

**REPORT  
OF  
SURVEY FINDINGS**

**Transitioning Youth:  
Consumer Satisfaction**

**SEPTEMBER 2013 THROUGH**

**AUGUST 2014**

**WEST VIRGINIA  
STATE REHABILITATION COUNCIL**

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**TRANSITIONING YOUTH:  
CONSUMER SATISFACTION  
(SEPTEMBER, 2013 – AUGUST, 2014)**

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 transitioning youth. A total of 86 surveys that were coded as “transitioning youth” were returned. This report summarizes those responses and details the findings of the survey for the 2013-2014 program year.

## DEMOGRAPHIC INFORMATION

### District.

The district and closure status were recorded on each survey in preparation for mailing. Each of the 86 responses was returned with the District information intact. 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 3 represents 24% of the sample and District 5 only 11%. There were 71 individuals who reported county information. There was at least one response from 34 of the 55 counties. [Note: Some license was taken in rounding the percentages in order to reach a total of 100%.]

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

<b>District</b>	<b>Number of responses</b>	<b>Percent of total responses received</b>
District 1	13	15%
District 2	13	15%
District 3	21	24%
District 4	16	19%
District 5	9	11%
District 6	14	16%

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 surveys that were returned contained County information.

**District 1:** Boone (2 responses), Calhoun (0), Clay (2), Jackson (0), Kanawha (4), Mason (2), Putnam (1), Roane (0), Unknown (2).

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

**District 3:** Brooke (4 responses), Doddridge (0), Hancock (2), Marshall (3), Ohio (2), Pleasants (0), Ritchie (1), Tyler (1), Wetzel (0), Wirt (0), Wood (4), Unknown (4).



### Type of Disability.

The consumers were asked to indicate their disability. There were 68 youth who listed a disabling condition (e.g., Asberger's) or a description of their disability (e.g., reading and reading comprehension). There were just 8 individuals (12%) who reported having a **sensory** disability while in the whole sample of DRS consumers, more than half of the consumers reported having a sensory disability. In this sample, slightly less than half (48%) report having a Learning Disability or other **cognitive** impairment (33 people). There were 12 youth (18%) who reported having a **motor**-related impairment (e.g., Amputee, Ataxic CP). There were 6 people (9%) who listed **mental health** disability (e.g., Depression/Anxiety, Mood Disorder). The **Various/Other** category included multiple impairments and/or responses such as Asthma or Epilepsy, and included 9 people (13%). [Note: Some license was taken in rounding the percentages in order to reach a total of 100%.]

### **Percent of responders by type of disability.**

<b>Type of Disability</b>	<b>Respondents</b>	<b>Percent</b>
<b>Cognitive</b>	33	48%
<b>Motor</b>	12	18%
<b>Sensory</b>	8	12%
<b>Mental Health</b>	6	9%
<b>Various/Other</b>	9	13%
Total	68	100%

### 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. 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, and 30 usually represent an

Status	Responders	Percent of total
<b>26 (Successful)</b>	55	64%
<b>28 (Unsuccessful)</b>	9	11%
<b>30 (Unsuccessful)</b>	13	14%
<b>08 (Unsuccessful)</b>	9	11%

“unsuccessful” closure. In this sample, 64% of the responses were received from consumers who successfully completed their rehabilitation program (Status 26) and 36% were closed as unsuccessful. [Note: In order to ensure that the Status percentages totaled 100%, some license was taken in rounding the percentages.]

**Work Status of Respondents.**

There were 75 responses to the item about work status. Of these, 72% indicated they are working, 15% are in school/training, 10% are looking for work, and 3% reported that they are unable to work. No one reported that they don't want to work. [Note: In order to ensure that the Status percentages totaled 100%, some license was taken in rounding the percentages.]

<b>Consumers by reported work status</b>		
<b>Work Status</b>	<b>Consumers</b>	<b>Percent</b>
<b>Working</b>	54	72%
<b>In School/Training</b>	11	15%
<b>Job seeking</b>	8	10%
<b>Unable to work</b>	2	3%
<b>Don't want work</b>	0	0%
Total	75	100%

**SATISFACTION ITEMS**

The youth were asked to rate their agreement with a series of 10 statements about their interactions with DRS. There were also 3 items where consumers could rate the office, their counselor, and the services received. They used a Likert-type scale that ranged from Strongly Agree to Strongly Disagree with options to indicate that they were neutral or that the item was not applicable. The following table lists the percent of

responders who agreed or strongly agreed with these items.

