

**REPORT
OF
SURVEY FINDINGS**

CONSUMER SATISFACTION

**SEPTEMBER 2012 THROUGH
AUGUST 2013**

**WEST VIRGINIA
STATE REHABILITATION COUNCIL**

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CONSUMER SATISFACTION SURVEY (SEPTEMBER, 2012 – AUGUST, 2013)

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.

The surveys were distributed during the year to consumers whose cases were closed in Status 26 (successful closure) or Status 08, 28, or 30 (unsuccessful) during the September 2012 to August 2013 time period. 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 754 surveys were returned including 63 responses from transitioning youth. This report summarizes those responses and details the findings of the survey for the 2012-2013 program year.

DEMOGRAPHIC INFORMATION

District.

The district and closure status were recorded on each survey in preparation for mailing. Each survey 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, each District represents at least 9% of the responses, and no District represented more than 25%. The respondents were asked the county in which they live. There were 608 individuals who reported county information. There was at least one response from 54 of the 55 counties. No respondent indicated that they were from Boone County.

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

District	Number of responses	Percent of total responses received
District 1	90	12%
District 2	190	25%
District 3	119	16%
District 4	148	20%
District 5	68	9%
District 6	139	18%

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 (0 responses), Calhoun (2), Clay (4), Jackson (7), Kanawha (44), Mason (2), Putnam (9), Roane (2) Unknown (20).

District 2: Barbour (6 responses), Gilmer (2), Harrison (19), Lewis (17), Marion (22), Monongalia (17), Preston (9), Randolph (29), Taylor (4), Tucker (18), Upshur (16), Unknown (31).

District 3: Brooke (8 responses), Doddridge (1), Hancock (12), Marshall (10), Ohio (20), Pleasants (1), Ritchie (3), Tyler (2), Wetzel (4), Wirt (1), Wood (26), Unknown (31).

Type of Disability.

The consumers were asked to indicate their disability. There were 566 people who listed a disabling condition (e.g., Tourette's Syndrome) or a description of their disability (e.g., arthritis in knees and hip -- unable to walk). There were 356 individuals who reported having a **Sensory** disability (63% of the sample). Of these, 325 reported having a hearing impairment and 31 had a vision impairment. Another 58 people (10%) reported having a **Motor**-related impairment (e.g., hand amputation, hip dysplasia). A total of 42 individuals listed their impairment as a Learning Disability, inability to retain information, or other **Cognitive** impairment (7%). There were 24 people who listed Depression, PTSD, or other **Mental Health** disability (4% of the total). There were 14 people who reported their disability as a heart attack, COPD, or other **Cardiac/Respiratory** disability (2%). The **Various/Other** category includes multiple impairments and/or responses such as diabetes, migraine headache, seizures, or blood disease. This group included 72 people (14%).

Percent of responders by type of disability.

Type of Disability	Respondents	Percent
Sensory	356	63%
Motor	58	10%
Cognitive	42	7%
Mental Health	24	4%
Cardiac/Respiratory	14	2%
Various/Other	72	14%
Total	566	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 (no services were provided). Closure **Status 28** means that the case was closed after at least one service was provided. Closure **Status 30** means that the consumer was determined to be

eligible for services, but none were 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 754 individuals who responded. Closure Type 26 can be thought of as a “successful” closure and the other categories represent “unsuccessful” closures. In this sample, 83% (627) of the responses were received from consumers who successfully completed their rehabilitation or independent living plan (Status 26), 4% were from those in Status 08, 8% from those in Status 28, and 5% from those in closure Status 30.

Age of respondents.

The respondents were asked to indicate the age group to which they belong. There were 672 responses to this question. Of these, 9% indicated their age as less than 20 years old. About 22% were in the 20 to 50 age group, 58% were between 51 to 70 old, and 10% were more than 70 years of age.

Age	Consumers	Percent
Less than 24	63	10%
Between 25-50	148	22%
Between 50-70	392	58%
Over 70	69	10%

Work Status of Respondents.

There were 662 responses to the item about work status. Of these, 80% reported that they were working at the time of the survey, 6% were looking for work, 5% said they were unable to work, 3% were in school or training, 1% said they don't want to work, and 5% were retired.

Work Status	Consumers	Percent
Working	532	80%
Looking for work	39	6%
Unable to work	36	5%
In School/Training	20	3%
Don't want work	3	1%
Retired	32	5%
Total	662	100%

SATISFACTION ITEMS

The consumers were asked to rate their agreement with a series of 10 statements about their interactions with DRS, and about the office, their counselor, and the services received. They used a Likert-type scale to indicate whether they Strongly Agree, Agree, Disagree, or Strongly Disagree. There were also options to indicate that they were neutral or that the item was not applicable.

All Consumers.

The following table lists the percent of responders who agreed or strongly agreed with each item. This year, each of the satisfaction items was rated at more than 80% agreement. Only 2 items were rated at less than 85% ("My DRS counselor and I

PERCENT OF ALL RESPONDERS WHO AGREE OR STRONGLY AGREE.		
Satisfaction Item	2011-12	2012-13
1. The eligibility requirements and process for receiving services were clearly explained by DRS staff.	93%	95%
2. My questions were answered clearly by DRS staff.	93%	95%
3. My DRS counselor helped me identify appropriate employment opportunities.	81%	85%
4. My DRS counselor and I developed a plan for employment.	80%	82%
5. I was made aware of the steps and my responsibilities to achieve my employment goal.	85%	88%
6. My DRS counselor stayed in contact with me so I knew what was happening with my services.	89%	90%
7. I received the services needed to reach my employment goal.	86%	88%
8. I am satisfied with the services provided by DRS.	90%	91%
9. My counselor told me about job opportunities.	78%	82%
10. My counselor treated me with respect.	96%	95%
Rating Item	2010-11	2012-13
1. How would you rate the accessibility at your local DRS office?	94%	95%
2. How would you rate your counselor?	94%	93%
3. How would you rate your overall experience with DRS?	93%	92%

developed a plan for employment” and “My counselor told me about job opportunities” were each rated at 82% agreement). The consumers were also asked to rate the accessibility of their DRS office, their counselor, and their overall experience with DRS as "excellent," "above average," "average," "below average," or "poor." Each of those items were rated as “excellent” or “above average” by more than 90% of responders.

Satisfaction Level by District.

The following table includes the percent of respondents who indicated that they agreed or strongly agreed with each item by District (see District map on page 3). The number of responses from each District varied which makes interpretation of the results somewhat problematic. This is compounded by the response rate for each individual item since every person did not respond to every item. The District comparisons are provided here with these caveats and the information should be interpreted cautiously.

	% Agreement by District					
	1	2	3	4	5	6
1. Process explained	96%	96%	92%	78%	94%	96%
2. Questions answered	98%	97%	90%	79%	92%	95%
3. Identify jobs	88%	89%	77%	70%	85%	82%
4. Involved in plan	86%	88%	76%	81%	79%	78%
5. Steps and responsibilities	90%	90%	79%	74%	94%	85%
6. Stayed in contact	90%	92%	86%	75%	94%	90%
7. Received needed services	85%	93%	80%	77%	88%	88%
8. Satisfied with services	90%	93%	87%	81%	92%	92%
9. Job information	79%	84%	80%	71%	80%	85%
10. Treated with respect	95%	96%	93%	84%	95%	95%
11. Accessible	96%	96%	91%	80%	95%	95%
12. Counselor	92%	94%	90%	94%	94%	94%
13. Overall	90%	93%	87%	92%	90%	95%

SATISFACTION LEVEL BY TYPE OF CLOSURE

When the reactions to the satisfaction items are grouped according to the type of case closure, it is apparent that those whose cases were closed "successfully" are more

PERCENT OF RESPONDERS WHO AGREE OR STRONGLY AGREE BY CLOSURE TYPE			
Satisfaction Item	Successful	Unsuccessful	Difference
1. The eligibility requirements and process for receiving services were clearly explained by DRS staff.	98%	74%	24%
2. My questions were answered clearly by DRS staff.	99%	72%	27%
3. My DRS counselor helped me identify appropriate employment opportunities.	96%	58%	38%
4. My DRS counselor and I developed a plan for employment.	93%	53%	40%
5. I was made aware of the steps and my responsibilities to achieve my employment goal.	96%	60%	36%
6. My DRS counselor stayed in contact with me so I knew what was happening with my services.	95%	59%	36%
7. I received the services needed to reach my employment goal.	96%	45%	51%
8. I am satisfied with the services provided by DRS.	97%	55%	42%
9. My counselor told me about job opportunities.	91%	58%	33%
10. My counselor treated me with respect.	98%	75%	23%
Rating Item			
1. How would you rate the accessibility at your local DRS office?	98%	79%	19%
2. How would you rate your counselor?	97%	67%	30%
3. How would you rate your overall experience with DRS?	97%	55%	42%

satisfied with services that those who did not receive services or who did not complete their rehabilitation plans (Unsuccessful). The percent of consumers who were from the "Successful" and "Unsuccessful" groups who agreed or strongly agreed with each item are displayed in the following table. It may be noted that there are as many as 51 percentage points difference in level of satisfaction between the two groups.

SATISFACTION LEVEL BY TYPE OF DISABILITY

In this sample, 566 people listed a disabling condition. Of these, 325 individuals reported that they had a hearing disability, 58 had a motor impairment (e.g., amputee, SCI, bad ankle), 42 reported a cognitive impairment (e.g., LD, Slow learner), 24 reported a mental health impairment (e.g., anxiety, bi-polar disorder), 14 had a cardiac or respiratory problem (e.g., Heart by-pass, COPD), and 72 whose disabilities could be grouped as "other" (e.g., Diabetes or numerous disabling conditions). For the purposes of this analysis, the Sensory category was divided into Hearing Impairment and Vision Impairment. Since each person did not complete each item on the satisfaction survey, the cell sizes for each item make meaningful comparisons difficult; however, the overall mean across all items for each group was computed. These means show different levels of satisfaction for the consumers in the various disabling condition groups, but caution should be exercised in interpreting these differences due to the differences in

Disability Type	Number of individuals	Number of Responses	Mean % Strongly Agree/Agree
Hearing	325	2,942	99%
Other/Various	72	861	87%
Motor	58	576	79%
Cognitive	42	496	71%
Vision	31	314	88%
Mental Health	24	254	76%
Cardiac/Respiratory	14	140	96%

sample sizes. The following table displays the number of responses and level of agreement across the satisfaction items.

