

**REPORT  
OF  
SURVEY FINDINGS**

**Consumer Satisfaction**

**SEPTEMBER 2013 THROUGH  
AUGUST 2014**

**WEST VIRGINIA  
STATE REHABILITATION COUNCIL**

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## **CONSUMER SATISFACTION SURVEY (SEPTEMBER, 2013 – AUGUST, 2014)**

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

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 2013 to August 2014 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 488 surveys were returned including 86 responses that were coded as being from transitioning youth. This report summarizes those responses and details the findings of the survey for the 2013-2014 program year.

## DEMOGRAPHIC INFORMATION

### District.

The district and closure status were recorded on each survey in preparation for mailing. All but 2 surveys were returned with the district information intact (486 of 488 surveys). 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 22%. The respondents were asked the county in which they live. There were 386 individuals who reported county information. There was at least one response from 50 of the 55 counties. No respondent indicated that they were from Calhoun, Jackson, Doddridge, Webster, or Morgan County.

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

<b>District</b>	<b>Number of responses</b>	<b>Percent of total responses received</b>
District 1	53	11%
District 2	101	21%
District 3	96	20%
District 4	108	22%
District 5	46	9%
District 6	82	17%

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 (5 responses), Calhoun (0), Clay (3), Jackson (0), Kanawha (24), Mason (6), Putnam (3), Roane (2) Unknown (10).

**District 2:** Barbour (4 responses), Gilmer (1), Harrison (11), Lewis (7), Marion (14), Monongalia (10), Preston (3), Randolph (12), Taylor (3), Tucker (9), Upshur (6), Unknown (21).

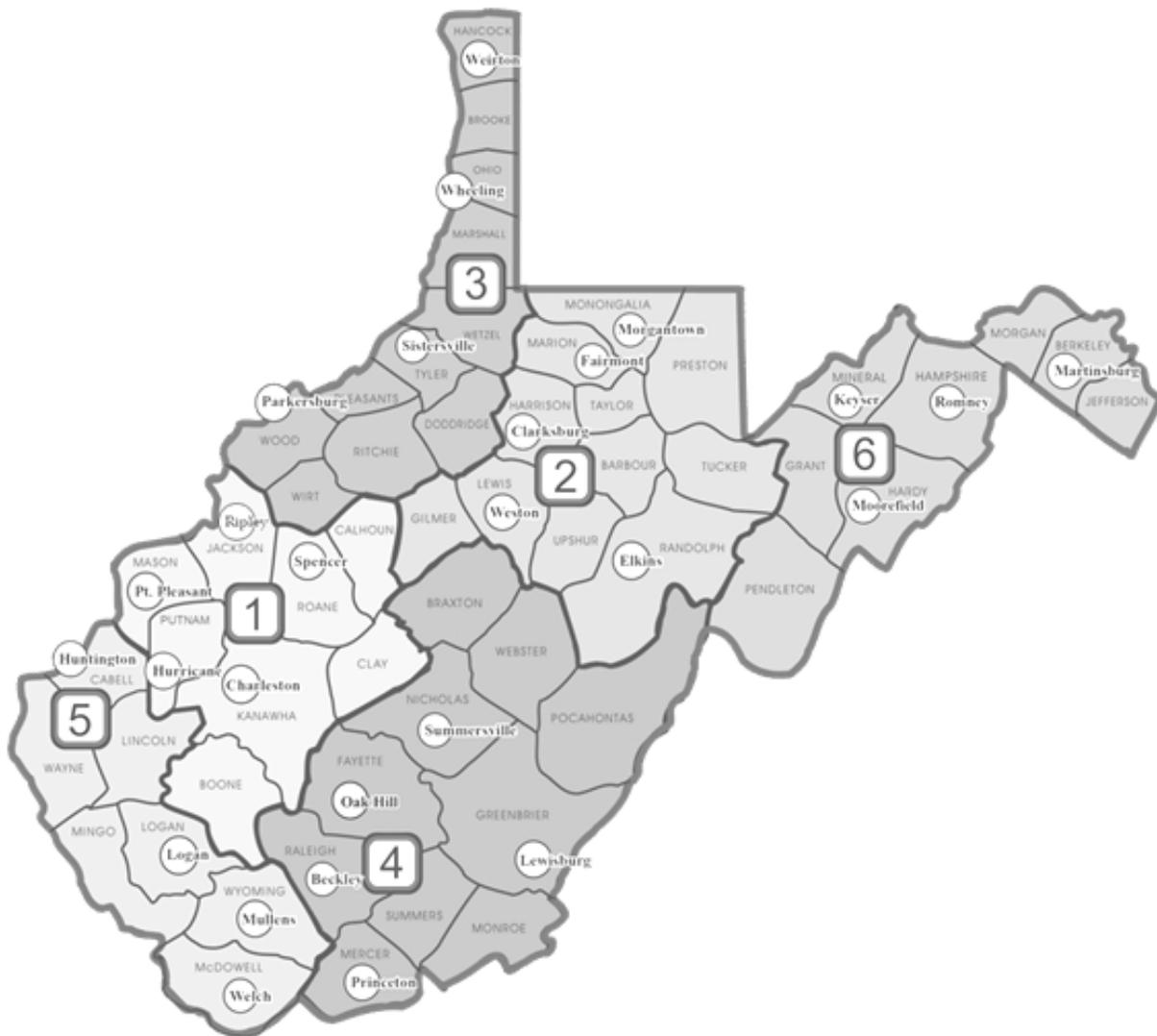
**District 3:** Brooke (10 responses), Doddridge (0), Hancock (6), Marshall (6), Ohio (24), Pleasants (1), Ritchie (2), Tyler (2), Wetzel (3), Wirt (1), Wood (18), Unknown

(23).

**District 4:** Braxton (2 responses), Fayette (5), Greenbrier (15), Mercer (24), Monroe (6), Nicholas (12), Pocahontas (9), Raleigh (10), Summers (1), Webster (0), Unknown (24).

**District 5:** Cabell (16 responses), Lincoln (2), Logan (1), McDowell (7), Mingo (3), Wayne (8), Wyoming (6), Unknown (3).

**District 6:** Berkeley (11 responses), Grant (9), Hampshire (12), Hardy (10), Jefferson (5), Mineral (8), Morgan (0), Pendleton (8), Unknown (19).



### Type of Disability.

The consumers were asked to indicate their disability. There were 356 people who listed a disabling condition (e.g., Stargardt's Disease) or a description of their disability (e.g., 50% hearing loss). There were 185 individuals who reported having a **Sensory** disability (52% of the sample). Of these, 169 reported having a hearing impairment and 16 had a vision impairment. Another 60 people (17%) reported having a **Motor**-related impairment (e.g., hand amputation, drop foot). A total of 43 individuals listed their impairment as Dyslexia, inability to retain information, or other **Cognitive** impairment (12%). There were 25 people who listed Cyclothymia, PTSD, or other **Mental Health** disability (7% of the total). There were 15 people who reported their disability as a multiple heart bypass surgery, COPD, or other **Cardiac/Respiratory** disability (4%). The **Various/Other** category includes multiple impairments and/or responses such as diabetes, migraine headache, seizures, or cancer. This group included 28 people (8%).

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

<b>Type of Disability</b>	<b>Respondants</b>	<b>Percent</b>
<b>Sensory</b>	185	52%
<b>Motor</b>	60	17%
<b>Cognitive</b>	43	12%
<b>Mental Health</b>	25	7%
<b>Cardiac/Respiratory</b>	15	4%
<b>Various/Other</b>	28	8%
Total	356	

### Type of Closure.

The surveys were sent to consumers from each closure status. Closure **Status 08** means that the case was closed after the application process because the individual was determined to be ineligible for services. Closure **Status 30** means that the consumer was determined to be eligible for services, but none were provided. Closure

**Status 28** means that the case was closed after at least one service was provided. Closure **Status 26** means that the case was closed after the consumer met the objective(s) in their service plan.