In the past, the level of satisfaction by youth consumers seemed to decline. Last year's numbers, however, showed an increase. This year, the levels of satisfaction are, again, somewhat lower. These data, however, should be viewed with caution since the sample sizes across the years vary dramatically. It will be important to track these responses until the pattern becomes more stable.

<b>PERCENT OF YOUTH RESPONDERS WHO AGREE OR STRONGLY AGREE.</b>			
<b>Satisfaction Item</b>	<b>2011-12</b>	<b>2012-13</b>	<b>2013-14</b>
1. The eligibility requirements and process for receiving services were clearly explained by DRS staff.	84%	94%	<b>79%</b>
2. My questions were answered clearly by DRS staff.	80%	95%	<b>79%</b>
3. My DRS counselor helped me identify appropriate employment opportunities.	78%	89%	<b>68%</b>
4. My DRS counselor and I developed a plan for employment	78%	85%	<b>69%</b>
5. I was made aware of the steps and my responsibilities to achieve my employment goal.	80%	94%	<b>76%</b>
6. My DRS counselor stayed in contact with me so I knew what was happening with services.	75%	87%	<b>73%</b>
7. I received the services needed to reach my employment goal.	72%	77%	<b>71%</b>
8. I am satisfied with the services provided by DRS.	77%	85%	<b>72%</b>
9. My counselor told me about job opportunities.	76%	88%	<b>66%</b>
10. My counselor treated me with respect.	91%	98%	<b>86%</b>
<b>Rating Item</b>			
1. How would you rate the accessibility at your local DRS office?	85%	96%	<b>80%</b>
2. How would you rate your counselor?	83%	94%	<b>79%</b>
3. How would you rate your overall experience with DRS?	83%	88%	<b>74%</b>

## RIGHTS INFORMATION

The consumers were asked to indicate which rights information had been explained to them. There were 77 individuals who responded that at least one right had been explained (90% of the sample). Most individuals indicated that they had received several rights explanations. Therefore, the total number of rights explained was 381. If each of these individuals had been given information about each of the rights listed, the total would have been 616 (77 individuals X 8 issues). The total responses indicate that consumers recalled having been told 62% of the possible rights information.

In the Table, Column 1 lists the type of rights information. Column 2 reports the number of individuals who indicated they had received the information. Column 3 lists the percent of responders who report that they received that information. For example, of the 77 people who recalled that they received rights information, 69 (90%) report that they were told they have a right to "Participate in developing my rehabilitation plan." They least often reported awareness of their rights to "Contact CAP for help in resolving differences" (43%) or to "Request another counselor" (45%).

<b>Rights explained to consumers</b>		
<b>Rights Information</b>	<b>Consumers</b>	<b>%</b>
Participate in developing my plan	69	90%
Choose how my services were provided	57	74%
Choose who provided my services	45	58%
Appeal any decision about my case	45	58%
Know about all the services that were available	57	74%
Request another DRS counselor	35	45%
Appeal any decision about my services	40	52%
Contact CAP for help in resolving differences	33	43%
Total Rights Recalled by Consumers	381	

## **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 70 responses to this question. Of these, 10 people said that they did not find any of the services helpful. Four people reported that “All” the services were helpful.

The others said the most helpful services were assistance with Education/ Training (24 responses), Employment/Job Services (15 responses), and Other/Various Services (17 responses). These comments follow.

#### **All Services Were Helpful**

- ❖ All
- ❖ All of the above.
- ❖ All of them
- ❖ Everything I received was very helpful

#### **Education/Training Related Services**

- ❖ Book assistance
- ❖ Developing a plan for school
- ❖ Finances to complete school and that was it!
- ❖ Financial aid
- ❖ Financial aide with college
- ❖ Financial help with school and books
- ❖ Giving me additional testing so I could get the special accommodations to take my GED
- ❖ Help with paying for my books and additional college expense.
- ❖ Help with tuition and explaining what they did to help
- ❖ Helping pay for my education
- ❖ My counselor helped w/schooling
- ❖ Obtaining scholarship/financial assistance, being a sounding board and helping to direct/redirect
- ❖ Scholarship money to help pay for school and living expenses
- ❖ Schooling
- ❖ The educational/financial support offered
- ❖ The most helpful service offered by the DRS has to be the help with money for school
- ❖ The service offered for me to finish college and get a great job.