RIGHTS INFORMATION

The consumers were asked to indicate which rights information had been explained to them. There were 626 individuals who responded that at least one right had been explained (83% of the sample). Of these, 217 indicated that all rights were explained. Most individuals indicated that they had received several rights explanations. The total number of rights explained was 3,004. If each of these individuals had been given information about each of the rights listed, the total would have been 5,008 (626 individuals X 8 issues). The total responses indicate that consumers recalled having been told 60% 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 all the people who reported that they received rights information (626 people), 84% (523 individuals) report that they were told they have a right to "Participate in developing my plan." The pattern of responses in this sample is nearly identical to the pattern from the previous survey.

Rights explained to consumers.		
Type of rights information	Consumers	%
Participate in developing my plan	523	84%
Choose how my services were provided	438	70%
Choose who provided my services	435	69%
Appeal any decision about my case	334	53%
Know about all the services that were available	495	79%
Request another DRS counselor	244	39%
Appeal any decision about my services	278	44%
Contact CAP for help in resolving differences	257	41%
Total Rights Recalled by Consumers	3,004	

Open Ended Items

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

The survey asked consumers to identify the DRS service or services they found helpful. There were 575 responses to this question. Of these, 20 people reported that “all” of the services were helpful. Another 12 people said that none of the services were helpful. The remaining responses could be categorized as Access to Services, Counselor/Counseling, Driver’s License Training, Education, Employment, Explanation of Services, Financial Assistance, Hearing Aids, Medical Services, Technology Services, Various Services, and Other Services.

Access to Services.

- Access to services.
- Convenient.
- I was able to meet with my counselor locally instead of having to travel out of town. She was very helpful.
- Location and the promptness of her help.
- Setting up appointment to meet my schedule.
- Setting up appointment.

Counselor/Counseling Services.

- Ability to talk to a counselor.
- All involved were well experienced.
- Being able to contact counselor at any time.
- Both [name] and [name] were personable and wonderful.
- Communication one on one.
- Counseling.
- Counseling about DRS.
- Counseling and follow up.
- Counseling and making me aware of opportunities treating me with respect and making me feel valuable.
- Counselor explained everything.
- Counselors who know their job and really want to help.
- Friendly and courteous and most willing to help without any bias or discriminatory actions - cool!
- Friendly helpful people.
- He gave me his email to keep in touch and phone #. I had a problem at times and he

made phone calls to help me. He really care for me. Made me feel good about myself.

- Honesty from my DRS counselor.
- I found all comments and suggestions by my counselor to be extremely helpful.
- I had 2 different counselors and they were both extremely helpful and awesome. I couldn't say anything that either of them could have done better.
- Immediate counseling and follow up.
- My counselor changed regularly and after initial contact with me regarding the change, they all neglected follow up.
- My counselor was very helpful- he explained everything to me and answered any questions so the service I found most helpful was my counselor.
- My counselor's help.
- My first counselor was very, very helpful.
- My most helpful counselor.
- One on one counseling.
- One to one guidance.
- O'Net ability profile.
- Personal contact.
- The counselor.
- The talking about everything.
- Very convenient, easy to talk to and confide in. Very helpful.

Driver's License Training.

- Being retrained to drive.
- Bioptic Driving program.
- Bioptic Driving program.
- Bioptic Driving program.
- Bioptics and an opportunity to retain my driver's license.
- Getting my drivers license.
- Handicapped driver's training.
- Low vision driving.

Education/Training Services.

- Assistance with education for employment.
- Book and tuition money!
- Books and tuition vouchers.
- Bought college textbooks and supplies.
- College assistance.

- College opportunities.
- College tuition assistance. Work uniform assistance. Work/job licensing assistance.
- College.
- Computer training.
- Help in finding disability assistance through West Virginia University.
- Help with college books- financial aid.
- Help with taking a course and paying for it to achieve my goals. They worked very hard to bring this to fruition. Help with getting car fixed, help with gas and work clothes.
- Help with tuition and advice about career choices and types of jobs suitable for me.
- Helped to organize funding and arrange exams.
- Helping me through college financially and helped me get a vehicle.
- Helping to offset training expenses.
- Paying for college textbooks.
- Paying for school.
- Plan to stay in school - find job.
- School.
- School. CDL completed it.
- Schooling.
- The agency helped me out a great deal when I returned to college to complete my degree. In particular, they provided books and money assistance.
- The funds to help with paying for all my needs for LPN class at WCCTC.
- The class for help w/school.
- They paid for pretty much my whole schooling and that was very helpful.
- Training.
- Transitioning from high school to a college their work with [Name]. She's wonderful!
- Tuition assistance, computer and printer for school, moving expenses, textbooks.

Employment-Related Services.

- Assisting in getting the computer and program needed to work my graphic design business.
- By helping me find a job.
- DRS in Bridgeport got me a job and the thing I needed most which was a wheelchair van and my computer that I use at my job.
- Employment.
- Employment assessment by goodwill.
- Employment opportunities in the local area.
- Employment services my development plan financial assistance with getting

transportation to be able to go to work.

- Find employment.
- Finding a job suitable for me.
- Finding a job.
- Finding employment.
- Getting a foot in the doorway with employers. The budget to help get stuff in line with getting a job.
- Having been at different job sites and being able to do a lot of different jobs.
- Help get me a job.
- Help to finding job.
- Help with letters and resumes.
- Helping find work.
- Helping me to get clothes and shoes return to work.
- Helping with my resume and the way to handle myself in an interview.
- Helping with my resume providing some gas money to get to work.
- Helping with things that keep you working.
- How to find a job.
- Job coaching.
- Job placement.
- Job possibilities.
- Job search including gas.
- Job services.
- Keeping track of where I put applications and when.
- Only thing done for me was a resume and a few job leads sent to me.
- Supported community based assessment and job experience.
- Talking about what is required for employment.
- Telling me about jobs.
- The continual contract with me to inform me about my employment.
- The counselor kept me informed about job which eventually led to a successful hiring also was evaluated for service family.
- The job leads and job placement through Pretera.
- Their services were very helpful in insuring me to be able to stay working.
- They gave me a job training with a watch but there was no job available.
- Trying their best to get me a job.
- Work.
- Work info.

Explanation of Services.

- #1- clear explanations.
- All questions were answer clearly.
- Answered all questions.
- Answering any questions I may have.
- Eligibility requirements.
- Explaining all the services that were available.
- Explaining their services. I was unaware of the program.
- Explanation of all parts of the process was in easy to understand terms and friendly.
- Explanations, special attentions.
- Identifying services.
- Info on what was available.
- Information.
- Information received from my counselor.
- Knowledgeable on services offered.
- Learning all of the options that were available to me.
- The counselor who explained everything clearly.
- The DRS counselor and staff were extremely friendly and helpful and explained everything thoroughly.

Financial Assistance.

- Assistance with rehab costs.
- Clothing voucher.
- Due to my lack of health insurance the financial help for the services I needed were the biggest help.
- Finance for transportation.
- Financial assistance.
- Financial help.
- Financial support.
- Financial support that the VA did not help out with.
- Funding for clothes and gas.
- Gas money. Tool money.
- Helped pay for parking close to my main used building at Marshall. Shortened walk with heavy books and bad back.
- Helping pay for collections.
- Insurance.
- Money.
- Paying bills.
- The financial assistance and clothing assistance. I chose a low cost program and

with rehab help I have no cost.

- The financial help and advice from counselor.

Hearing-Related Services.

- All the services offered were most helpful in attaining my hearing aids.
- Arranging for hearing aids.
- Assistance buying hearing aids.
- Assistance getting new hearing aids so I could continue working.
- Assistance with hearing aids.
- Assistance with hearing aids.
- Audiology.
- Availability of hearing aids for me.
- Availability to obtain my hearing aids.
- Being able to hear in my place of employment.
- Both my hearing aids and my partials are helpful. Being able to hear the kids when they give me their lunch numbers and smiling at them is fantastic.
- Both. I can see AND hear a lot better!
- By getting hearing aids I was able to receive a job in a legal office as secretary to an assistant prosecutor.
- Cleaning of my ear.
- Concerns involving hearing impairment.
- Courtesy helped me better my hearing disability by securing hearing aids for me improving my work ability on the job.
- DRS provided all the services necessary and provided me with hearing aids.
- Financial assistance to purchase hearing aids.
- Getting a hearing aid. (X 10)
- Getting my hearing checks and receiving my hearing aids.
- Getting new hearing aids for my employment.
- Giving me financial assistance for my hearing aids.
- Hearing. (X 8)
- Hearing aid (X 4)
- Hearing aid - I could not afford it.
- Hearing aid assistance. (X 2)
- Hearing aid info.
- Hearing aid paperwork assistance.
- Hearing aid program.
- Hearing aid testing referrals.
- Hearing aid- work depended on me having one.