The Closure Status was obtained for 485 of the 488 surveys that were returned. (Three surveys were damaged so that the status code was not readable). Closure Type 26 can be thought of as a “successful” closure and the other categories represent “unsuccessful” closures. In this sample, 79% (383) of the responses were received from consumers who successfully completed their rehabilitation or independent living plan (Status 26), 6% were from those in Status 08, 8% from those in Status 28, and 7% from those in closure Status 30.

**Age of respondents.**

The respondents were asked to indicate the age group to which they belong. There were 422 responses to this question. Of these, 16% indicated their age as less than 24 years old. About 26% were in the 25 to 50 age group, 49% were between 51 to 70 old, and 9% were more than 70 years of age. Note: The percentage for the 51-70 age group could be rounded to 50%, but in order to make the percentages total 100%, the percentage was not rounded.

<b>Age</b>	<b>Consumers</b>	<b>Percent</b>
Less than 24	67	16%
Between 25-50	108	26%
Between 51-70	209	49%
Over 71	38	9%

**Work Status of Respondents.**

<b>Work Status</b>	<b>Consumer s</b>	<b>Percent</b>
<b>In School/Training</b>	13	<b>3%</b>
<b>Working</b>	325	<b>81%</b>
<b>Looking for work</b>	25	<b>6%</b>
<b>Unable to work</b>	24	<b>6%</b>
<b>Don't want work</b>	0	<b>0%</b>
<b>Retired</b>	17	<b>4%</b>
<b>Total</b>	<b>404</b>	<b>100%</b>

There were 404 responses to the item about work status. Of these, about 81% reported that they were working at the time of the survey, 6% were looking for work, 6% said they were unable to work, 3% were in school or training, no one said that they don't want to work, and 4% were retired. Note: The percentage for the

working group was rounded to 81% in order to make the percentages total 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 74% agreement or more. Only 1 item was rated at less than 75% ("My counselor told me about job opportunities). The consumers were also asked to rate the accessibility of their DRS

<b>PERCENT OF ALL RESPONDERS WHO AGREE OR STRONGLY AGREE.</b>		
<b>Satisfaction Item</b>	<b>2012-13</b>	<b>2013-14</b>
1. The eligibility requirements and process for receiving services were clearly explained by DRS staff.	95%	89%
2. My questions were answered clearly by DRS staff.	95%	89%
3. My DRS counselor helped me identify appropriate employment opportunities.	85%	76%
4. My DRS counselor and I developed a plan for employment.	82%	76%
5. I was made aware of the steps and my responsibilities to achieve my employment goal.	88%	83%
6. My DRS counselor stayed in contact with me so I knew what was happening with my services.	90%	85%
7. I received the services needed to reach my employment goal.	88%	84%
8. I am satisfied with the services provided by DRS.	91%	86%
9. My counselor told me about job opportunities.	82%	74%
10. My counselor treated me with respect.	95%	92%
<b>Rating Item</b>	<b>2012-13</b>	<b>2013-14</b>
1. How would you rate the accessibility at your local DRS office?	95%	92%
2. How would you rate your counselor?	93%	90%
3. How would you rate your overall experience with DRS?	92%	86%

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 85% or more of the responders.

Overall, the responses are somewhat lower in this sample when compared with the samples for the previous two program years.

**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
<b>1. Process explained</b>	83%	89%	90%	83%	90%	88%
<b>2. Questions answered</b>	83%	89%	90%	83%	84%	89%
<b>3. Identify jobs</b>	71%	80%	75%	68%	76%	69%
<b>4. Involved in plan</b>	68%	73%	77%	67%	85%	70%
<b>5. Steps and responsibilities</b>	76%	77%	85%	74%	86%	82%
<b>6. Stayed in contact</b>	77%	87%	82%	76%	83%	84%
<b>7. Received needed services</b>	75%	83%	83%	76%	78%	85%
<b>8. Satisfied with services</b>	85%	86%	86%	81%	76%	88%
<b>9. Job information</b>	70%	66%	77%	72%	79%	70%
<b>10. Treated with respect</b>	88%	95%	90%	87%	95%	92%
<b>11. Accessible</b>	88%	92%	92%	80%	88%	93%
<b>12. Counselor</b>	83%	90%	91%	85%	90%	90%
<b>13. Overall</b>	81%	83%	87%	82%	81%	91%

**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 satisfied with services than those who did not receive services or who did not complete

<b>PERCENT OF RESPONDERS WHO AGREE OR STRONGLY AGREE BY CLOSURE TYPE</b>			
<b>Satisfaction Item</b>	<b>Successful</b>	<b>Unsuccessful</b>	<b>Difference</b>
1. The eligibility requirements and process for receiving services were clearly explained by DRS staff.	94%	66%	28%
2. My questions were answered clearly by DRS staff.	94%	64%	30%
3. My DRS counselor helped me identify appropriate employment opportunities.	88%	46%	42%
4. My DRS counselor and I developed a plan for employment.	89%	40%	49%
5. I was made aware of the steps and my responsibilities to achieve my employment goal.	92%	55%	37%
6. My DRS counselor stayed in contact with me so I knew what was happening with my services.	92%	54%	38%
7. I received the services needed to reach my employment goal.	93%	43%	50%
8. I am satisfied with the services provided by DRS.	94%	50%	44%
9. My counselor told me about job opportunities.	86%	43%	43%
10. My counselor treated me with respect.	96%	78%	18%
<b>Rating Item</b>			
1. How would you rate the accessibility at your local DRS office?	95%	76%	19%
2. How would you rate your counselor?	96%	66%	30%
3. How would you rate your overall experience with DRS?	95%	52%	43%

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 previous table. It may be noted that the differences are somewhat more extreme in this sample than in the previous year.

**Satisfaction Level by Type of Disability**

In this sample, 356 people listed a disabling condition. Of these, 185 individuals reported that they had a sensory disability (hearing, vision, speech), 60 had a motor impairment (e.g., Back injury, Hip replacement, Missing fingers), 43 reported a cognitive impairment (e.g., Asperger’s, trouble learning, ADD), 25 reported a mental health impairment (e.g., Cyclothymia, Depression), and 15 people had a cardiac or respiratory problem (e.g., Open heart surgery, Asthma). There were 28 people whose disabilities could be grouped as “other” (e.g., Seizures, Cancer, Multiple disabling conditions). 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 sample sizes. The following table displays the number of responses and level of agreement across the satisfaction items.

<b>Disability Type</b>	<b>Number of individuals</b>	<b>Number of Responses</b>	<b>Mean % Strongly Agree/Agree</b>
<b>Sensory</b>	185	1,784	90%
<b>Motor</b>	60	608	86%
<b>Cognitive</b>	43	460	82%
<b>Other/Various</b>	28	285	76%
<b>Mental Health</b>	25	267	69%
<b>Cardiac/Respiratory</b>	15	149	87%

**RIGHTS INFORMATION**

The consumers were asked to indicate which rights information had been explained to them. There were 409 individuals who responded that at least one right had been explained (84% of the sample). Of these, 129 indicated that all rights were explained. Most individuals indicated that they had received several rights explanations. The total number of rights explained was 1,993. If each of these individuals had been given information about each of the rights listed, the total would have been 3,272 (409 individuals X 8 issues). The total responses indicate that consumers recalled having been told 61% 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 (409 people), 88% (358 individuals) report that they were told they have a right to "Participate in developing my plan." The pattern of responses in this sample is similar to the pattern found in the surveys from the previous two years.