- ❖ The service purchased needed educational resources to get me through school and into my job
- ❖ The services through college, employment and hearing disability help me tremendously thanks so much
- ❖ They offered the great services with my college education and job opportunities
- ❖ They were always very helpful. Mostly through college.
- ❖ To help me in college for studying and working search.
- ❖ Tuition money
- ❖ Tuition/school monetary assistance

### **Employment-Related Services**

- ❖ Employment help, resume building, services I received @ school
- ❖ Getting me help with my employment I don't know what I would have done without their help.
- ❖ Help finding a job I could do
- ❖ Identifying potential jobs
- ❖ Information regarding employment
- ❖ Job coach
- ❖ Job coaching and having a counselor to help navigate
- ❖ Job leads
- ❖ Job placement
- ❖ Knowledge and availability of counselor to help me with finding a job.
- ❖ My counselor was in contact with me often sent me job openings and helped in every way possible.
- ❖ Provided me w/services to obtain employment in my field.
- ❖ Referral to job corps and the follow up after completing job corps
- ❖ Resume help
- ❖ The steps to employment

### **Other Services or Assistance**

- ❖ Acknowledgement of disability and the flexibility of assistance programs
- ❖ Assistance with contacting sheltered workshop was helpful
- ❖ Assistance with tasks
- ❖ Counselor willing to always answer any questions.
- ❖ Don't remember
- ❖ Driving assistance
- ❖ Financial help
- ❖ Financial help
- ❖ High school visit

- ❖ Human resources development fund, [Counselor] and her team did a terrific job of scheduling work experiences/training very responsive with communications/updates; also [Counselor], driver's ed, patiently worked with client and understood aspects of Asperger's and how to teach a client; [Counselor] was very helpful with to stay in touch and working to make appointments and work experiences convenient to our schedule.
- ❖ One on one counselor who identified needs and placement opportunities based on strengths and weaknesses
- ❖ Only thing somewhat good was finding out the names of what was wrong in my mind.
- ❖ The driver's rehab program
- ❖ The money they provided for transportation
- ❖ The only service offered to me where the disability action center for "accessible equipment" no jobs or training was offered to me, or rehabilitation.
- ❖ They helped me get hearing aids that I could not afford.
- ❖ They helped me to find out why I struggled in math classes. They tested me for math disabilities when no one else would they helped me get a computer and printer for my college classes.

### **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 63 responses to this item, but 34 of them indicated that all their needs were met or that they had no additional needs (e.g., All were addressed by my great counselor!"; "The counselor was very helpful and addressed my needs very well"). The other comments were:

- [Counselor] helped so much in getting financial assistance and in answering every question I had she was always available.
- 1st intake nothing was done counselor was switched after neglect. Case closed in Nov. Due to surgery. Referred again to new counselor who suggested we should wait to do another intake who then informed me it would be 90 days after that before we could look for jobs.
- A job, help with transportation
- Aid for college
- All of my needs were never addressed, I have begged for help to no avail.
- Continuous doctors visits
- Drivers license which he now has college he needs help with you promised and a job.
- Employment opportunities
- Every time I tried to get in contact with someone it took weeks or months.

- Everything - papers were filled out and no response was ever made until 6 months later.
- Finding work or assistance like I was promised to help apply for work
- Grad school scholarship money to go back to school
- Help going back to college
- Help with school was shuffled to 3 different counselors
- I needed job experience
- I never received a individualized plan for employment, was not offered provisional services, secured employment, a follow up or complete services.
- I would have liked a little more help with actually finding a job.
- Job finding help was poor.
- More jobs.
- My case was closed and my hearing aids are in need of replacement.
- Practically all of them.
- Specific job skill (cash register)
- The income requirements were not explained.
- They helped with nothing but made lots of promises.
- Transportation
- Transportation is/was a big issue since I have a fear of driving One of my DRS workers would come to my house to meet The others did not, and it was hard to keep appointments.
- Upon denial, we didn't know where or what to do next. Contacted WV Advocates but they suggested we appeal.
- What all was available to meet the needs of my foster son, I had to pretty much do my own research and find my own information or keep calling until they get annoyed enough to take my call.
- Work/job

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

The survey participants were asked how services could be improved. There were 55 responses to this item, but 17 of them indicated that all they were pleased with the services and saw no need for improvements. The other comments follow.