- Hearing aids. (X 49)
- Hearing aids - good hearing is an important part of my job.
- Hearing aids for both ears was provided for me. It has been wonderful to be able to hear clearly.
- Hearing aids improved and helped me with current job position.
- Hearing aids, glasses.
- Hearing aids. Am legally deaf. They also allowed me to choose the brand of hearing aids I wanted, needed, to use.
- Hearing aids. I needed them to continue working.
- Hearing assistance.
- Hearing loss help. Hearing aids purchased.
- Hearing program.
- Hearing related services.
- Hearing services. (X 6)
- Hearing test.
- Help me get hearing aids. I was working part time.
- Help me on my hearing.
- Help me with hearing aid.
- Help with hearing aid so I could continue on the job.
- Helped getting me hearing aids.
- Helped me acquire hearing aids helped me locating job openings.
- Helped me acquire the hearing aids I needed to continue to work.
- Helped me get my hearing aids. But I lost them hunting season last Nov.
- Helped me get my helped hearing aids.
- Helped me with application and paper work for my hearing.
- Helping in obtaining hearing aids.
- Helping me find an audiologist.
- Helping me get hearing aids.
- Helping me get hearing aids.
- Helping me get the hearing aids I needed.
- Helping me obtain hearing aid.
- Helping me purchase hearing aids and obtain audiology exam at a time when personal funds were low.
- Helping me receive a hearing aid.
- Helping me to get hearing aids.
- Helping me with hearing aids so I could hear my clients clearly.
- Helping to acquire hearing aids to allow me to keep teaching.

- Helping to get me the hearing aids I needed.
- Helping understand my need for a hearing aid and helping me get one.
- How to get aids for ear.
- I am currently employed - the hearing aids have made a wonderful improvement in my everyday contact and conversations with other seniors and the public.
- I am working I needed hearing aids to help me understand my clients.
- I have not used this service before, only used this time to assist in my hearing problem. Greatly appreciated!
- I needed help getting hearing aids which was necessary for me to keep my employment.
- I only needed hearing aids.
- I received hearing aids
- I received hearing aids and the hearing specialist [Name] is local in Ripley.
- I was helped with hearing problems.
- I was in desperate need of hearing aids I was working for workforce as a staff trainer/investigator.
- Improving hearing ability.
- Just went for hearing aids so I can't really answer this.
- Made it possible to get new hearing aids.
- My hearing.
- My hearing aids. (X 3)
- My husband and I received help (hearing aids) that helped us run our small business better.
- Obtain hearing aid.
- Obtaining hearing aids.
- Obtaining hearing aids to retain employment.
- Obtaining hearing aids.
- Obtaining hearing aids.
- On my hearing issues.
- Only need the one [hearing aid], and it was great.
- Paid for hearing aid.
- Paying for my hearing aids with the price of them I do not know if I could have afforded them.
- Paying for new hearing aids.
- Payment for hearing aids.
- Program paid for hearing aids I needed when working and in crowded areas.
- Providing hearing aids.
- Providing hearing aids so I could continue employment.

- Providing me with the hearing aids at no cost. I could not have afforded them!
- Providing the help of purchasing hearing aids.
- Provision of hearing aids.
- Purchasing hearing aids.
- Receiving a set of hearing aids.
- Receiving my hearing aids.
- Receiving new hearing aid.
- Rehabilitation - hearing aids.
- Screening for hearing needs.
- Services connected with hearing.
- She helped me get hearing aids so I could maintain my job.
- Since I am somewhat hearing impaired, the hearing aid has proven to be very beneficial.
- Subsidized hearing aids. Courteous and timely treatment.
- That the services for hearing aids were readily available.
- The one that allowed me to get my hearing aids and also the hearing test to see what my hearing loss was at what level.
- The one that helped me secure a hearing aid.
- The program for hearing aids.
- They got me hearing aids.
- They help me by getting my hearing aids so I can perform my job better.
- They helped me get hearing aids.
- Those that help solve m hearing problems, audiologist and ENT doctor.
- With hearing aids.

Medical Services.

- Allow surgery on my arm so I could return to work.
- Counselor told us where to go and get on medicine and drs.
- Dental. (X 3)
- Dental - gave me a huge self-esteem boost.
- Dental and eye.
- Dental and glasses.
- Dental treatment.
- Dental treatment.
- Dentist and hearing.
- Doctor [Name] good doctor, I like her.
- Doctors' visits and exams.

- Eyes, hearing.
- Financial aid for physical therapy.
- Financial payments to physical therapy group.
- Finding a doctor to address my hearing problem.
- Finding doctor to receive help.
- Getting dental work completed. Getting hearing aid.
- Hearing aids and eye glasses.
- Hearing aids and glasses. (X 2)
- Help financially with my physical therapy.
- Help in receiving glasses and hearing aids necessary to keep my present job. This was due because of lack of finances on my part, plus my age. 69 years old. Thanks DRS.
- Help in seeing I got surgery on my eyes so I could continue to work.
- Help pay for surgery.
- Help with dental and hearing services.
- Help with meds.
- Help with payment for corrective surgery.
- Helped with my rehab bills with knee replacement.
- Helping me with my medical.
- Helping me with rehab.
- Helping pay for medical treatment so I could return to work.
- Helping to cover my doctor's bills for my injury since I did not have insurance at work yet and could not afford them on my own.
- Helping to pay for my physical therapy.
- Helping us (financially) with cardiac rehab.
- Helping with purchase of glasses.
- I had cataract surgery in both eyes.
- I received financial assistance in order to have abdominal surgery so I could return to work.
- I was fortunate enough to receive medical services. I was unemployed and no insurance.
- Medical. (X 2)
- Medical assistance.
- Medical help.
- Medical rehab.
- Medical. Thank each and all for that.
- Medication payment.
- My health issues.

- Necessary dental job was provided.
- Paid for 18 cardiac rehab sessions that my insurance company would not cover.
- Paid for cataract surgery. It was so bad could not read or drive or do job. Am self-employed greenhouse owner. New business with no insurance.
- Payment for devices that my insurance for some reason, would not.
- Payment for medical services.
- Payment for my medical needs to help me in my employment.
- Payment of copays and services for physical therapy on my back so I could continue my employment more comfortably.
- Physical restoration. (X 2)
- Physical therapy.
- Physical therapy and doctor visits.
- Quick response to my physical rehab needs.
- Referral to ENT specialist.
- Referral and payment of cardiac rehab so I could return to work, if possible.
- Rehab.
- Sent me to a neurosurgeon.
- Services for hearing aids glasses and dentures.
- They help me with getting a new leg.
- They kepted me in rehab, if it wasn't for you all helping me I would not be able to stay in rehab, thank you!
- To get my teeth fixed.
- To help those who are employed obtain surgery when they do not have health insurance.
- Very helpful setting up appointments with ENT doctor and hearing specialist and answering all my questions.
- Vision care/glasses. Hearing classes/hearing aids.
- Was very helpful and cooperative with doctor office in providing hearing aid needed for my job and daily use.
- Weight loss surgery.

Technology Services.

- IT.
- Modifying tools.
- Paying for walkaids.
- Providing me a desk and chair to accommodate my work situation so I could continue to work.
- Provision of hearing aids and amplified stethoscope.
- Purchasing equipment, assistance with learning equipment.

- Supplying me with the computer suite that I needed.

Various Services.

- Assist with getting clothing for school, helped with resumes.
- Assistance with getting drivers license. Very helpful with room and board and transportation.
- Diagnostic and treatment services.
- DRS helped me get hearing aids which helped a lot also they helped with the cost of prescriptions.
- Employment, education mental health disability services.
- Extensive driving instruction community job assessment.
- Help finding scholarships for college and helpful devices for my disability.
- Help with eye exam, food stamps.
- Help with financing to keep me working. Personal counseling.
- Help with my hearing aids and complete explanation of it all.
- Help with my learning and purchases.
- Helping develop a plan helping me understand the services also speaking to me about job opportunities.
- Helping me to choose who would provide the service I needed and her knowledge of my problems.
- Job opportunities forwarded to me, classes available to me, hearing aids - I can now hear!
- My counselor and my hearing aids. This is so wonderful. Thank you.
- My counselor was AMAZING to work with. She helped me get hearing aids to help me at work and they have been a lifesaver!
- Paying for medicine. Transportation help with fuel.
- Providing my hearing aids, glasses, clothes, gas money, to him coal mining jobs.
- Resume preparation and financial assistance with hearing aids.
- School assistance and help with money for books, resume writing assistance, job placement assistance, resolving financial problems.
- Services for handicapped needs.
- Setting up appointments with doctors and listening to my problems and helping with solutions.
- Setting up appointments with DR and Audiologist and financial assistance in paying for hearing aids.
- The application for benefits and experience of the staff handling my case personally.
- Those provided. Also, DRS handled many of my referrals.

Other Services.

- [Name] told me to bring in my resume. The only question she asked are you going to relocate?
- All appointments and arrangements were handled by my counselor. He was especially helpful when I accidentally lost one of my hearing aids as far as getting a replacement.
- Appointments, information, very helpful in letting me hear again, thank you.
- Being proactive.
- Choosing how services provided at this time.
- Coming to local DHHR.
- Community assessment.
- Computer helpful.
- Follow up.
- Follow up evals.
- For the most part staff was helpful and kind, I would like to see more consistency with helping clients to get through program faster.
- How my service were provided.
- I appreciate the hotel accommodation for myself allowing our family to save and enjoy the visit to Morgantown.
- I had an initial interview and that was it, pretty much. Some forwarding my resume. Not hired anywhere.
- I only needed 1 service and it was very helpful.
- I received what I need in a timely manner.
- It all sounded wonderful until it came down to getting needed assistance.
- Keep on working service.
- My vehicle, giving me independence.
- Provided the resources to get back and forth to work until my first paycheck was received.
- Receive benefit needed.
- Resources available.
- She was able to get info on stuff we couldn't she was helpful in every way.
- Testing to see if I qualified as having a disability.
- The class where we sat and tell our story.
- The help paying for my gas to class.
- The help that was offered.
- The interview and follow up.
- The service of ending my services.
- Their willingness to assist with the process in every step and their concern for m wellbeing before and after.

- They handled all the paperwork.
- Willing to help me.
- Yes

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

There were 546 responses to this question. Of these, 424 said they had no additional service needs. Sample comments are:

- All current needs (hearing aids) were met enabling me to continue my employment.
- None. [Name] and [Name] were both excellent, the transition was fluid.
- None. All of my needs were addressed and taken care of without exception.
- None. Caseworker was very helpful.