<b>Rights explained to consumers.</b>		
<b>Type of rights information</b>	<b>Consumers</b>	<b>%</b>
Participate in developing my plan	358	88%
Choose how my services were provided	302	74%
Choose who provided my services	279	68%
Appeal any decision about my case	226	55%
Know about all the services that were available	305	75%
Request another DRS counselor	162	40%
Appeal any decision about my services	196	48%
Contact CAP for help in resolving differences	165	40%
Total Rights Recalled by Consumers	1,993	

## **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 371 responses to this question. Of these, 28 people reported that “all” of the services were helpful. Another 22 people said that none of the services were helpful or that they didn’t receive any services. The remaining responses could be categorized as Access to Services, Counselor/Counseling, Education/Training, Employment, Financial, Hearing-related, Medical Services, Transportation, and Other/Various Services.

#### **Access to Services.**

- Accessibility to my counselor
- Always available when I had questions
- Assistance in getting help
- Easy access to counselor
- Scheduling and meeting with a counselor, physician, etc.
- Scheduling appointments at my convenience

#### **Counselor/Counseling Services.**

- Counselor
- Counselor willing to always answer any questions.
- Having a counselor walk me through and answer all my questions
- One on one counselor
- One on one counselor who identified needs and placement opportunities based on strengths and weaknesses
- Provided counselor to help with my problem
- Sitting down with counselor and helping fill out application.
- The counseling and tests for that
- The counseling that was provided helped me so much
- The personal contact with the counselor.

#### **Education/Training Services.**

- Bioetic driving
- Book assistance
- College guidance and direction
- College tuition bodes paid, maintenance money for gas to school and educational placements
- Developing a plan for school
- Driving training assistance
- Finances to complete school and that was it!
- Financial aid
- Financial aide with college

- Financial assistance
- Financial help with school and books
- Financially with school
- Giving me additional testing so I could get the special accommodations to take my GED
- Help paying for classes
- Help paying for supplies needed for school (uniforms, books, exam, etc.) (Went to UPN school)
- Help with going to college
- Help with paying for my books and additional college expense.
- Help with tuition and explaining what they did to help
- Helping me get through college
- Helping pay expense for my school
- Helping pay for my education
- High school visit
- My counselor helped w/schooling
- Obtaining scholarship/financial assistance, being a sounding board and helping to direct/redirect
- Paying for my classes but I ended up getting them free through the school.
- Paying for school
- Scholarship money to help pay for school and living expenses
- Schooling (X 3)
- The driver's rehab program
- The educational/financial support offered
- The most helpful service offered by the DRS has to be the help with money for school
- They offered the great services with my college education and job opportunities
- They paid for my education.
- They were always very helpful. Mostly through college.
- To help me in college for studying and working search.
- Tuition money
- Tuition/school monetary assistance

#### **Employment-Related Services.**

- Appropriate resume writing
- Assistance with contacting sheltered workshop was helpful
- DRS gave me tools for my job
- Employment help, resume building, services I received @ school
- Employment specialist provided many resources to polish my resume
- Financial assistance obtaining my CDL license
- Finding a job
- Fix my shampoo bowl for me to go back to work.
- Getting me help with my employment I don't know what I would have done without their help

- Help finding a job I could do
- Help me keep my job
- Human Resources development fund, my counselor and her team did a terrific job of scheduling work experiences/training very responsive with communications/updates; also Driver's Ed, patiently worked with client and understood aspects of Asperger's and how to teach a client; -was very helpful with to stay in touch and working to make appointments and work experiences convenient to our schedule.
- I find the most helpful offered by DRS to refer me to the ARC
- I was helped to compose my resume
- Identifying potential jobs
- In meeting my needs to continue work
- Interview program
- Job coach
- Job coaching and having a counselor to help navigate
- Job hunting
- Job leads
- Job listings
- Job placement
- Job retention and medical payments
- Job search job applicant resume
- Job training
- Provided me w/services to obtain employment in my field
- Referral to job corps and the follow up after completing job corps
- Resume and job search
- Resume help
- Securing a job for me
- Supported employment
- The ability to keep me working
- The employment attendant care program
- The service offered for me to finish college and get a great job.
- The service purchased needed educational resources to get me through school and into my job
- The services through college, employment and hearing disability help me tremendously thanks so much
- The steps to employment
- They helped me buy a suit for interviews
- To obtain the supplies I needed to make my job easier and workable

### **Financial Assistance.**

- 100% of bill was paid
- Financial help (X 3)
- Financial assistance with school and medicine and medical visits.
- How services were being paid for

- The bill thanks
- Work clothes and gas and allowances. I found work on my own! With no help had to call Charleston to get that!

### **Hearing-Related Services.**

- Able to gain hearing loss aids to better and more safely approach my job opportunity
- Assistance in obtaining hearing aids to help me at work
- Assistance w/hearing aids
- Assistance with cost of eye glasses and hearing aids
- Assistance with hearing aids
- Assistance with hearing aids and glasses
- Assistance with obtaining a hearing aid.
- Assistance with obtaining my immunizations hearing aids
- Assistance with purchase of a hearing aid
- Bad hearing problem great job helping me solve my problem - hearing aids still working - so needed them.
- Being able to get good hearing aids to help improve my quality of life.
- Being able to hear
- Counseling in all areas related to getting the right hearing aid
- Financial assistance to replace hearing aids
- Financial help for hearing aids
- Financial help with hearing aids
- Financial. I would've been unable to continue employment without hearing aids which I couldn't afford
- Finding who I needed for hearing aids.
- Getting hearing aids
- Getting hearing aids
- Getting help obtaining hearing aids
- Getting my hearing aids
- Glasses and hearing aids
- Great coordination in receiving my new hearing aids
- Hear aid help a lot
- Hearing (X 4)
- Hearing aid assistance (X 2)
- Hearing aid services (X 2)
- Hearing aids (X 21)
- Hearing aids-- able to hear.
- Hearing aids and explained services
- Hearing aids services
- Hearing aids to keep working
- Hearing check
- Hearing clinic
- Hearing evaluation (X 2)

- Hearing help (X 2)
- Hearing loss get my hearing aids
- Hearing test and recommendation for new hearing aids
- Help getting dentures and hearing aids
- Help in getting hearing aids
- Help in getting hearing aids for working people
- Help receiving hearing aids
- Help w/hearing aids so I could work
- Help with hearing aids I would be unable to work without them
- Help with obtaining hearing aids to be able to perform my job
- Helped me get hearing aids.
- Helping me get hearing aid
- Helping me get hearing aids and directing me to the best places for treatment
- Helping me get the hearing aids
- Helping me with the hearing aids. God knows how thankful I am for them!
- Heritage hearing with my aids
- I had hearing problems on my job which required me to answer phone and respond to client - hearing aids
- I needed hearing aid to continue in my work with students and DRS provided me with one
- I received assistance with hearing loss that allowed me to continue employment
- I received hearing aids which has permitted me to continue my employment
- I was able to keep my job because of my hearing aides. I work with public and my job was getting harder to keep
- I work in the school system with children and couldn't afford hearing aids DRS made it happen! Thank you so much!
- My hearing aids (X 2)
- My hearing handicap
- New hearing aids
- Obtained hearing aids
- Obtaining hearing aids
- On my hearing aids
- Opportunity to apply for hearing aid
- Paying for hearing aids, alarm clock, YMCA membership
- Provided hearing aid
- Provided hearing aids at a price I could afford
- Provided me with new hearing aids and amp for work phone
- Provided payment for hearing aids
- Providing assistance with hearing aids
- Providing hearing aids
- Purchase of the aids
- Restoring hearing with hearing aids and guidance counselling
- She help me to obtain hearing aids to help me do my job better
- Supply hearing aid

- The assistance in making it possible to get my hearing aids
- The hearing aid service that I received was 100% helpful to me
- They helped me get a hearing aide
- They helped me get hearing aids so I can continue working.
- They helped me get hearing aids that I could not afford
- They helped me get hearing aids to use with my job.
- They provided the funds to purchase 2 new hearing aids
- To get better hearing aids, helping to hear and understand speech better
- To help me to replace my hearing aids when get older time to get new hearing aids

### **Information.**

- Answering all questions, with good advice, explaining how to and where and what process to apply for a good outcome
- Availability to keep me informed
- Counselor explained all services offered
- Explaining service and procedure
- Helping me with rehabilitation keeping me informed staying in contact about everything
- Helping with paper work and answering my questions
- Information and procedures
- Information and very positive attitude, I was very comfortable with DRS person
- Information on what I could get to improve my job
- Information regarding employment
- Keeping in touch with me
- Knowledge and availability of counselor to help me with finding a job
- Making it understandable
- My counselor keeping in touch with me on my case and working hard on it.
- My counselor letting me know all my possibilities
- My counselor was in contact with me often sent me job openings and helped in every way possible.
- Only thing somewhat good was finding out the names of what was wrong in my mind.
- Overall information
- Personal contact and updates
- Plan development, goals, charting my success
- They helped me to find out why I struggled in math classes. They tested me for math disabilities when no one else would. They helped me get a computer and printer for my college classes.