- Assisting with transportation issues would have been helpful
- Better way to get a hold of my counselor.
- By actually helping and not being so cold and distant. Learning what compassion and patience is.
- By keeping responsible people working for them and having correct information

- Fewer turn over on counselors
- Following through with persons using your system.
- Help find a full time job (mine is part time)
- Help me get a new job.
- Help people get jobs? I heard this was the cure-all place to help and advocate for people with disabilities get "decent" jobs with benefits that they qualify for. My counselor now seems to think McDonald's is good enough...why would I need help getting a job there?
- Help with transportation after I got job
- Hire "quality" people
- I am sick to my stomach with the absolute incompetence of your services I have totally been ignored and left to fend for myself
- I had a counselor and he quit and someone told me they would contact me about a new counselor and never did so I did and got one and my case got closed and they lost my info
- I think it would be helpful to start the process earlier in the senior year of high school so that the application process can be completed on time.
- I was refused help, and was told to "change my major at concord because my act scores showed I wasn't intelligent enough, also I was told to "drop classes or I would not be given service!" clients should be encouraged not made to feel dumb
- I would have liked to receive more employment help
- I'm not sure how they could be my advocate if the school is not willing to be helpful
- Increase knowledge about job openings.
- It may be helpful to look at individual needs rather than income requirements of the parent.
- Keep in contact better and a lot more. My last drs worker was hard to contact and wasn't as helpful as the other two drs workers were
- Make good on promises
- Maybe try harder to keep contact
- More employers involved, better on the job counselors and trainers
- More hands on provide opportunities to help with disabilities
- My counselor wasn't in as much contact w/me as I would have liked him to be I always had to get ahold of him
- Offer service for a continual basis not just 6 months
- On site training programs more available, HRDP worked best for us over goodwill
- Once school done there was no help or advice for job placement
- Our counselor made frequent calls to update us on progress this was extremely helpful - even when there was no new news
- Provide actual job opportunities in the area
- Provide more than 2 hours of support.

- Provide programs available for specific disabilities.
- Quit lying to people about helping them when the child graduates you turn your back on them
- Send e-mails, explain more about what services are available
- Spend more time on the job finding process
- Taking the time to help their clients and really listening to the needs and helping families find resources they need
- Though I was in a priority category, drs need not close a difficult case and let client services get involved and do the job of drs
- Try not to keep officers longer so there is not as much change

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

The final item on the survey asked the participants if they had any other comments. A total of 40 people made a comment. They can be classified as Criticism/Clarification or as Praise/Appreciation.

#### **Praise and Appreciation:**

- [Counselor] is an excellent counselor
- [Counselor] was an angel! He is truly amazing and made my life great! Thank you all!
- [Counselor] was my DRS counselor she was amazing and did anything and everything to make sure I got the most out of DRS she went above and beyond
- [Counselor] went above and beyond to help me
- Good helper
- If it's not broke don't fix it. [Counselor] was beyond amazing to me during my time and went above and beyond to help me. I am extremely appreciative for DRS
- Just a big "thank you" for the help with college tuition without your help I would of made it unbearable I could concentrate on my studies with less anxiety
- My counselor was exceptional and incredibly sincere
- My son has severe autism because of this program he transitioned from high school to adult life magnificently THANK YOU
- Thank you for your assistance!!
- Thankful this program exists!
- The job counselling as I began my undergraduate degree was accurate and helpful
- Very pleased was hoping for job skills which we received and ended up with part time employment
- We were very pleased with their help. Ended up not needing employment help -- got a job right out of school.

### **Criticism/Clarification:**

- I also have a biological son who is getting services and it is like pulling teeth to find out anything, finding and getting resources needed to help my son in college. Assessments in finding anything they did not help in any way to help with anything to go to college or ever speak to anyone in the disabilities dept. of the colleges.
- I attended Shepherd University and did not have any assistance by instructors/staff under DRS I felt as though they thought it was a "crutch" since my disability is ADD. I am not sure how much pull DRS has at the college level, at least in my case, because my disability was not "visible" that they felt they were not obligated to be active in my schooling.
- I should have not been advised to pursue disability and contact client assistance program, DRS should not have just written me off.
- I was only contacted at grades time there was 0 help in jobs.
- I was put down the entire time and made to feel that I could not succeed in life, I did not drop the hours I was told to, and I almost made the dean's list at Concord. My success is not defined by a test score, and I am glad I couldn't receive this service, because /I felt it only hindered my productivity.
- I was very disappointed in the services I received at this facility no body was reliable or had an answer.
- Instead of you helping my son I have to take time off work to help him find a job which I can't afford but evidently you don't care every time I call they either changed counselors or wasn't in the office
- It was hard being switched between 3 different DRS workers. It would be less hassle to explain your case Also more insight of other WV Schools would be nice. I was only told of 3 that DRS worked with.
- Latest case worker was very disconnected and did not provide services
- Should be more helpful
- They did not even try to help. They made things worse. I can will never trust such services again.
- This service did nothing to help me! Built me up with hopes in high school, then dropped the ball and forgot about me, not sure who they help, they are good at forgetting about the clients!
- You need replace all your people your program did nothing on my behalf I was in this for 3yrs.