There were 12 people who reported that none of their needs were met. Their comments included:

- All (X 3)
- All my needs
- All needs.
- All of them!
- All of them. No change. Everything is still the same.
- Everything
- Lots
- None of my needs were addressed by DRS
- None were addressed it should be against the law to treat people the way I was treated by this lady
- Not enough space for answer. Suffice it to say, overall, aggravating.

The responses from the other 110 people listed below. They could be categorized as Driving/Transportation needs, Education/Training needs, Employment-related needs, Medical needs, and Other needs.

Driving/Transportation Needs.

- [Name] will still need extensive driving instruction (another session)
- Get driver license
- Help with vision assistance and drivers license re-instatement
- I need transportation money! I cannot work without a cell phone and gas!

- I needed assistance with a vehicle and was told nothing to assist me whatsoever.
- Possibly dependable vehicle.
- Transportation

Education/Training Needs.

- Got enough college for my degree but the hours short to take the CPA exam, wouldn't help me keep going.
- I am disabled and tried getting schooling through DRS and 2 weeks before school started I was told I did not get to go
- I am not finished with my college. I have 4 classes left that I'm left with no help.
- I was hoping to receive training for a new job
- I would have preferred to go to school but was informed that would not be an option.
- Money for schooling.
- More help for schooling.
- No college support.
- Refused to support for training.
- Until I am out of remedial classes in college then I will receive the help I need.
- Vocational training and office chair.
- We were promised assistance with schooling then told he had to attend school and get a B average. We were told there was an automobile to evaluate driving skills-- never happened. Lots of lip service, no action.
- What was needed to continue college education requirements.
- Working around college requirements with disability.

Employment-related Needs.

- A compatible job to my disabilities.
- A good job.
- A job (X 3).
- A resume.
- Employment (X 2).
- Employment that wouldn't be stressful on my neck.
- Employment, shifts training, assessment as to what I can do.
- Finding other type of employment that I was interested in.
- Getting a job.
- Helping me find employment when they offered.
- I am still unemployed. Have issue with being an amputee and need job that I can just walk in on snowing weather. Leg goes out when I would step on ice. Would like to have a job from home.

- I didn't continue the program because I received a job that was suitable to my needs. That employer has now shut down and I am un-employed would I be able to receive help again?
- I don't have a job now.
- I need a job.
- I need an appropriate placement for work evaluation. This was not done. Counselor said no work eval=no services.
- I need business connections to get work.
- I still need job placement.
- I was told when you got done with them they help you find a job. If that the case they need to. They need to do what they say their going to do. This happens a lot.
- It would have been helpful if you could have had some nursing jobs that were reserved for nurses with drug problem.
- Job leads.
- level of employment should have been higher - an engineering job
- My biggest complaint is no help getting interviews. I got interviews on my own without DRS help.
- Need a job.
- People just didn't want to hire someone like me.
- The agency did not really address assisting me in finding suitable employment that meets my skills, qualifications, and interest.
- Was a client for over 3 years never got an offer of employment.

Medical Needs.

- Arthritis.
- Behavior health.
- Blindness.
- Dentures.
- Eye glasses.
- Follow up biotic testing by Dr. in Martinsburg, my insurance will not pay his extra high bill.
- Follow up needed one more additional surgery sent info, hospital/doctor not receive, had to pay for was a burden.
- Glasses.
- I have had some additional medical expenses following the surgery that were caused by the procedure and it is not being paid for.
- I need hear aids.
- I requested support with physical therapy after an MI.

- I still need glasses. I did not have the time to get that address back then. My worker offered to help with that.
- I think DRS should keep pay balance to ENT not covered by my insurance.
- Law changed making assisting me with hearing aids at no cost a non-event.
- Medical needs.
- My hands are staying numb with carpal tunnel and can't afford to be off work.
- My upper partial (false teeth) do not fit good and extremely hard to talk correct in them.
- Needed and have dental care for root canal didn't get any help or assistance.
- One hearing aid does not fit correctly.
- The ear molds are deteriorating in less than one year and DRS won't help replace them.
- We need help with my eyes. I get shots in them and have hard time playing.
- Went to DRS for carpal tunnel and was given hearing aids just to spend taxpayer \$.
- What happens to my ear after this system is finished with me, as far as cleaning it.

Other Needs.

- A telephone for the hard of hearing.
- After completion with DRS ineligibly bills went from DRS to hospital says "client did not meet required commitment" was not true and caused confusion.
- After the 90 hours were up, I didn't know what was going on. Never heard nothing.
- CDL training and listening.
- College. Rest of low vision program. Work.
- Dragon system, handicapped accessibility.
- Felt like I was left hanging.
- Future help with hearing aids.
- How to apply for various government assistance programs.
- I could not get [name] to contact me.
- I feel like my case was never taken seriously. The only time I ever got anything done was when I went over my counselors head and went to higher manager.
- I haven't went back to see if I can get any more help because I feel like I'm a trouble.
- I owed DRS \$439.50 for my hearing aids and I've sent all the money in but the checks still haven't cleared (one from May and it is almost November). I called to follow up but nothing was done. They said they got the checks but they haven't been cashed yet. Also, I was promised a schedule A letter, but never received it.
- I wanted training to be a labotomy (draw blood). After I get a psychological exam to see what damage was done with the aneurism that blew up in my head.
- I was not made aware of any services offered. The assumption had been made; I would be hard to employ.

- I'm a very detailed person organizer artist jack of all trades-master of many- cause I'm a mother.
- Incomplete program.
- Independent living.
- More money, close to home jobs, all needs to do better to help people.
- My roommate got more financial assistance even though her family had a higher income than mine and same # of family members.
- Need of a computer.
- Needed my case open and tell me where I stood was hurt bad in a sept 10th vehicle accident no fault of mine.
- No communication.
- No job and DRS didn't help with school as explained.
- Only because I forgot to remind the counselor) I needed a telephone for hearing impaired for work.
- quicker turnaround had a long waiting list and had to reschedule
- Same.
- Steps and plan for employment.
- The counselor that took over me, put me out because he said he couldn't contact me enough.
- The lift is hard for a handicapped person to operate because you have 2 straps on each side to buckle up and I have to lean on my walker the entire time to get my chair in and out of my vehicle.
- they failed to use many of the resources available I worked for years with disease, practically begged for help and finally gave up on DRS.
- This service is not freely offered via public information.
- Very efficient and professional.
- Well right now, I have seizures and I don't know if I could get help now or not with anything. I have been off work since last seizure (August 1st) it happened at work.
- What employment options I had after failing a final- which made me fail that one class by 1.3%.
- What were this time?
- What's available in services?

HOW COULD THE DIVISION OF REHABILITATION IMPROVE SERVICES?

There were 443 responses to this item. Of these, 98 people said that no improvements were needed (.e.g., "None."; "It was a very nice experience. I really don't think you need to improve anything."; "Don't know. They were great."). Another 136 people expressed praise or appreciation for the services they received. Their comments were:

- Did good job.
- For my specific needs- none.
- Great service.
- I cannot think of any.
- I was overall very pleased.
- It was perfect for me.
- The service was great.
- Their services were great everyone there was helpful.
- All services exemplary.
- All services received were fine and appreciated.
- All went very timely and smoothly.
- As it applied to me, they did a great job.
- At this point I can't think of anything else they can do.
- Because I am an RN with a restricted nursing license and age 61, my prospect of getting a job were slim. I never gave up nor did [name] and all who helped me. You guys helped me get my life and dignity back. God Bless You.
- Could I appreciated all they did for me.
- Couldn't think of any they were great.
- Did very good with myself.
- Do a great job now.
- Doing a good job (X 3).
- Everything was excellent.
- Everything was fine (X 2).
- Everything was great.
- Everything was handled appropriately.
- Excellent already!
- Excellent service. No improvement needed.
- For us, it worked great.
- Good job all around. Thank you.
- Great already!
- Great job!

- Hard to improve what you are doing here in Elkins.
- I am satisfied.
- I am so happy with the help I received and the employment opportunity I was given.
- I am very pleased with the outcome so I can't see a way to improve over that.
- I am well satisfied continues to medical financial assistance for those working.
- I don't see a need for improvement.
- I don't see a need for improvement, excellent service!
- I feel that you are doing a great job.
- I found their services very helpful and do not know how they could improve.
- I had a wonderful experience with them.
- I had great service from DRS staff, I can't think of any improvements needed.
- I have no complaints.
- I have no complaints at all. I am very satisfied. Thank you very much!
- I have no complaints.
- I think DRS does an excellent job providing services.
- I think everything they did for me was very helpful. Excellent!
- I think they did a wonderful job as is.
- I think they do a great job and no changes are needed.
- I think they're doing a great job -- easy access and willing to help.
- I thought they were excellent.
- I thought they were great in every way.
- I was COMPLETELY satisfied.
- I was extremely thankful and treated so well I can't think of any.
- I was satisfied.
- I was satisfied with services.
- I was satisfied with services bit it did take a while before the whole process was completed and I got my hearing aids.
- I was satisfied.
- I was thoroughly satisfied with all services. Thank you!
- I was very happy.
- I was very satisfied.
- I was very satisfied with all service.
- I was well pleased with the service.
- I'm not too sure I was very pleased.
- I'm very happy with the services.
- In my opinion everything was 1st class.
- In my situation I believe the services are great.
- It was fine for me.

- It was good with me!
- Miss [name] was very professional and friendly and helpful.
- My counselor was very good.
- My experience was great.
- My experience was so complete.
- My services was excellent.
- Pleased.
- Service was excellent - I don't feel improvement is needed.
- Services are good.
- Services seem to be very effective and time managed already. Change nothing.
- Services were excellent.
- Services were great. (X 3)
- The services provided to me were great so they do not need to improve any.
- The services were great in helping people enjoy life and stay gainfully employed.
- They are doing a good job.
- They are fine the way they are.
- They are good.
- They are great by me.
- They are ok the way they are.
- They are very good.
- They are wonderful.
- They did a very good job.
- They did an excellent job.
- They did an excellent service.
- They did good.
- They did what I needed.
- They do a fantastic job.
- They do a great job!
- They do real good job what they do.
- They doing alright.
- They done a good job.
- They done a great job. No improvement in my area.
- They provided excellent services.
- They was great.
- They were already excellent. No improvement needed.
- They were beyond my expectations.
- They were excellent.
- They were excellent don't see room for improvement.