### **Medical Services.**

- Cardiac rehab (X 2)
- Cardiac rehabilitation and parking/travel reimbursement
- Cardio rehab
- Cataract surgery and follow VP's

- Cataract surgery and much needed dental work.
- Covering the out of pocket cost of my surgery
- Dental - I have so much more confidence now I don't have to hide my smile thank you so much
- Dental repair program (X 2)
- Dental restoration (due to congenitally missing teeth)
- Dental work
- Doctor referral
- Eye exam
- Eyeglasses
- Financial services for cost of operation
- Finding an ear doctor.
- Funding for my eye surgery
- Getting my hospital bills paid
- Help to obtain physical rehabilitation
- Help with dental. Truly amazing program.
- Help with my medicine every month
- Help with rehab
- Helped pay for medication while on reduced income (loss of job - no unemployment or other benefits available)
- How they helped me get my eye surgery
- I was able to get my eyes fixed
- It paid for cataract surgery, so I could keep working
- Medical help
- Needed help with vision issues to keeping job
- New eyeglasses
- Only used dental program
- Paying co-pay for cardiac rehab!
- Pmt for physical therapy
- Provide prosthetics
- Providing therapy to help me improve my strength
- Psychological and IQ evaluation. My back to work assistance plan.
- The help I received for my dental work was unbelievable! Thank you!
- The only thing I received was dental assistance
- Therapy (X 2)
- They helped with my rehab and got me what I needed to get work like special glasses, leg brace, and special shoes
- They provided an operation so I can see better and continue to work

#### **Transportation-related.**

- Bus passes, vouchers
- Help with gas
- Help with transportation
- Help with travel expense

- Helping me get another vehicle so I could get to work new glasses all my dental work done fighting to get my workplace adapted to my needs
- Receiving bus tickets for 3 months
- The job services transportation

#### **Other/Various Services.**

- Access to testing and doctor's apt.
- Acknowledgement of disability and the flexibility of assistance programs
- Assistance with tasks
- Chose who my provider of service would be so that the service was convenient
- Claiming
- Clothing voucher, bus pass, getting glasses, health care
- Communicating and being offered the help I needed.
- Computer, mobility, braille
- Courtesy services
- Don't remember
- Everything worked smoothly
- Haven't decided yet?
- Him helping on the computer for me
- I don't remember
- I have a job but they help trained me back in 2005-2006 for better pay
- I was able to receive my goal and was treated respectfully.
- I was helped by being given a printer and ink, also, the money for gas was a major help
- Initial intake was good and returned phone calls, just declined results
- Interpreting services
- My need
- Only needed one
- People involved were helpful
- Pretty much told me she didn't think I qualified at the beginning
- Providing clothing once back to work, job placement services, assistance with my medical bill at oasis, most of all the support and encouragement knowing I wasn't alone during a difficult time
- Putting in a shower. It was hard for me to set into a tub
- Really none available in my area with public trans
- Setting appointments with provider
- Setting up my appointments for me
- Someone helping me
- The only service offered to me where the disability action center for "accessible equipment" no jobs or training was offered to me, or rehabilitation
- They taken me through the steps
- Tried to help
- Understanding my problem.
- The money they provided for transportation

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

There were 364 responses to this question. Of these, 271 said they had no additional service needs. A sample of their comments includes:

- All my needs that I identified were met.
- All were addressed by my great counselor!
- At this time none these people were truly helpful.
- Counselor helped so much in getting financial assistance and in answering every question I had she was always available.
- DRS addressed all my issues and the counselor was wonderful
- Everything I asked for was provided cheerfully and efficiently
- None - all needs were met
- None - I had a very good experience with DRS Service
- None, my counselor addressed every aspect of my case thoroughly

There were 8 people who reported that none of their needs were met. Their comments included:

- All of my needs were never addressed, I have begged for help to no avail.
- Everything.
- Everything - papers were filled out and no response was ever made until 6 months later.
- I never received an individualized plan for employment, was not offered provisional services, secured employment, a follow up or complete services.
- No help was offered.
- No one ever got back with me with the exception of 1 time. I was sent a letter that I had an appointment which I attended she just told me that my case was in review.
- Practically all of them.
- They helped with nothing but made lots of promises.

The responses from the other 85 people listed below. They could be categorized as Education/Training needs, Employment-related needs, Medical needs, Transportation needs, and Other needs.

### **Education/Training Needs.**

- Aid for college
- Funding for job training
- Grad school scholarship money to go back to school
- Help going back to college.
- Help with school was shuffled to 3 different counselors
- I needed a great change and/or retraining away from what I had always done because those jobs are stressful!
- I was really hoping for a retraining program with a fresh career direction.

- Needing to only go part time to college

### **Employment-related Needs.**

- After years of going to the office I was never given a job prospect or lead
- Correct placement to achieve my goal in finding a job
- Driver's license which he now has college he needs help with you promised and a JOB.
- Employment opportunities (X 3)
- Finding the actual job
- Finding work or assistance like I was promised to help apply for work
- Help getting a job my needs were hard to get a job
- I needed job experience
- I never became employed. They could have helped more in that area.
- I still have no job d/t BP needed help with training
- I wanted to acquire employment and/or additional education. These were not seriously addressed
- I would have liked a little more help with actually finding a job
- If possible more information on how to become more effective on job interviews would be helpful
- Job finding help was poor
- Jobs
- More jobs.
- Need a job
- No follow-up employment plan or options of employment were discussed, no option of further educational goal were addressed I was written off after my degree
- One on one assistance with internet help for applying for state jobs
- Placement in a job in radio broadcasting and transmitter engineering.
- Specific job skill (cash register)
- Work/job

### **Medical Needs.**

- Continuous doctors visits
- Eye glasses
- Getting glasses so I could see to perform my schooling.
- Glasses?
- Hearing is still a problem
- I had difficulty affording my counseling appointments. So therapy on many occasions was suspended
- I had eye exam but never heard back to get new glasses the doctor said my eyes changed - got worse
- I had to have a knee brace and adjustment and nothing was done
- I just have to get my eyes checked and a new pair of eyeglasses
- I needed help with meds they were so expensive (but I was denied)
- I never obtained hearing aids
- My anxiety they kept wanting me to do worked when I have very bad people

- anxiety that makes me have panic attacks
- My case was closed and my hearing aids are in need of replacement
- My hearing results did not fall within program guidelines
- Need dental work done
- Need glasses
- Still under doctor's care so I can stay employed

### **Transportation Needs.**

- Help with mileage, counselor didn't know if help was available and was supposed to ask and let me know. But I never received a call back.
- Public transportation in my area there is a bad within county but there is up to a 2-3 hour wait time only because there is one car.
- Transportation (X 2)
- Transportation is/was a big issue since I have a fear of driving one of my DRS workers would come to my house to meet the others did not, and it was hard to keep appointments.
- Try help me get drive license

