.
- DRS counselor was rude, unhelpful, disrespectful, and unprofessional. Unwilling to listen.
- I believe your services are a complete waste of taxpayer money.
- I have a lot to say about the services-- which was NOT helpful and a lot to say about [counselor name].
- I received hearing aids without any service plan or warranty. There was no maintenance plan to keep them free and clear of problems.
- I'm not satisfied with the services. My daughter got Covid and didn't work for a period. The counselor said she would contact me to set something up for her. I never heard back.
- My counselor kept expressing how overworked she was.
- My worker was completely disengaged, took weeks to respond if she responded. This was a horrible experience as I watched other people get assistance over and over but I got nothing.
- Need to be more helpful and understanding of people needs.
- Never found out how they could help.

- Our counselor was as helpful as possible considering systematic issues. Unable to help the very people DRS was designed for.
- Overall poor service.
- The only advantage I was able to participate in with DRS had caveats. The real help I needed was finding a career so I could have a life and not struggle.
- They have treated me like I'm as important to them as dirt!!!!
- Very disappointed in program, my son had to research and find his own jobs and then try to keep them. DRS never helped with the actual getting a job and working with a workplace to help with assistance with job.

Explanations:

- Child approved, but parent/child refused services because we felt someone more deserving may need services. We cannot evaluate your program at this time.
- I didn't know their services were available to employed people.
- I didn't make it through all the way because I didn't have transportation to finish it. I don't want to start all over again! Frustrated!
- I really don't remember the whole conversation I had with my counselor, it was approx 8 months ago.
- I was in the hospital. He said to call and reschedule after my last surgery.
- I would just like to be home away from others. Even tho I hear somewhat better, my anxiety is [down arrow]. My health issues keep me from wanting to go anywhere, due to struggle with daily life and financials.
- I'm in the hospital. I would like you to help me after I find a place to live.
- I'm now working at Walmart as a cashier. I hate the job. Hell on Earth!! But what am I to do? I'm not smart enough for college and my mom said I had to get a job. I was transferred from one dept to cashier because I wasn't fast enough. I'm not that great of a Walmart worker either.
- Need help finish my degree.
- Please call me to resolve this.
- SWR personnel told me they couldn't stop my brother to not buy pop or use my suggestions.

Suggestions:

- It would be nice to have clear instructions on services offered and what all you can participate in.
- It would be nice to have a 3 to 5 year transition period like SSA has for careers.
- Perhaps another follow up auditory visit.

- Program needs to be started earlier in child's life.
- Receiving other guidance via the workplace via asking for accommodations would be helpful.
- You need better people for job training. I waited almost 2 years and gave up on the training and got my own job.

Summary: WVSRC Satisfaction Survey 2022-23

DEMOGRAPHIC INFORMATION

District. In this sample, District 2 was above the expected percentage of the total at 24%. Districts 5 and 6 had the lowest percentage of respondents at 12% and 13%, respectively. The 227 respondents who reported county information represent 46 of the 55 counties in West Virginia.

Disabling Condition. People most often reported having sensory disabilities at 60% of the 233 people who responded to this question. Other disability categories included Motor (8.6%), Cognitive (15%), Mental Health (3.9%), and Other/Various (11.6).

Closure Status. In this sample, 71.7% (185 people) had successfully completed their rehabilitation plan (Status 26). Status 08 represented 2.7% of the sample; 17.1% were closed in Status 28; and 8.5% were Closure Status 30. There were no Status 38 closures in this sample.

Age of respondents. Of the 235 surveys returned with age information, 18% were 24 years old or younger; 23% were in the 25 to 50 age group; 46% were between 51 and 70 years old; and 13% were 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 (59%) reported they were more than 50 years old at the time they completed the survey.

Work Status of Respondents. Work status was provided by 243 people. Of these, 71% reported that they were working at the time of the survey. Four percent of responders said they were looking for work, 8% said they were unable to work, 6% were in school or training, 10% reported that they were retired, and less than 1% said that they don't want to work.

RIGHTS INFORMATION

The consumers were asked to indicate the rights information they were given. There were 221 individuals who responded that at least one right had been explained. Of these, 42% indicated that all rights were explained. Most individuals indicated that they had received several rights explanations. Thus, 85% of consumers recalled having been told 68% of the possible rights information. This represents a 5% increase in rights information

provided over the previous survey period.

SATISFACTION SCALE ITEMS

The level of satisfaction for the other items is somewhat lower for the 2 years. Overall, 3 items were rated at less than 80% agreement and 5 were rated at 90% agreement or higher.

The number of people who responded for each item is listed in the table along with the number of people who said an item was not applicable to their case (NA). It is interesting to note that the items that had the lowest rating were also the items most often marked as NA. For example, 111 people rated Item 3 (identify an appropriate career) at 79% agreement and 112 people said it was NA.

There are dramatic differences in satisfaction level for the Transitioning Youth group versus the All Others group. Transitioning Youth have traditionally expressed a lower level of satisfaction with services. This year, the mean satisfaction level across all items was 74% for Transitioning Youth versus 92% for All Others.

OPEN-ENDED ITEMS

Which service(s) offered by DRS did you find the most helpful? There were 197 responses to this question with 14 people saying “all” of the services were helpful and 19 people saying none of the services were helpful. The others listed Hearing-related services (96 people), Access/Process-related services (17), Education/Training related (13), Employment related services (13), Equipment related (9), or Other/Various services (8).

What needs do you have that were not addressed by DRS? Of the 180 people who responded, 136 said they had no additional service needs and 6 people said none of their needs were met by DRS. The other comments could be categorized as needs related to Employment (11), Education (7), Hearing (4), and Other/Various needs (16).

How could the Division of Rehabilitation improve services? Of the 126 responses to this item, 64 people said that they had no suggestions or that they were satisfied and/or no improvements were needed. There were 62 suggestions for improvements in the areas

of Communication (15), Staffing (9), and Advertising (6), Employment (5), Hearing services (4), Transportation (4), Timeliness (3), and 16 Other.

Do you have any other comments? There were 96 responses to this question. They could be categorized as Positive Comments (64), Negative Comments (15), Explanations (6), and Suggestions (6). People expressed gratitude for specific services they received, but the positive comments were largely expressions of appreciation for the quality of DRS counselors and staff.

The composition of the sample for this year is similar to the previous year in terms of age of respondents and disability category. The impact of hearing-related services for that population leads to very high levels of satisfaction with services. Several responders indicated that receiving hearing services improved both their work life and their quality of life overall. As evidenced by the results of this survey, the ability of WVDRS to provide hearing-related services contributes greatly to the ability of older West Virginians to remain in the workforce.