- They were excellent.
- They were freely responsive.
- They were good.
- They were great for me.
- They were great. (X 2).
- They were very beneficial.
- They were very good.
- They were very helpful.
- They were very helpful I have no complaints.
- They were very helpful to me.
- They were wonderful. I am so grateful for my new hearing aids. I can hear on my job. You will never know how much this means to me. Thank you so much.
- They're great!
- Very good and professional.
- Very pleased with services.
- Very satisfied.
- Was very good in every way for me.
- Was very pleased with the service I received.
- Well satisfied.
- Were helpful.
- Were very helpful for my needs.
- What I saw everything was fine.
- With these employees, you're in great shape starting with your receptionist.
- Worked very well.
- Working well as is.
- You can't improve on perfection.
- You do a great job.

There were 209 suggested improvements. These comments could be categorized as Access to Services, Advertise Services, Communication, Counselor Issues, Employment Issues, Funding, Medical Issues, Process/Program Issues, and Other Issues. The comments are listed below.

Access to Services.

- A lot of stairs.
- Be easier to see when you need to.
- Be more accessible to all persons with disability.
- Have programs to help in this area.

- Make help available.
- Move their services to the county I live in currently bioptics driving course should be provided in Berkeley County.
- Need a more suitable location with location being up stairs and in the back of the floor.
- Please allow a choice and more convenient office near Charles Town, WV. A choice of service and assistance specified.
- They could improve availability.
- They should transfer your case to your local office. I did not even know I had a local office.

Advertise Services.

- Advertise more about the services they provide.
- Advertise more, I heard of this from a friend of a friend.
- Advertise more, I only heard of you through unemployment.
- Advertise services more.
- Advertise some of the services that are available.
- Better advertisement. I didn't even know they'd help someone who already had a job.
- By have counselors available during re-entry to civilian life! It was 6 years before I found out about DRS.
- Educate the public in as many ways as possible to get the word out about the various services offered.
- Expand awareness to more people.
- Get in touch with local businesses and see what opportunities and services are available.
- Let more people know about your service.
- Let more people know these services are available.
- Let others know about the availability of these services. Not everyone is aware of all you have to offer.
- Let people know about the services available. I did not know DRS helped working people. I always thought you had to be hurt to go to rehab.
- Let people know such a program exists.
- Let people know what you can do to help them I was not made aware of the any program I could for through to get any help.
- Luckily, my Dr. knew about DRS or I would have faced medical and financial uncertainty. Spread the word about DRS!! People need to know!
- Make known what services are available to working people.
- Make programs more public knowledge.
- make public more aware of services available educate other professions- such as health care providers- as to resources available to patients through DRS.

- Make the DRS more known to the public.
- Make the services better known to the public.
- Maybe reach a greater number of people by getting word out better.
- More advertisement about services available.
- More advertising of services, I only learned about them from a friend.
- My experience was very good, I don't see how it could be improved, unless it would be to get these services more publicized.
- Perhaps better advertisement of availability of services.
- Probably letting the public know of their services.
- Promote yourself.
- Reach out to more clients.
- Send out newsletters or more frequent updates.

Communication.

- Actually contact people I was unaware my case was closed!
- Answer or return phone calls promptly.
- Be there for us.
- Being clear about what is involved with getting or achieving a goal-- consequences/responsibilities. Be willing to be broadminded in allowing things that seem like extras.
- Being more informative about how my social security benefits will be affected.
- Better communication about career/job placement.
- Better communication/timely.
- Better written communication and follow up.
- By letting someone know something when your hours are up.
- Clearly state all areas that help is available for in literature i.e. glasses, dental, etc.
- Communicate. Communicate. Communicate.
- Communication! Was told she would get a hold of me in a couple weeks instead it was a couple months later! Didn't know if I was approved or not for help. Very frustrating.
- Contact client on a more regular basis.
- Counselor that will communicate appropriately. Tell what all she can offer me.
- Easier to contact.
- Elaborate more on what your programs consist of.
- Give me a flier that provides a general summary of services, eligibility, and rights so I can share this info correctly with other people (community and professionals).
- Let you know what is going on and work around schedule.
- More contact, I typically only heard from my counselor 3 times in a semester (at the beginning to get\$ right, one on the middle & at the end for my grades).

- More direct contact with clients. My counselor treated me as a child and uneducated human being.
- Return phone calls.
- Stay in contact.
- Tell the representative to stop using e-mail and actually phone their clients.
- To talk to us instead of at us.
- Yes taking time with the clients.
- It seems like they are very busy, need help, feel rushed.
- More personal.
- Quicker response time in between extension requests.
- By keeping in contact and actually meeting with their clients like they said they would.

Counselor Issues.

- [Name] should not work with people when she obviously cannot provide any assistance. The expert was inept.
- By having a better qualified counselor.
- Continue to hire employees like [name].
- Counselors.
- Do not give [name] as a counselor to anyone, she is rude and does not have people skills.
- Fire all incompetent liar employees.
- Get better counselors! I talked to [name] At the Bridgeport, WV office.
- Give me a better counselor.
- Give the counselors more help they appeared overwhelmed with the volume of clients.
- Had a very very successful process. My counselor [name] was most helpful went above and beyond expectations.
- Have more employees like [name].
- Have more people like [name].
- Have more staff so that the counselor could dedicate more time to each client.
- Have rehab counselors that would actually help clients find a job I would not have found a job if it were not for my step dad all rehab did for me was tell me to look around for a job. No one told me all the job applications were online. No one asked if I had computer skills or had access to a computer.
- Hire more counselors to create smaller case loads.
- I was disappointed with the turnover in staff. Unable to build a rapport with counselor because each time I had to contact them, I had a new counselor.
- Keep hiring top notch counselors and increase their pay.
- More polite, educated counselors.
- My first counselor, keep people like that, people who want to help.

- Need more people like [name]. He explains everything to get you started and keep in touch with clients. Great man!
- Not change your counselor so much. Let you have a counselor 1 or 3 throughout the time your in the program. Le the counselor call you when their stuff out that can help you not make you find it for yourself.
- Possibly having more staff available.

Employment Issues.

- Actually fit the individual to a job he can actually do. Not just any job so they can close out the file.
- Buy me more equipment for me to start my business.
- Continue services until "full time" employment is acquired. Continue to check on clients at least every 2 months--for new employment opportunities.
- Employment opportunities.
- Help client get jobs so they don't have to be as dependent on assistance.
- I feel that the agency needs to broaden its scope for job opportunities. The job opportunities through the DRS are limited, at best.
- I should've been sent out on job interviews while employed.
- More job opportunities.
- More trying to help placing client in appropriate jobs for their skills.
- Network with more agencies. Provide more assistance in job location. Provide more assistance with transportation to jobs.
- Widen job placement.
- Work in our community to secure more options for employment for people with special needs. Educate the business leaders about supported employment and help them see the benefit to the employee and employer.

Funding.

- Could have more funding.
- Having more funding.
- Having the ability to get funds and doctors or companies willing to work with them.
- Help pay on my bill.
- Hopefully they will receive more funding to continue the programs.
- If someone is eligible for DRS maybe provide a small subsidy if attending school.
- In a perfect world, the DRS would be funded so as to reach each and every West Virginian who needed help.
- More funding for their programs.
- More funding!
- Obtain money for re-education for their clients.

Medical Issues.

- Assist in providing help with medication such as ADD medication needed to help me work.
- Availability of psychological services based on income level.
- Back laser surgery.
- Expand services to help people with no insurance to pay for tests and surgery.
- Faster Dr appointments.
- Help with some co-pay on some doctor's bills and let them, the doctors, know they (DRS) will help.
- Hip replacement.
- I need to get hearing aid that would fit my ear which had cancer surgery.
- I was tested for hearing and needed hearing aids. The benefit had just changed and I would have had to pay. I had other medical bills and couldn't pay. I contacted rehab services just last week because I really see a difference and felt I needed to check again and my husband employment had changed again and I am no longer eligible to receive even to pay my share.
- Keep the bariatric surgery service to help more people like me.
- Not sure, maybe add an affordable way to keep up medical care for my ear.
- Offer dental care.
- Please get the dental plan back. Makes WV look bad enough with us running around no teeth, etc.
- They could re-instate the program that will help with hearing aids.

Process/Program Issues.

- [Name] was always wonderful. Letters could be sent when the location of offices change.
- A little better communication between each other.
- A range of services and a shorter red tape process.
- At present I do not know. Perhaps having a full time secretary.
- Be faster.
- Be more aware of limitations and disabilities.
- Be more helpful.
- Be more prompt with payment of services to my hearing aid provider.
- Better response time from counselors to phone messages and e-mails better organization and more timely processing.
- Counselor could be helpful instead of having to appeal to an authority over her to get help.
- Counselor that you did not have to keep contact to get anything done.
- Faster response.
- Faster turnaround time.

- Find more job leads.
- Have faster responses.
- Have more consistency to help client.
- I would have liked the process to have been faster, but everything worked out fine.
- It took close to a year from the time I went in until the time I got my stuff, that's too long, I think.
- I've heard that DRS has made it harder to get hearing aids. The hearing aid can make a big difference in the work and interaction you have with the public. You need to review your guidelines for test results and change them.
- More financial aid tuition.
- Offer more of these programs to help those in need.
- Provide more and make process easier.
- Provide yearly follow-up, repairs, maintenance when needed.
- Quicker turnaround.
- Reduce processing of client cases.
- Screen the paper work that is required.
- Speed.
- Speed up the process. (X 2)
- Tell you all the qualification requirements right up front.
- The process took a long time. Streamlining paperwork?
- Timely fashion, same service was treated diff, with a diff client and counselor somewhat confused.
- Well, it took DRS from Feb. 2012 to Aug. 2012 to get me the hearing aids I needed.