### **Other/Various Needs.**

- ?
- 1st intake nothing was done counselor was switched after neglect. Case closed in Nov. Due to surgery. Referred again to new counselor who suggested we should wait to do another intake who then informed me it would be 90 days after that before we could look for jobs
- A job, help with transportation
- Back steps need to be wider or door changed.
- Better communications and follow up
- Communication especially w/program changes. I was not allowed to keep original program guidelines
- Does not help people with disability with any other source of income such as spouse or if you are already educated and need to change fields
- Every time I tried to get in contact with someone it took weeks or months
- Having a Bluetooth device to use with my hearing aids
- Hearing aides to continue employment
- Hearing loss was considered not severe enough for aid because of new standards
- I am grossly overqualified for the jobs I have
- I am still working I am 73 years old, alone on my own have loss a lot of my hearing to point I can't hear unassisted my clients but was turned down
- ID
- Most other needs do not fall under DRS abilities but is any kind of socializing group activities became available I would be interested.
- My DRS counselor never stayed in touch with me I did not know the case was even closed
- New computer and a handicapped accessible van so my mother could transport me around in
- Options were exhausted no place to go but file for disability social security

- See #8 and 17
- The DRS worked with me but the person in the doctor office did not give me an opportunity to choose hearing aids and gave me large ones and I could not hear out of them. She said she could not do anything else to help me so I returned them to DRS. They were paid for by DRS.
- The income requirements were not explained.
- There was basically nothing they could do to help. I already have a college degree. Only options would be a demotion with less money
- They said I am a part time worker
- Training transportation
- Training, financial, job
- Two fingers with limited feelings.
- Upon denial, we didn't know where or what to do next. Contacted WV Advocates but they suggested we appeal.
- Was 5 weeks no income could there have been temp. Disability payments to help offset loss of income?
- What all was available to meet the needs of my foster son, I had to pretty much do my own research and find my own information or keep calling until they get annoyed enough to take my call.

#### **HOW COULD THE DIVISION OF REHABILITATION IMPROVE SERVICES?**

There were 308 responses to this item. Of these, 182 people said that no improvements were needed (.e.g., "None;" "They are fine just the way they are;" "I am very well satisfied with their help") or that they didn't know how services could be improved (e.g., "Not sure, they are awesome now;" "Can't think of anything.").

There were 126 suggested improvements. These comments could be categorized as Access to Services, Communication, Counselor Issues, Employment Issues, Timeliness, Transportation, and Other Issues. The comments are listed below.

#### **Access to Services.**

- A more private place to meet counselor besides the public library for filling out application in the beginning
- Be more accessible heard from the DRS person maybe 2 times in 4 or 5 months and I could never get ahold of her
- Get the word out about availability!
- I am thinking they could offer more in Morgantown
- Improve facility locations
- Let people know of these services just happened that we met someone else that had used this service
- Make public more aware of the services.

- Make services more widely known
- Move to a more central hunting location
- On-site training programs more available, HRDP worked best for us over goodwill
- Reach out to people more that are potential clients, a lot of people who could really benefit from the program don't know it exists

### **Communication.**

- Advertise service
- Advertise service
- Answer there voicemail
- Be in communication with me I never knew my case was closed until I received this survey
- Being more known
- Better way to get a hold of my counselor.
- By advertising and getting the information that exist out there
- By keeping responsible people working for them and having correct information
- By letting more people know about the services they can provide for them
- By making it easier to get in contact with the rehabilitation offices
- Communicate better
- Contact services to the public
- Explain theirselves better
- Follow thru with contact if not by phone by letter
- Following through with persons using your system.
- I had a counselor and he quit and someone told me they would contact me about a new counselor and never did so I did and got one and my case got closed and they lost my info
- I was informed of the service by a friend - information needs to be made available to the public better
- Include people in decisions
- Keep in contact better and a lot more. My last DRS worker was hard to contact and wasn't as helpful as the other two DRS workers were.
- Keep in contact more often
- Listen to their patients and try to understand more about their problems
- Little bit miscommunication when scheduling appt but other than that, excellent.
- Make clients more recognizable to all staff members somehow or would not have to go into great detail if talking to someone other than your counselor
- Maybe try harder to keep contact
- More attention
- My counselor wasn't in as much contact w/me as I would have liked him to be I always had to get ahold of him
- Need to hire qualified or certified interpreters
- Our counselor made frequent calls to update us on progress this was extremely helpful - even when there was no new news

- Perhaps more printed pamphlets
- Return call in a timely manner
- Send e-mails, explain more about what services are available
- Stay in touch with their clients work for the clients and not prospective employers
- Taking the time to help their clients and really listening to the needs and helping families find resources they need
- They could stay in touch with the client throughout the semester.

### **Counselor Issues.**

- Extending time to work with the counselor for more than 3-4 months
- Fewer turn over on counselors
- Fire counselor
- From 1977 went thru 4 counselors with nothing productive done!
- Get counselors that actually care about the consumers
- Get counselors who are more concerned about quality of service instead of quantity (number of clients seen to keep numbers up)
- Have counselors drop their attitude --- was do-less and she told me she didn't have to ever leave her desk, all legwork was my responsibility. Maybe it was because I was white and they were black, never had any issues with other counselors.
- Have every employee be as wonderful as [counselor].
- Hire more people with my counselor's work ethic
- Hire people that care about handicapped clients took 2 counselors and over two years to receive anything from them.
- I think you could employ more counselors
- Keep hiring people that care
- My counselor does a great job to help people.

### **Employment Issues.**

- By giving special privileges to clients when job fairs take place on 2nd floor at DHHR.
- Have more jobs and transportation for my area
- Help find a full time job (mine is part time)
- Help me get a crappy job at least
- Help me get a new job.
- Help people get jobs? I heard this was the cure-all place to help and advocate for people with disabilities get "decent" jobs with benefits that they qualify for. My counselor now seems to think McDonalds is good enough...why would I need help getting a job there?
- Help people with qualifying disabilities to find appropriate employment
- I would have liked to receive more employment help
- If possible, assessment of the client's qualifications and how to better market their skill education for job opportunities
- Increase knowledge about job openings.
- Job counselor interviews, internet help, applications, resumes

- Make funding for job training more accessible
- More employers involved, better on the job counselors and trainers
- More familiarity with the needs and requirements of the self employed
- Offer assistance for those with disability but need to change current line of employment to go back to school only financial assistance offered is for those that have no other source of income
- Once school done there was no help or advice for job placement
- Provide actual job opportunities in the area
- Real help in finding employment
- Spend more time on the job finding process

### **Timeliness of Services.**

- Be faster
- DRS could not get me in to see a counselor for about a month this was normal and told by other to push them.
- Make it a little faster to get medical help
- More timely assistance I was requesting help in obtaining a hearing aid needed for my new job, my employment was terminated due to my disability. I did not hear from rehab as an ongoing process with my application even though I had informed them of the urgency. My request for assistance was denied but it was a total waste for me as I had already been fired
- Not taking so long to do things
- Procession was somewhat slow and I had to call to follow up
- They could make payments to the vendors sooner
- Took four months to obtain hearing aids seemed to me a little long

### **Transportation Issues.**

- Assisting with transportation issues would have been helpful
- Help with mileage
- Help with transportation after I got job
- Help with transportation.

### **Other Issues.**

- Allowing people to go to college part time for their career goals
- Be proactive instead of reactive
- By actually helping and not being so cold and distant. Learning what compassion and patience is.
- By actually helping someone
- By giving me the above equipment
- Expand the types/groups of people they help
- Help
- Help seniors to school
- Hire "quality" people
- Hire more people like [counselor].