### **Other Comments:**

- I am seeking aid to go to college. I have a congenital ear and hearing defect that surgically was not repaired.
- I am still not able to attend outside services due to transportation etc.

- I have 4 years college ex. And 1 certification that I've never been employed with. I have a 5 year old daughter and bills to pay and have my student loans on deferment because I am unemployed. I have been unsuccessful in finding work on my own. According to my counselor I should keep looking because that's all DRS is going to do anyways is find me a job
- I use to be DRS client but they lost my case and my new case got closed
- It has been awhile and I don't remember much
- Lost contact because I found a job and I work 3-11 and some how lost contact
- My son was denied. They said he needed more support than they could provide.
- Other topics may have been covered by 1st counselor, but those checked are ones I remember (long time ago)
- The "n/a's in the employment section are due to me not needed that service.
- The counselor explained what type of jobs I could get with my training but couldn't tell me any jobs available would be good if they worked with business or employment offices
- We were told throughout the whole process that our income wouldn't be considered.
- When counselor is changed, important to touch base soon with client, it took over 5 patient years 2008-2013 life skill experience training, job experiences - worth it! She has been working almost 1 yr now - started current job 8/2013
- When I achieve my goal of getting my GED I would like to come back, to get help with OIC or college, mostly OIC since my counselor there told me it would benefit me better to go there

## **SUMMARY**

**Demographic Information.** There were 86 surveys returned from respondents who are “Transitioning Youth.” The respondents represent each of the six districts of West Virginia and 34 of the 55 counties in the state. Districts 3 and 4 had the highest level of representation in this sample (24% and 19% of responses, respectively). Districts 1, 2, and 6 each represented about 15% of the total responses, and District 5 had 11%.

Respondents were asked about their disabling condition. The type of disability most often reported was cognitive (48% of the sample). This differs from the larger sample of all VR clients, but seems reasonable since the major tasks of school students are cognitive activities.

The surveys were sent to consumers whose cases were closed during the program year. About 64% of the respondents were in the Status 26 group and the remaining 36% were closed in Status 08, 28, or 30.

About 15% of the responders were in school at the time of the survey. Over 80% of responders were either working or looking for work.

**Satisfaction Items.** There was three items rated at less than 70% agreement, “My counselor told me about job opportunities” (66%); “My DRS counselor helped me identify appropriate employment opportunities” (68%); “My DRS counselor and I developed a plan for employment” (69%). Overall, the ratings for this sample are lower than in the previous 2 years. Eighty percent or more agreed or strongly agreed that, they were treated with respect (86%) and that the office was accessible (80%).

**Rights Information.** Most (90%) of the consumers recalled that they were given specific information about their rights (or at least 1 right) as a client. Consumers indicated that they were most often made aware of their right to "Participate in developing my rehabilitation plan" (90%). They least often reported awareness of their rights to “Request another DRS counselor,” (45%) and "Contact CAP for help in resolving differences” (43%).

**Helpful Services.** Consumers were asked which service they found most

helpful. Of the 70 responses, 10 people said they did not find any service helpful. Another 4 people reported that “All” the services were helpful. Others reported that Education/Training Services, Employment Services, or “Other” Services were helpful.

**Additional Service Needs.** When asked about needs that were not met by rehabilitation services, 34 of the 63 consumers who responded to this question reported they had no additional needs (54%). Other needs included education-related services, employment services, service information, and transportation.

**Other Comments.** The last item on the revised survey asked the participants if they had any additional comments. There were 40 responses including praise/appreciation (14 comments) and complaints/clarification (13 comments).

**Overall.** In previous surveys, it has been typical that the Transitioning Youth sample reported lower levels of satisfaction with DRS services than the whole population of VR consumers who responded to the survey. This finding held true again this year. The satisfaction rating “mean of means” for the whole sample of VR consumers was 93% and the mean for this Transitioning Youth sample was only 75% (down from 90% last year). It will be important to monitor the trends in satisfaction and use the comments from the consumers in order to obtain a more complete picture of VR services relative to the Transitioning Youth of West Virginia.