Other Issues.

- Actually assist those with disabilities trying to hold a job I sent e-mails and called but no help offered without my intense action.
- By supplying additional training to people who really wish to use this service.
- Continue on.
- Could [unreadable].
- Deliver on their promises.
- Do more.
- Do more things.
- Do not put hurdles for disabled people.
- Everything.
- Focus more on living independently.
- Focus on client needs not on numbers.
- Get more vendors.
- Get someone who cares.

- Go by a persons ability qualities and don't worry about past experiences that don't apply.
- Help get people more into the care pick.
- Help more students.
- I am able to hear.
- I can hear what my customers are saying plus I can look across the room and see better! Meet more needs like arthritis.
- I didn't have any injury in the vehicle lift - they told me it was a place in Charleston and I had a hard time finding someone to take my vehicle in to get the lift.
- I feel that the division has excellent operation and were very easy to work with, unlike many other government agencies.
- I think you should employ handicap employee. They understand the issue of handicap people.
- I would like to be able to go through LPN class again. I was aware I could go back this school season, but due to family illness I could not in 2013 but wish I could get help and go back in 2014 because I know I can pass the class.
- Just keep up the good work.
- Keep close watch on the ones that are on production.
- Look more thoroughly into the needs of clients!
- Make sure Marshall University does its part. Lots of promises were not kept.
- Mike it plain that if you fail ONE class you will not help anymore because this happened to me.
- More money more jobs someone or somebody trash my car, lost job, 10,000 a year, I got a 220 volunteer work.
- More opportunity for training.
- More suggestions.
- Needs a lot of work.
- Nothing really they was a big help to me. I think more doctors office need to be in with them to help their patients that is out of work.
- Offer more benefits to a greater range of needs continuously.
- Offer options. They need to have better options. A person with a college education shouldn't hang clothes or sort mail.
- Open hour that schools closed.
- Personnel are very helpful and knowledgeable. Only improvement is to keep these folks working!!!!
- Place their clients wants and needs above their personal feelings and assumptions. (I want to work-but am physically limited).
- Provide a selection of options available. My chair and desk were picked out for me without other options available.
- Provide bus schedules to people who have no transportation.
- Provide help for those who want to get their B.S. and M.A. degrees.

- See severely disabled people as valuable people wanting to work hard and to do a job well.
- Smile more often.
- The person that was to help did I got my drive license on my own.
- Update comments to providers to show just "charges not eligible for DRS" i.e. E.R. visits.
- What they do, do correctly. I had to pay to do over by another company.
- Work more with individuals.
- Yes.

DO YOU HAVE ANY OTHER COMMENTS?

The respondents were asked whether they had additional comments. There were 361 people who responded. They could be categorized as Praise/Appreciation (268 responses), Criticism (54 responses), or Other comments (39 responses). These responses follow.

Praise/Appreciation.

- [Name] did a great job!
- [Name] in Bridgeport was excellent! Great personality with great communication skills, follow up, and personality. Highly recommend her. Doctor office is also excellent.
- [Name] is the best computer teacher that I could have ever asked for (women's business center) perfect!
- [Name] is the bomb! She needs a raise.
- [Name] was an excellent counselor, he does his job well
- [Name] was extremely knowledgeable and helpful to me and my husband.
- [Name] was the only one who wanted to help me.
- [Name] was very helpful and courteous. I am glad I met him.
- [Name] at the Clarksburg, WV office is a very kind, helpful employee and does an excellent job
- [Name] at the Morgantown office was great! Thank her very much!
- [Name] is an excellent counselor and a friendly person.
- [Name] is very professional, intelligent, and delightful person. You are lucky to have her. I would not hesitate to contact y'all with any future need.
- [Name] provided excellent service at Brooke High for us. Also has been more than willing to answer new concerns and questions we have.
- [Name] treated me with respect and compassion.
- [Name] was a fantastic counselor.
- [Name] was great, she is a great person to work with.

- [Name] was very helpful.
- [Name] was very informative.
- [Name] was wonderful she was kind and listened she is a true asset.
- All good.
- All the people I met had contact with in the office were very helpful, friendly, and did an excellent job in explaining what I needed. They were prompt and every time about answering my phone calls and making appointments.
- All were very nice and did a great job.
- Am very impressed and very satisfied with the hearing aids I have. I have recommended the services to several individuals in need of attention.
- Appreciate all the help I got.
- Appreciate all the help wish would have completed the entire process to the end I submitted paperwork in plenty of time not acted upon.
- As stated my counselor went above and beyond what my expectations were about helping me as a disabled worker.
- Awesome service. Benefits helped me become a productive citizen in life and earn a degree!
- Awesome services.
- Because of DRS helping me get my hearing aids I can continue to keep my job at Sheetz as Coffee Hostess. My counselor at the Elkins office was the best!!
- Counselor was very friendly and helpful.
- Counselor was very helpful keeping me up to date until I received my hearing aid and checks back a few times after I received them.
- DRS counselor was excellent and knowledgeable.
- DRS has been wonderful to me especially [name].
- DRS has improved the quality of my life, I'd be lost without them.
- DRS have been great.
- DRS provided what was necessary for me to do my job on a daily basis. Without DRS help I would not be able to function on a daily basis.
- DRS Services enabled me to retain my employment and continue with all my duties
- DRS staff was very professional and polite- no problems.
- DRS was an integral part of my continuation in working for my employer. I was disabled. DRS helped me remain a productive employee. Thank you!
- DRS was very helpful with all the needs that I had. Could not have done it alone.
- Everyone there was very good to me.
- Everyone was polite and took care of things in a timely manner.
- Everyone was so helpful, so nice and courteous.
- Everyone was very helpful, respect and courteous thank you so much!
- Everything else was great.
- Everything was done very professionally.

- Everything was excellent.
- Everything was excellent except I did not get employed. [Name] was very professional, helped all she could.
- Excellent counselor excellent service.
- Excellent service.
- Good program.
- Good worker.
- Great job in helping me!
- Great job!
- Great program! [Name] was a great help!
- Great program.
- great service
- Great services. I am in public services.
- I am grateful for the help.
- I am so grateful I could not keep my position, as a teacher, without the hearing aids thank you.
- I am so thankful that DRS is available to me, my job absolutely requires that I be able to hear well and I could not afford hearing aids myself. Thank you! I honestly can't remember everything that I was asked or told, but I do know that we had an extensive discussion and I felt thoroughly informed.
- I am thankful for the assistance I was given.
- I am thankful for the services.
- I am very grateful for the help I received thank you!
- I am very pleased with the service I received and my counselor.
- I am very pleased with the services I have received. Counselor was most helpful and made my experience with the DRS a very pleasant and helpful experience.
- I am very thankful for the financial assistance that I received for purchasing my books and supplies! Thanks!!!
- I appreciated the efforts of the woman with whom I worked to obtain the hearing aids, and I was grateful to have them.
- I appreciate your courtesy employees and satisfied with the services.
- I could not be more pleased with the services I received. I am a Family Nurse Practitioner and losing my hearing was making it difficult to communicate with patients and use a stethoscope. You provided me with everything I needed to be able to work till retirement age! Thank you!
- I could not have continued to work if I did not get these services.
- I did have wonderful job coaches, but [name] was my favorite.
- I didn't even know I could have their services I'm 69 years old working to keep my grandson go to college this was so wonderful for me.
- I feel lucky I qualified for the services I got – everyone treated me nice

- I had dental work done I thank you very very much.
- I have much respect for the workers and appreciate all that was done for me
- I highly recommend DRS to anyone who has a disability.
- I highly recommend DRS for any services needed.
- I in no way felt belittled by my need for help with assistance for my hearing loss – I can do a better job now for my employer – thank you.
- I loved and enjoyed my counselor. Perfect candidate for her job, very interested to help.
- I really appreciate being able to regain my independence thru driving and by setting up my own day care business.
- I sure appreciate all the help!
- I thank and appreciate all their help it was a great experience.
- I think she done an excellent job with my case!
- I think the individual counselor are overloaded (too many clients per person) things take quite a bit of time to complete. Overall, I am thankful for my hearing aid!
Thanks!
- I think they were great.
- I think this is a great program for people of WV. Thank you.
- I very much appreciate the services provided, without them my ability to maintain full time employment would certainly be in question.
- I was able, with your help, to lift myself out of poverty and into a great job.
- I was already employed – it helped my hearing to get hearing aids I couldn't afford otherwise thank you all so very much.
- I was not aware that the DRS would help someone like me (employed but in pain) until I went to see them because a co-worker suggested it. I believe if more people knew of this service it could help a lot more people.
- I was pleased with all the services offered also I'm glad we have services that are for those who work and helps us get back to work when something unforeseen happens
- I was real pleased with service supplied and the courtesy that was giving to me.
- I was surprised when I was referred to doctors for assistance with surgical expenses I am a employed RN I have health insurance but the out of pocket is high I thank doctors for their financial services and my counselor for all the time she spent following up on the billing she was very kind and caring.
- I was treated very nicely by front office staff and my counselor, my e-mails were answered promptly.
- I was very pleased.
- I was very satisfied with everything.
- I was very thankful for all the help I received from DRS.
- I would be useless and unable to work without the help of aids that rehab provides – thank you.