- I am sick to my stomach with the absolute incompetence of your services I have totally been ignored and left to fend for myself
- I don't feel that educated people get advantages that others do.
- I really loved how fast and easy the process was.
- I think it would be helpful to start the process earlier in the senior year of high school so that the application process can be completed on time.
- I was refused help, and was told to "change my major at concord because my act scores showed I wasn't intelligent enough, also I was told to "drop classes or I would not be given service!" clients should be encouraged not made to feel dumb
- I'm not sure how they could be my advocate if the school is not willing to be helpful
- In more contact, get more help for helping clients
- It may be helpful to look at individual needs rather than income requirements of the parent.
- Link cases between counties or notify people when they are transferred to a worker in another county.
- Make good on promises
- Make the process easier?
- More computers and helpers
- More hands on provide opportunities to help with disabilities
- Offer service for a continual basis not just 6months
- Provide more than 2 hours of support.
- Provide more to the working man!
- Provide programs available for specific disabilities.
- Provide service for spars
- Quit lying to people about helping them when the child graduates you turn your back on them
- Subcontract with safe step tub company to lower retail expenses...retrain rehab workers for a lower rate to install tubs for clients with DDD/RA/MS
- There needs to be a way to retrain someone according to their talents as well as abilities
- They could help with dental work
- Though I was in a priority category, DRS need not close a difficult case and let client services get involved and do the job of DRS
- To make sure services are rendered to those are deserving
- Training, developing work environmental skills...organizing, computer skills, program familiarity
- Try not to keep officers longer so there is not as much change

## DO YOU HAVE ANY OTHER COMMENTS?

The respondents were asked whether they had additional comments. There were 331 people who responded. They could be categorized as Praise/Appreciation (183 responses), Criticism (42 responses), Other comments (30 responses), or No Comment at This Time (76 responses). These responses follow.

### **Praise/Appreciation.**

- [Counselor] is a first class counselor she worked very hard to help me find a place back into my profession she is a true asset to DRS, it would be a great world if more people were like her
- [Counselor] did a great job in helping me get back to work
- [Counselor] gave her 100% of her time to me to get me all the help that I needed
- [Counselor] is a very capable counselor She goes beyond her duties to help in my case
- [Counselor] is a wonderful and helpful person, his staff is excellent
- [Counselor] is an excellent counselor
- [Counselor] is awesome!!!
- [Counselor] is very professional at her job.
- [Counselor] was an angel! He is truly amazing and made my life great! Thank you all!
- [Counselor] was extremely helpful!
- [Counselor] was great to work with!
- [Counselor] was my DRS counselor she was amazing and did anything and everything to make sure I got the most out of DRS she went above and beyond
- [Counselor] was so nice and helped me so much
- [Counselor] was so wonderful! She explained everything so clearly and was so helpful. I can never thank you enough!!
- [Counselor] was truly the most caring and helpful person I have ever encountered
- [Counselor] was very helpful and considerate, was totally surprised just by being accepted by DRS! Thank you so very much
- [Counselor] was very helpful and I couldn't be more pleased
- [Counselor] was very helpful and supportive it is a comfort knowing she will help me the only complaint I have is the job counselor did not help me whatsoever and without thankfully finding other support I would have been hurting I needed that help
- [Counselor] was wonderful
- [Counselor] was wonderful!
- [Counselor] went above and beyond to help me
- All counselors and staff very helpful in changing my job career so I can continue to work
- All of the people that worked with me were very professional, kind and respectful they made the whole process a joy

- All people were polite and prompt in keeping me informed. I had no negative experiences thank you
- Appreciate all they did to help me.
- Appreciate the help with the hearing aids
- Appreciated rehab support in college - and now for dental program Great Help!
- As an accounting clerk I was struggling to hear in meetings, training, on the phone and just talking with co-workers. My hearing aids have been such a blessing! My job performance has greatly improved. This would not have been possible for me without WV Rehab's assistance. I am so thankful!
- Awesome group of people to work with
- Before start of your services I thought oh yeah, government to help me? Not only helped me but also quickly very much appreciated thank you!
- But it was a blessing for their help
- Counselor was very helpful - I would not been able to obtain hearing aids on my own I can communicate much better thank you
- Everyone was very helpful and understanding
- Excellent and thank you!
- Excellent service very helpful
- Good helper
- Good job.
- Great help. Thank you.
- I am so thankful for my hearing aids.
- I am so thankful for the services I received, thanks to them I am back to work and earning my regular wages.
- I am so thankful for this service the process built my confidence after being out of work for so long.
- I am so thankful we have DRS services to help.
- I am very grateful for your services. I had thought my working days were over. Thank you!
- I am very pleased with all that DRS has done for me it has helped me a lot
- I am very pleased with dental services I received. I am more comfortable now in my job. Thanks.
- I am very satisfied with my help that was given
- I am very satisfied with their services
- I am very thankful for the hearing aids and glasses but I may need new glasses again in the near future
- I am well pleased with services
- I appreciate DRS paying for tests I needed before I could receive medical treatment thank you.
- I appreciate everything that the department has done for me I am able to have a part time job thanks to all.
- I appreciate the help I received. It has changed my life.
- I deeply appreciate all help that was given to me in getting my degree
- I don't know how I would have survived without them!
- I found the perfect job with the help of DRS. I am currently unemployed because of allegations and litigation.

- I really appreciate the help you gave to me to receive my hearing aids thanks again.
- I really appreciated the help. I don't know what I would have done without their help.
- I received services that has allowed me to be independent and to maintain employment I was very happy with the services, my counselor was very professional and detail oriented
- I think [Counselor] did a great job with my rehab services and took care of the bills for me.
- I think it is a great service with very nice people working in it.
- I thought everything was handled in a professional and timely manner my counselor was great made you feel at ease.
- I very much respect [Counselor]-
- I want to thank every one who helped me with my problem.
- I want to thank you for this service!
- I was happy with my services
- I was pleased w/the evaluation that was provided to me.
- I was pleased with everything I was also pleased that they kept checking on me after my surgery and during rehab.
- I was treated good by all
- I was treated very well.
- I was very fortunate to have learned about these services, more people could be helped if more members of the population were aware of these services. Another counselor besides mine told me about the funds available for gas would have been useful to have known earlier rather than later. This program could be a wonderful means of recovery and wellness to many WV-ians. My experience was very good. The only thing I would say that could improve is perhaps; offers to educate in office related computer program use...or referral to such if the client feels that there is a need
- I was very happy with DRS Services thank you very much
- I was very pleased
- I was very pleased with my experience. Everyone was friendly and efficient
- I was very proud that this service helped me and very blessed. A big thank you all for everything you do!
- I was very satisfied with the services provided
- I work at WVDRS as Administrative Assistant could not work without my hearing aids I am so thankful for the services
- I would like to thank the DRS for helping to receive hearing aids that would work well for my kind of hearing loss thank you!
- If all people were as courteous and helpful life would be better
- If it's not broke don't fix it. [Counselor] was beyond amazing to me during my time and went above and beyond to help me. I am extremely appreciative for DRS
- I'm very grateful for the DRS's help that allows me to continue in my work with students
- It help me stay working
- It is very much appreciated

- It was a good service and I am very thankful for all they did for me
- It was a great experience
- It was unsettling to receive value from my taxes I'm more used to giving
- Just a big "thank you" for the help with college tuition without your help I would of made it unbearable I could concentrate on my studies with less anxiety
- Just good
- Just thanks again and thanks to ---- without her none of this would have been possible
- Just thanks for the help you were able to provide.
- Just want to thank DRS for help in retaining a career
- Keep up the good job
- My counselor was very helpful to my needs and very
- My counselor (excellent)
- My counselor is simply awesome!
- My counselor was wonderful, helpful, and explained everything. She is a great asset to DRS
- My counselor and intake worker were wonderful and I could not ask for any better service and treatment than they provided
- My counselor and workers treated me as tho I was the most important person and they were so caring
- My counselor saved my leg without his help they would have had to cut it off above the knee.
- My counselor was excellent!!
- My counselor was exceptional and incredibly sincere
- My counselor was fantastic thorough, profession, so willing to help
- My counselor was great, very polite and easy to understand her first name was [Counselor].
- My counselor was outstanding she guided me through the process during the whole process.
- My counselor was wonderful!
- My DRS counselor helped me with every step of the way to getting hired into a job that I can do.
- My DRS Counselor treated me with respect, maintained contact, discussed how things were going after I received services. I am completely satisfied. I knew the bed would help my sleep I did not realize until after I slept in the bed how much it improved my sleep. Thank you so much.
- My experience with DRS was excellent
- My overall services was reached and excellent
- My process/experience met all standards for assistance I needed.
- My son has severe autism because of this program he transitioned from high school to adult life magnificently THANK YOU.
- My worker is wonderful
- Nice job by nice people
- None- services were great. Counselor was excellent exploring plan etc.
- None thanks!
- Our overall experience was excellent. Very appreciative of your services!

- Service and staff were great! Thank you
- Services are very good
- Services were for a job retention. Surgery allowed for this. DRS picked up what my insurance did not
- So glad I heard about this place thru audiology hearing care services.
- Super job by DRS [Counselor] is an outstanding representative she was very helpful and with constant updates on the process
- Thank you (X 6)
- Thank you for all that DRS has done for me forever grateful!
- Thank you for all you did
- Thank you for providing this excellent service
- Thank you for the help!
- Thank you for your assistance
- Thank you for your assistance in my rehab which I would not have been able to participate in if it were not for the help that was provided to me. Thank you very much.
- Thank you for your assistance!!
- Thank you for your help
- Thank you so much for your help getting my sight back
- Thank you the DRS for giving me the choice of better hearing by providing hearing aids the counselor I had was excellent
- Thank you very much you helped more than you could ever realize
- Thankful this program exists!
- Thanks a million! I love my job!
- Thanks for helping me graduate from New River CC
- Thanks for your service and follow up
- THANKS!
- Thanks (X 3)
- The benefits your organization provided gave my husband the opportunity to enjoy the last 2 months of his life. THANK YOU!
- The counselor not only helped me achieve my goal, but encouraged me personally, seeming happy, genuinely for me
- The DRS made it possible for me to hear and do my job 100% better! Thank you!
- The job counselling as I began my undergraduate degree was accurate and helpful
- The one that talk with me on the telephone with great respect acted like I was not a welfare case. I have been beat down so much it felt good to be respected.
- The only provider available for my case was over 40+ miles away. Had to cancel a few appointments because of no gas or money for gas Thank you so much for helping me! I appreciate it very much.
- The people I talk to and done the work was very good. Thanks.
- The program was helpful, helped me at my job thanks
- The services was excellent
- They done what they said they would explained good but it was just a long drawn out process

- They were excellent workers - very helpful with information and checking to see if hearing aids were working correctly
- They were extremely helpful - found what I needed and got me an appt.
- They were great.
- This service was a life saver for continuing my career as an audio producer and interviewer
- This was my second time going thru process of receiving hearing aids it took 22 months from start to finish first time what a quicker process second time.  
Services have greatly improved!
- Very good services
- Very helpful - courteous
- Very helpful and friendly staff at Wheeling Office
- Very pleased everyone was helpful and pleasant Thank you love my new hearing aides
- Very pleased was hoping for job skills which we received and ended up with part time employment
- Very satisfied with services.
- Very satisfied.
- Was thoroughly pleased with my experience and grateful for service DRS provided to a senior
- We were very pleased with their help. Ended up not needing employment help -- got a job right out of school.
- Well I run in with people I usually tell them where is best place go for help
- What they did for me helped improved my life and I greatly appreciate it
- When counselor is changed, important to touch base soon with client, it took over 5 patient years 2008-2013 life skill experience training, job experiences - worth it! She has been working almost 1 yr now - started current job 8/2013
- When I achieve my goal of getting my GED I would like to come back, to get help with OIC or college, mostly OIC since my counselor there told me it would benefit me better to go there
- Without these services I would not have been able to get through the LPN school thank you.
- Without your help I could not have financial aid this fall this work thanks.
- Wonderful service
- Wonderful service and wonderful staff
- Would like to thank the state of West Virginia and the DRS in assisting me with what I needed.
- Yes I wish that I had known about this program a long time ago.
- Yes!! Thank you! Glad I got to say thank you!
- Yes, I am very thankful for all the help they did to help me get my hearing aids they have greatly improve my hearing.
- You offer a wonderful service for people who cannot pay for everything. Thank you very much!!! Very pleased.
- Your help has and will keep me working.

### **Criticism/Complaints.**

- Difficult to coordinate with other counselors to get assistance with resume and government positions that work have been suited - lack of follow up.
- Disappointed
- DRS counseling was a total waste of my time
- Even though I got a job at Michael's I wish they would give me more hours (instead of 8-20 a week).
- Hire counselors with common sense and brains!!!
- I also have a biological son who is getting services and it is like pulling teeth to find out anything, finding and getting resources needed to help my son in college. Assessments in finding anything they did not help in any way to help with anything to go to college or ever speak to anyone in the disabilities dept. of the colleges.
- I am still not able to attend outside services due to transportation etc.
- I am very disappointed that I did not receive hearing aids that I could use.
- I had hoped to find a type of work that was more individualized and not based on tests that kept me right where I have been, I was disappointed overall. Although I have been working over a year I am still stressed and still doing the same work, I also had hoped that I could have taken classes and retrained for something different
- I had to find my own job it was seasonal and I want a career
- I had two counselors 1st one did nothing except take a test. 2yr no one told me anything about helping me find work
- I have 4 years college ex. And 1 certification that I've never been employed with. I have a 5 year old daughter and bills to pay and have my student loans on deferment because I am unemployed. I have been unsuccessful in finding work on my own. According to my counselor I should keep looking because that's all DRS is going to do anyways is find me a job
- I have no future because no interpreters available
- I should have not been advised to pursue disability and contact client assistance program, DRS should not have just written me off
- I understand that I may not be eligible for services, but it would be nice to be informed of this
- I was denied this physical therapy tub and so had to purchase this effervescent jet device myself using credit cards to pay (for the rest of my life) a shower to roll into was offered instead (no therapeutic benefits) rehabilitation services would not even partially fund this beneficial therapeutic tub one excuse after another was used to block it I spent 3,000\$ in physical therapy treatments in one year alone the step-in-tub costs 13,000 with payments below 150 - 200 a month
- I was only contacted at grades time there was 0 help in jobs
- I was put down the entire time and made to feel that I could not succeed in life, I did not drop the hours I was told to, and I almost made the dean's list at concord. My success is not defined by a test score, and I am glad I couldn't receive this service, because /I felt it only hindered my productivity
- I was told if I wanted to go through it again I could but it cost me for doctor ---- the trips and I am low income. Just to be turned down again

- I was very disappointed in the services I received at this facility no body was reliable or had an answer
- I was very dissatisfied with the services provided to me
- Instead of you helping my son I have to take time off work to help him find a job which I can't afford but evidently you don't care every time I call they either changed counselors or wasn't in the office
- It was hard being switched between 3 different DRS workers. It would be less hassle to explain your case also more insight of other WV schools would be nice. I was only told of 3 that DRS worked with
- Latest case worker was very disconnected and did not provide services
- Make a phone call occasionally. I checked w/[counselor] in April 2013 3 weeks before class starts I called just to check and she said guidelines changed, why no call so I could arrange compliance with program and school. I feel I was black listed for calling supervisors. I got no cooperation from anyone after that
- My case was passed around a bit and when I called for info about an appointment, I was told I wasn't a client. That caused some problems. I met at the Morgantown office but was considered a Clarksburg client. This caused me to be late for a dr's appointment because I couldn't get info on where it was.
- My counselor was worthless. He never had things authorized on time and got mad and threw papers down.
- My experience with DRS was not the best a constant battle to even communicate
- Prestera and their doctors and medications do not works the doctors need more school instead of thinking they know the best of what you should do
- Problems with payments after insurance.
- Should be more helpful
- Stop lying
- The lady talked down to me like I was a regular degenerate that's from here I was offended
- There should be more opportunities
- They did not even try to help. They made things worse. I can will never trust such services again.
- They did nothing
- This service did nothing to help me! Built me up with hopes in high school, then dropped the ball and forgot about me, not sure who they help, they are good at forgetting about the clients!
- Why do the people have no idea this program exists? This is a joke, the counselor was of no help whatsoever. It has been one year since I injured my knee and still have not had anything done with my knee. I believe this person needs to be fired and replaced by someone willing to help the people who needs help
- Would not use this service again
- Yes your service to me was inadequate and I was accused of lying which I do not do
- You need more business to come and board to be able to find a job
- You need replace all your people your program did nothing on my behalf I was in this for 3yrs