- I would like to thank D.O.R. it was great to hear good again I was not able to afford to purchase hearing aids for myself.
- If it was not for the school that I was at which is West Virginia Jr. College and the DRS I would still have my bad teeth, thank you for everything.
- I'm just glad that I received the help I asked for.
- I'm just so grateful I could keep my job – I could hear again.
- I'm thankful for the services DRS provided me, it enabled me to continue to work.
- It was an enjoyable experience to talk with a state employee who really wanted to help!
- It was wonderful to have a service help me be able to better doing my job thank you.
- It's a great program.
- Keep up the good work and thank you.
- Kudos to [Name].
- Lady that was my worker even called to check on me.
- Made it possible to do my work at business. VERY grateful for your help. Thank you!
- Many thanks.
- Morgantown office – [Name] and [Name] were/are terrific.
- My case workers are the best and I am so very thankful for them and your agency.
- My caseworker [Name] was very courteous wonderful person.
- My counselor [Name] is awesome! She is great in every way possible
- my counselor [Name] is the most amazing person, she's caring, listens, found the best services I needed to get back to work and feel better about myself overall
- My counselor is a courtesy, respectful, thoughtful, kind and compassionate.
- My counselor made me feel so at ease and she was so very helpful.
- My counselor treated me very good and did an excellent job.
- My counselor was excellent –wonderful.
- My counselor was excellent and played an important role in my success in school I will always be thankful for him.
- My counselor was friendly, helpful, etc. at the office and on the phone. The problem was that I had to call and call to find out where I was in the process. She didn't let me know anything until I called after several days or weeks of waiting.
- My counselor was great!
- My counselor was nice and professional person.
- My counselor was prompt with answering my questions and explaining the services very nice to work with.
- My counselor was very good. She really knew her job.
- My counselor was very helpful and kept me up to date as to what was going on. I am VERY thankful to this organization for help with my hearing aids.
- My counselor was very helpful and he walked me through every step.

- My counselor was wonderful. She explained everything to me. She kept in touch with me. She answered by questions. She was excellent. I think God for your services. I cannot believe how much I missed out on not being able to hear. Now I can hear everything. This is so great!
- My counselor went above and beyond providing assistance.
- My counselor, was excellent in all respects and I couldn't have had anyone better!
- My counselors were great and very helpful. I am totally satisfied.
- My DRS counselor was phenomenal and always was there to help me!
- My DRS counselor was very efficient and courteous. Wonderful Lady.
- My experience was great. I really appreciate this service from DRS.
- My experience with the DRS could not have been better. The staff was professional, knowledgeable, and friendly, great!
- My experience with the DRS staff was an enjoyable experience. I was fully satisfied.
- My teeth were fixed and I greatly appreciate it.
- My work situation has improved so much with help provided by DRS. It was nearly impossible to work 10 hours a day with the desk and chair that I had. The hearing aids have improved my communication issues. I'm so thankful to DRS. God Bless.
- New hearing aid opened up a whole new world for me.
- None, I am very satisfied.
- Office staff was friendly and counselor was very thorough.
- Only that everyone involved in my case was more than helpful.
- Only to say I was employed before I applied for the assistance and the hearing aids have helped me a lot with my job.
- Our counselor was very helpful.
- Our experiences with DRS has always been a positive one.
- Overall satisfied with my hearing aids. I needed them very much.
- Overall staff do well in most areas and are helpful.
- Pleased with service.
- Promote this program – changed my life!
- Service was great!
- Services provided by DRS was helpful to obtain hearing help and the counselor was helpful to provide assistance to let me keep working.
- Staff very nice and caring. Explained things well. Followed up regularly and wanted to make sure I was satisfied.
- Staff was very kind and always helpful.
- Thanks for all your help.
- Thank you (X 20).
- Thank you DRS for my hearing aid.
- Thank you for all that was done for me. I now have my first pair of eye glasses and no more pain in my mouth! I feel very grateful!

- Thank you for help.
- Thank you for helping me.
- Thank you for helping.
- Thank you for servicing me!
- Thank you for the assistance.
- Thank you for the help you did give me.
- Thank you for your Division's help for me to live a better life with my disability.
- Thank you for your help!
- Thank you so much For helping me get my life back!
- Thank you so much for all your help.
- Thank you so very much in helping me with my hearing problem as I did not realize how much I was missing in everyday life until my problem was corrected. I am now fine.
- Thank you. Thank you.
- Thank you very much it was much appreciated.
- Thank you very much.
- Thanks again.
- Thanks again to [Name] from Beckley.
- Thanks so much for your help.
- Thanks for all you have done for me.
- Thanks for helping in time of great need!
- Thanks for the great service!!
- Thanks for the help!
- Thanks to everyone for helping me hear again!!
- Thanks, but I did not use your services as I got a job soon after my first meeting. I appreciate your time.
- The counselor and staff were most helpful.
- The counselor at Oak Hill Office was great.
- The DRS at Bridgeport with the guidance of [Name] was more helpful and professional than anyone could ever ask for.
- The financial help was very much needed and appreciated – I was able to receive medical attention so I could get markedly better and am still better from them.
- The hearing aids have been very helpful with my work and in everyday living. It is so good to be able to hear and understand clearly what people are saying. I thank the DRS for helping me.
- The lady that was my counselor was very professional. She explained everything and answered all my questions. She did a super job thank you for your assistance.
- The office staff and counselor were wonderful.
- The office staff was amazing when I walked into the office, I could feel that this was a competent, focused crew. Thanks for the help. I can HEAR!

- The people I worked with in the Fairmont office do excellent work.
- The process went smoothly and I was kept well informed at each step.
- The program was very helpful for me to get a hearing aid that I otherwise could not afford to get.
- The reason for my neutral responses on the opposite page is due to my already having a job, however, my appreciation for everything in her power to supply me with the equipment to keep my job. Congratulation to all DRS employees.
- The rehab services I received in McDowell County were great. I was very grateful for the services I received!
- The service provided allows me to have new hearing aids. Without this service I would not be able to properly communicate at my job or to continue my education. Thank you.
- The services provided were very helpful and the counselor was great.
- The services that I did get were great. The counselor never really told me what was available. Not even the bioptic driving program. I found out about it through another employer.
- The staff is always very nice and helpful.
- The staff who installed the handicap ramp was great. I had a job waiting, just needed to get there.
- They did a good job.
- They did what was needed to get my hearing aids. I'm satisfied. I was already employed. Just needed to hear. Thank you.
- They helped me with rehab bills during my knee replacement. It's great that they actually help people that work hard and have to take time off for surgery, etc. There are very few services for us working people.
- They treat you right help you in any way they can.
- They were very helpful through the whole process.
- They were very helpful to us.
- This is a great program that available. Thanks.
- This is a much needed agency and the services they offer are much needed. Please continue to support funding for this!
- This service helped me to maintain communication on my current job I was having trouble hearing radio directions.
- This service is great for our area.
- This was a great experience for me. My new hearing aids allow me to continue working.
- This was a great experience.
- This was a positive experience for me and I was very glad to have DRS available to help me.
- Very courteous.
- Very courteous and helpful.

- Very good service.
- Very happy and grateful for your help.
- Very helpful stayed on top of all the paperwork very efficient in all services provided excellent counselor!
- Very helpful!
- Very helpful, with chronic bipolar disorder/depression, I couldn't concentrate totally each day.
- Very much pleased with services received.
- Very pleased with results.
- Very satisfied (X 6).
- Very satisfied with counselor and staff.
- Very satisfied with everything big props to [Name].
- Very thankful for the help I got.
- We appreciate all the help and services we received. They certainly were a God-send.
- Well pleased.
- Well satisfied.
- When I found a part time job on my own and had to travel almost half hour each way. The two checks for \$200 each really helped me get started to have some gas money to get back and forth to work thank you very much!
- When I sought services at WVDRS that was the beginning of my work life turning around.
- Whole experience was above average.
- Without DRS I could not have afforded hearing aids.
- Without the program I couldn't afford hearing aids.
- Without this program I would not have glasses and hearing aids or a job.
- Wonderful program for those individuals without insurance.
- Wonderful service helped me to continue a useful life.
- Yes, thanks for being so helpful. My hearing aids really help me. Can understand people talking to me. Everything is so much clearer now. Thank you.
- Yes. I would like to God bless you all.
- You do a great job. Keep up the good work. Thank you for all that you do.
- You guys and your program were a God-send to me. Without you, the surgery would not have been an option. You guys helped save my life and I'm forever grateful. Thank you from the bottom of my heart.

Criticism/Complaints.

- [Name] is not cut out for this work, despite her education. She called 2 times in 1 1/2 years. Leave a message and say "have you found a job yet?"
- After meeting with job placement specialist I felt left out.
- Because the ear molds are defective, DRS should replace them.

- Clerical staff were more helpful than counselors were.
- DRS counselors did not stay in contact when I finally got a hold of them it was like I was bothering them. I was basically told to go out there and do it myself.
- DRS was out of funds and could not help me.
- Every time I met the requirements, it changed to something else.
- Gas is too high, 2 years I had no income 349.00 week. You need to do something with [Name]. He open mail was not his.
- Get your heads out of your asses and actually help someone.
- I am having problems with my hearing aid. It caused irritation in my left ear.
- I asked for a different counselor, complained, yet did not receive a different counselor. Also was put on back burner and college kids were handled first. "Age discrimination."
- I considered swing DRS and my state agency for failing to use resources treating my illness as an attendance issue and neglecting to follow ADA laws.
- I finally entered a Work Force training program and I am paying all of the cost. So what value is DRS? I will still need to find a job when I finish and hopefully DRS will help.
- I had an accident 3 and a half years ago and only a few months after I was being "pushed" to get a job and get off SSDI. I am only just now to the point where I am physically able to work and now DRS can't help me, wait till people recover before you expect them because I am able to work. I can't find a job and DRS has released me from the program. I want to work.
- I have never received services from DRS in the twenty years I have requested. I'm not ever sure there was a file open for me, or just discussion or use the book.
- I have tried several jobs and they have helped with training but it seems like I am trouble if I want something.
- I received a bill for my audiologist's services (\$500) 5 times. When I called [name] and was told to bring her the bill, fax her the bill, call the doctor office myself and settle it. This was not my responsibility.
- I shouldn't have to work for nothing. "Work experience" is crap. It doesn't lead anywhere.
- I was actually approached initially by a DRS worker and encouraged to apply for assistance due to my physical disabilities. The counselor pressed me to apply for college courses and said DRS would help pay my tuition but my books and a computer, yet in the end I received absolutely nothing except disillusionment and hurt feelings.
- I was very disappointed in this service. We received a letter one week and the next week got a letter services were discontinued.
- I would give her a D- for the way she treated me.
- I would like to talk to a more experienced DRS counselor that could help me reach my employment goal.