## Other Comments.

- Because I have a bachelor's degree, it felt like there wasn't much help for me when I was out of a job - even though my handicap is physical.
- DRS was more interested in working with my employer than helping me, after my employer got her grant money I was let go.
- For question 4, I am still working at my job because its full time with insurance.
- He works the farm, we have beef cattle.
- Hearing loss is documented at or near standards, within ranges of speech and background noise interference please advise if standards are revised
- I already had an idea where I wanted to work but was told that I needed a DRS referral.
- I am seeking aid to go to college. I have a congenital ear and hearing defect that surgically was not repaired.
- I am strong and want to work
- I attended Shepherd University and did not have any assistance by instructors/staff under DRS I felt as though they thought it was a "crutch" since my disability is ADD. I am not sure how much pull DRS has at the college level, at least in my case, because my disability was not "visible" that they felt they were not obligated to be active in my schooling
- I have a physical impairment and wanted help furthering my self-employment but felt that after learning more about DRS that I could do everything myself with a lot less paperwork and time on everyone's behalf thank you
- I have trouble hearing at my employment I am a day care worker I have much trouble hearing when the children are talking to me, to understand what they are saying
- I need training in something as warehouse work I tried Goodwill, they don't have anything in Morgantown
- I use to be DRS client but they lost my case and my new case got closed
- I was never called back since then I'm on soc-sec
- I'll try again in time.
- I'm sure the person who helped me gave me all the help I needed within the guidelines she had to work with. Her help was far more useful than this stupid survey.
- it has been awhile and I don't remember much
- Lost contact because I found a job and I work 3-11 and some how lost contact
- More jobs and mainly public transport for Wellsburg
- My health issues prevent my using your services
- My son was denied. They said he needed more support than they could provide.
- No, I fully had understanding very well
- Other topics may have been covered by 1st counselor, but those checked are ones I remember (long time ago).
- The "n/a's in the employment section are due to me not needed that service.
- The above comments were ideas that I believe could help; however, the counselor may have limitations on how much they can do in this area.

- The counselor explained what type of jobs I could get with my training but couldn't tell me any jobs available would be good if they worked with business or employment offices.
- There is nothing she could do to help
- They were not able to help me not permanently disabled
- To Whom It May Concern; I receive no help from rehab. I had a hear test that Dr's office rescheduled. By the time it got around to the new appointment date the standards were changed and I didn't qualify for help. My original appointment was before the standard change. Being as I didn't qualify for hearing assistance, I didn't qualify for vision assistance either.
- We were told throughout the whole process that our income wouldn't be considered.

## **SUMMARY**

**Demographic Information.** This year, there were 488 people who responded to this survey. They represent each of the six districts of West Virginia and 50 of the 55 counties in the state. None of the responders indicated that they lived in Calhoun, Jackson, Doddridge, Webster, or Morgan County. Districts 2, 3, and 4 had the highest level of representation in this sample (21%, 20%, and 22% of responses, respectively). District 5 represented slightly less than 10% of the total responses.

Respondents were asked about their disabling condition. The type of disability most often reported was sensory (52% of the sample). Again this year, most people in the sensory group report having a hearing-related impairment. Motor-related disabilities and represented about 17% of the sample, Cognitive impairments were 12%, Mental Health impairments were 7%, Cardiac/Respiratory were 4%, and Other/Multiple disabilities represented 8% of the sample who reported a disabling condition.

The surveys were sent to consumers whose cases were closed during the program year. About 79% of the respondents were in the Status 26 (successful closure) group and the remaining 21% 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 488 people who included age information were between 25 and 70 years of age (75%). When asked about their work status, 81% of responders reported that they are currently working, 6% were looking for work, 6% reported that they were unable to work, 4% were retired, and 3% were in school/training. No one indicated that they do not want to work (0%).

**Satisfaction Items.** This year's responses, overall, indicate a somewhat lower level of satisfaction than the previous year's responses. However, there were 4 percentage points fewer responders who were in the "successful" or Status 26 closure group this year. That is, 83% of the previous sample were in Status 26 as compared with 79% for this sample. Historically, those in the Status 26 group report markedly higher satisfaction with services than all other groups. This difference in the nature of the sample may be one contributor to the lower levels of reported satisfaction for this report.

Each item was rated at or above 74% agreement with three of the thirteen items rated at 90% or more. According to the responses to the Likert-type items, 92% of the consumers reported that they Agree or Strongly Agree that "...their counselor treated them with respect." They also rated "...the accessibility of the DRS office" and "...your counselor," at 92% and 90% 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 18% (treated with respect) and 50% (received services needed to reach my goal).

There were also differences in satisfaction depending on disability type. Those with Sensory impairments reported notably higher levels of satisfaction than other groups (mean = 90%) and those with Mental Health impairments reported lowest levels of satisfaction with services (mean=69%).

**Rights Information.** Consistent with previous surveys, most (84%) 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" (88%). Consumers reported that they were least often told about their rights to request another counselor (40%) and to contact the Client Assistance Program for help in resolving differences (40%). These findings are nearly identical to the previous survey responses.

**Helpful Services.** Consumers were asked which service they found most helpful. Of the 371 responses, 22 (6%) said they did not find any service helpful or that they had not received any services through DRS. Another 28 people (8%) reported that "All" the services were helpful. Others listed services that could be categorized as Access to Services, Counselor/Counseling Services, Education/Training Services, Employment-Related Services, Financial Assistance, Hearing-Related Services, Information, Medical Services, Transportation-Related Services, and Other/Various Services.

**Additional Service Needs.** When asked about needs that were not met by

rehabilitation services, 271 of the 364 consumers who responded to this question reported they had no additional needs (74%). There were 8 people who reported that none of their needs were met by DRS services (2%). Education/Training Services, Employment-Related Services, Medical Services, Transportation Services, and Other/Various Services were cited as additional needs.

**Improvements to DRS Services.** When asked to suggest things that DRS could do better, 182 of the 308 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 126 suggestions for improvement. These suggestions most often involved improving access to services, improving communication between the counselor/staff and client, and concerns related to finding appropriate employment options.

**Other Comments.** The last item on the revised survey asked the participants if they had any additional comments. There were 255 substantive responses (and 76 people who wrote “no comment” or “not at this time”). About 72% of the substantive comments were expressions of appreciation. Comments also included complaints (16%) and other/clarifications (12%).

**Overall.** The consumers who responded to this survey reported relatively high levels of satisfaction with DRS services. While the ratings are somewhat lower than the previous year, the reported levels of satisfaction for all but 1 item still exceeded 80%. The level of satisfaction varied by type of closure and by disability type. In addition, consumers reported that they found a variety of services to be helpful. The majority of consumers (74%) indicated that DRS had addressed all of their service needs. Many consumers expressed praise and gratitude for the support provided through DRS. It is clear that DRS continues to have a positive impact on the lives of people with disabilities in West Virginia.