- I'm in your services since talking but as today no one has contact me if I've been approved or not.
- It would have been easier if the lift was installed locally and not 200 miles away.
- It's not what I expected. I expected more choices, help, better advice.
- Just wished my case had not been closed but I kept them filled in about my accident in off work now from till surgery.
- Keep in contact with the client.
- Look to balancing not being assembly line with not being overly redundant—end sessions rather than repeat points or notes unproductively.
- Maybe improve the type of hearing aids. The batteries and filters are expensive and require changes very frequent.
- More staff, my counsellor was doing the job of 2 people.
- My counselor called me, I returned the call but as of 4-19-13 I still haven't heard from him.
- My counselor help me accountable for everything and did nothing to help. On a phone conversation with one of my doctors, my counselor actually told my doctor that she felt I was too mentally challenged to complete my college courses.
- My daughter has been in Computer classes for years yet they had put her in other training like fronting store shelves. What's the point!
- My first DRS counselor was fine and was moved (promoted?) my next counselor was never in contact, zero helpfulness.
- My initial 50is was canceled and was to be re-scheduled after couple weeks I called that person moved and I was reassigned still no response then told no new clients – I then told them I wasn't new. It was 5-6 months before I finally got to see someone.
- Perhaps my situation was unique, but the counselor left me with the understanding that I would receive services for several weeks before finally telling me I didn't qualify.
- Please get your employees to where there they can help people with some type of employment I have tried to get a job on my own and I can't.
- She was very discouraging I felt emotionally abused as she told me that even though its against the law, people are not normally hired if they are overweight, she also was negative as she asked me why after so many years on SSI did I feel I could work now. She kept putting me off, each time I called her it only got worse each time she was very negative, discouraged me from working, no encouragement.
- The 1st person I worked with was not very helpful. Would not answer phone calls.
- The counselor was great, but the system was 50disappointing with the changes that will exclude a lot of persons of need.
- The DRS should follow up to see if finding an individual a job from 12:00am to 2:00am when they can't drive is NOT acceptable.
- The eyeglasses cost me about \$450. DRS did not pay ear exam wanted wife insurance card. None was free.
- The whole experience was a waste of time.

- There was no employment opportunity for me because of the extent of my injury.
- What services are provided? How do you get into assisted living and what happened when you can't or don't qualify for SSI?
- What were they supposed to do for me everything I ask they said we can't do that or I'll get back with you and we are still waiting.
- When I need help with a new leg. They wonder why I needed a new one. I took my leg off and explain everything to both counselors. They had no clue what goes on with an amputee on an everyday life. I would love to work for DRS staff. People look at handicap in a different way. This is so sad. I use to be a client until they call to tell me they were closing my case. What a disappointment.
- While I appreciate the financial help, the staff was not up to par and I had to constantly remind them to do their job.
- Wish that the counselors would find stuff to help you with your disability and tell you about the stuff they find especially when they help other kids with the problem told them about stuff.
- Would have liked to have been told about how to get into the field I picked better.
- Yes – I had to inquire at several different places to get ANY info and they all were guarded in answering questions. All I wanted to know how I found out about them. None besides [name] were remotely helpful.
- Yes, I contacted admin in regards to treatment I received. He called “once” and left a message. I returned his call and have not heard from his since.
- Yes, I was denied services cause I didn't feel it was appropriate for her to ask for my personal private files. Judgment was passed unjustly and she never even gave me a chance. I was very disappointed with this program.
- You need to be better organized.

Other Comments.

- Could I get help with glasses?
- Counselor did give me options of no interest on loan for hearing aids.
- DRS counselor didn't have to help with employment because I had a job lined up after graduation.
- Find me another job with more hours.
- Graduated July 2013. Took 5 years because of class problems.
- I am currently having some trouble with my memory, and with getting rid of suicidal thoughts which makes me unable to work.
- I am sorry that I did not know about the services available prior to my cataract surgery - I could have used their help.
- I can now hear all sounds around me with no problems.
- I didn't have anyone talk to me about work. I had my own job. Didn't make much but at least it was or is a job. DRS paid for my cataract surgery and glasses.
- I didn't utilize the employment services because I found employment at the same time I was starting with DRS.

- I do but no space to write here.
- I felt that my DHR counselor was honest and professional; however, I did not really feel any encouragement when I applied for several employment opportunities on my own. I felt a bit a negativity that I was not quite qualified.
- I had a job that's why some questions were not answered; thanks again for the hearing aids!
- I have been letting my friends know about your services, and some have contacted them.
- I have not heard much from new counselor. No one has help me as much as first one did.
- I just wish doctors offices will help with this company that is willing to help people that is out of work to get help through the DRS that really needs because only certain people takes help with the company.
- I never knew you could help me! I'm sure there are others that don't too.
- I never received services but would be interested to see if I am eligible.
- I obtained a part time job on my own and basically my case was closed.
- I want good services.
- I was applying for aid to get hearing aids my income was too high.
- If grant became available I would like assistance with degenerative disc disease.
- It is rather difficult to employ an 87 year old with over qualified requirements for the area and nations thinking on elderly.
- Need to have better educational assistance to have marketable job skills.
- Needed help and get relieve from abscessed tooth because I was and am sole care giver for spouse and bread winner.
- None I am still signed up with USACE for Energy Program.
- None that would matter.
- Not at the moment.
- Not at this time.
- Notice of employment opportunities.
- Perhaps notify individuals with known disabilities that are currently on other programs that want to work but have disabilities.
- Please assist me with payment for bioptics due to Dr. high rate.
- Questions 3, 4, 5 do not apply to me. I have a job. I do not need help finding one.
- Service appropriate.
- Supply working people with more services and give those not working more incentive to get jobs.
- The # 4+5 responses should be N/A's, I was employed at the time.
- The person who took over my case wasn't even friendly over all WVDRS is a great service needed.
- The vehicle assistance is good. If you don't have to take the vehicle in 3 times for work while still in warranty period.

- Took a very long time to achieve my goal compared to some others.
- Tubes were inserted instead of needing hearing aids, I think DRS should help pay on my balance.

SUMMARY

Demographic Information. The 754 people who responded to this survey represent each of the six districts of West Virginia and all of the 55 counties in the state except for Boone County. Districts 2 and 4 had the highest level of representation in this sample (25% and 20% of responses). District 5 represented less than 10% of the total responses.

Respondents were asked about their disabling condition. The type of disability most often reported was sensory (63% of the sample). Again this year, most people in the sensory group report having a hearing-related impairment. Motor-related disabilities represented about 10% of the sample, Cognitive impairments were 7%, Mental Health impairments were 4%, Cardiac/Respiratory were 2%, and Other disabilities were 14% of the sample who reported a disabling condition.

The surveys were sent to consumers whose cases were closed after some services were received (Status 26 or 28). About 83% of the respondents were in the Status 26 group and the remaining 17% were closed in Status 08, 28, or 30. There is a clear difference in the level of satisfaction of these 2 groups as evidenced by their response to the satisfaction items.

Most of the 672 people who included age information were between 25 and 70 years of age (80%). When asked about their work status, 80% of responders reported that they are currently working, 6% were looking for work, 5% reported that they were unable to work, 5% were retired, and less than 1% indicated that they do not want to work, and 3% were in school/training.

Satisfaction Items. This year's responses were generally consistent with last year's responses. Each item was rated at over 80% agreement with eight of the thirteen items rated at 90% or more. According to the responses to the Likert-type items, 95% of the consumers reported that they Agree or Strongly Agree that "...their counselor treated them with respect", "...their questions were answered clearly by DRS:", "...the eligibility requirements and process for receiving services were clearly explained by DRS staff." They also rated "...the accessibility of the DRS office" at 95% satisfaction.

As in previous surveys, differences in reported satisfaction may be noted for "Successful" versus "Unsuccessful" rehabilitants, with the "Successful" group reporting dramatically higher levels of satisfaction. The responses differed by between 19% (accessibility of the office) and 51% (received services needed to reach my goal). There were also differences in satisfaction depending on disability type. Those with Hearing impairments reported notably higher levels of satisfaction than other groups (mean = 99%) and those with Cognitive impairments reported lowest levels of satisfaction with services (mean=71%).

Rights Information. Consistent with previous surveys, most (83%) of the consumers reported that they were given specific information about their rights (or at least 1 right) as a client. Consumers who reported that their rights were explained, most often were told about their right to "Participate in developing my rehabilitation plan" (84%). Consumers reported that they were least often told about their rights to request another counselor (39%) and to contact the Client Assistance Program for help in resolving differences (41%).

Helpful Services. Consumers were asked which service they found most helpful. Of the 575 responses, 12 (2%) said they did not find any service helpful or that they had not received any services through DRS. Another 20 people (3%) reported that "All" the services were helpful. Others listed services that could be categorized as Access to Services, Counselor/Counseling Services, Driver's License Services, Education, Employment, Explanation of Services, Financial Assistance, Hearing Services, Medical Services, Technology, Various Services, and Other Services.

Additional Service Needs. When asked about needs that were not met by rehabilitation services, 424 of the 546 consumers who responded to this question reported they had no additional needs (78%). Employment-related services, Training/Education, and Medical Services were most often cited as additional needs.

Improvements to DRS Services. When asked to suggest things that DRS could do better, 104 of the 443 people who answered this question reported that the experience had been positive for them, they were grateful for the assistance, and/or that their counselor had been helpful. There were 209 suggestions for improvement. These

suggestions most often involved advertising the availability of services, improving communication between the counselor/staff and client, and concerns related to staff turn-over.

Other Comments. The last item on the revised survey asked the participants if they had any additional comments. There were 361 responses. About 75% of the comments were expressions of appreciation. Other comments included complaints suggestions, and clarifications.