



West Virginia

SRC

State Rehabilitation Council

Country Roads

TAKE ME HOME 2020 ANNUAL REPORT

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TAKE ME HOME 2020 ANNUAL REPORT

Hello from West Virginia ~

As this year comes to a close, what a year we have had! The WV SRC has a diverse, vested membership that has the privilege of working with an exemplary VR staff under the leadership of Marijane Waldron. As Chair of this Council, I have seen the commitment and leadership that she and her staff personify.

West Virginia has been a leader in VR services, programs and reporting for many years. This is truly a working partnership that provides our Council the opportunity to excel in performing our jobs. Attending conferences, trainings or committees in person or by Zoom, WV continues to be an example and innovator in service delivery, program strategy and staff expertise.

With the support of the Agency, the WV SRC has the opportunity to share our experiences and successes with other SRCs through mentoring, trainings and guidance. Presenting this Annual Report is an honor for our Council to showcase our accomplishments and the collaboration we share. We are unparalleled in this journey.

Serving on the Council has given me the chance to meet other Council members and VR staff from across this great country and our territories. I am proud to have served as the Chairperson of the WV SRC and to the place where I belong...my country roads do take me home to the place where I belong. Please enjoy our Annual Report and some of our beautiful scenery in almost heaven, West Virginia.



Warm regards,

Ray B. Woods, Jr. , WV SRC Chairperson

Greetings ~

“Country roads take me home” are words that are familiar to most West Virginians. Whatever road we take through life contributes to not only who we are, but those who surround us. As members of the WV SRC, we have a responsibility to continue as a trailblazer in helping to make our State a better place to live.

As a partner with WV DRS we must understand, visualize and recognize the obstacles individuals with disabilities face daily and work together to help them with their journey. West Virginians have a deep sense of family and home and country roads to take us home. We have come a long way, but we still have our work ahead of us to assure possibilities, training and services are present.

Personal choice, full inclusion with dignity and self-value are vital for each one of us to fulfill our dreams. There will be challenges. With any venture we can learn from those who live and work with us daily. Each distinctive difference adds creativity and desire to living. When a person is given the chance to face challenges with help, they are far more likely to lead a productive, independent life.

The members of our Council bring a diverse background to seek a better future for our citizens. We continue to educate our elected officials, our peers and the public on issues regarding individuals with differing abilities and the impact of vocational rehabilitation services in West Virginia. Our Council is eager to help deliver this message orchestrated by WVDRS that individuals with disabilities *are* positive, contributing members in our communities.

Almost heaven, West Virginia speaks volumes. I am grateful for the partnership between WV DRS & the WV SRC. We continue to be a national example, exemplifying that nothing is impossible *when* we actually believe and work together. As we continue our united vision, I am so proud of our mountaineer heritage and the pride we take in our mission knowing we are in the place where we belong.

Sincerely,

Sherry Taylor, Executive Director



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WVDRS.ORG

Dear Friends of the State Rehabilitation Council:

On behalf of the West Virginia Division of Rehabilitation Services (DRS), I am grateful for the State Rehabilitation Council's consistent dedication and heartfelt commitment to working with the DRS administration despite the unprecedented circumstances this year has presented. In the face of an ongoing pandemic, we have worked together to ensure the Vocational Rehabilitation program continues to invest in people with disabilities who want to go to work.

While 2020 has been a difficult and challenging year requiring significant adjustments, it has also been a time of celebration. This year's anniversaries of the Vocational Rehabilitation program and the Americans with Disabilities Act (ADA) have brought much attention to the crucial advances in the rights for people with disabilities and the substantial progress that has been made relating to the inclusion of people with disabilities in educational settings, the workplace, and our communities as a whole .

Through the 100-year anniversary of the Vocational Rehabilitation program, we have been able to reflect on the significance of the dramatic advances for people with disabilities. During the last 100 years, one of the most meaningful developments has been opportunity – people with disabilities have the opportunity to access and gain an education, people with disabilities have the opportunity to participate in the workforce in jobs that would not have been imaginable at one time, and people with disabilities have the opportunity to fully partake in and contribute to their communities.

This year has afforded us with a time to celebrate the role we play as Vocational Rehabilitation professionals, as well as a time to applaud the success of workers with disabilities for their determination, innovation and hard work and to acknowledge employers for promoting diversity in the workplace by having inclusive hiring practices.

Each Council member shares in these triumphs through your ongoing hard work and enthusiasm for assisting DRS with our very important mission of enabling and empowering individuals with disabilities to work and to live independently.

Thank you for your continued devotion to the vast number of West Virginians with disabilities who benefit from the Vocational Rehabilitation program!

Sincerely,

Marijane K. Waldron, Director



MISSION & VISION





OUR MISSION STATEMENT

The West Virginia State Rehabilitation Council is to review, analyze and advise the West Virginia Division of Rehabilitation Services regarding its program eligibility, performance and effectiveness in empowering individuals with disabilities to achieve their employment goals.

OUR VISION STATEMENT

The West Virginia SRC's vision is to ensure that all people with disabilities are provided with an equal opportunity to receive the vocational rehabilitation services for which they are eligible.

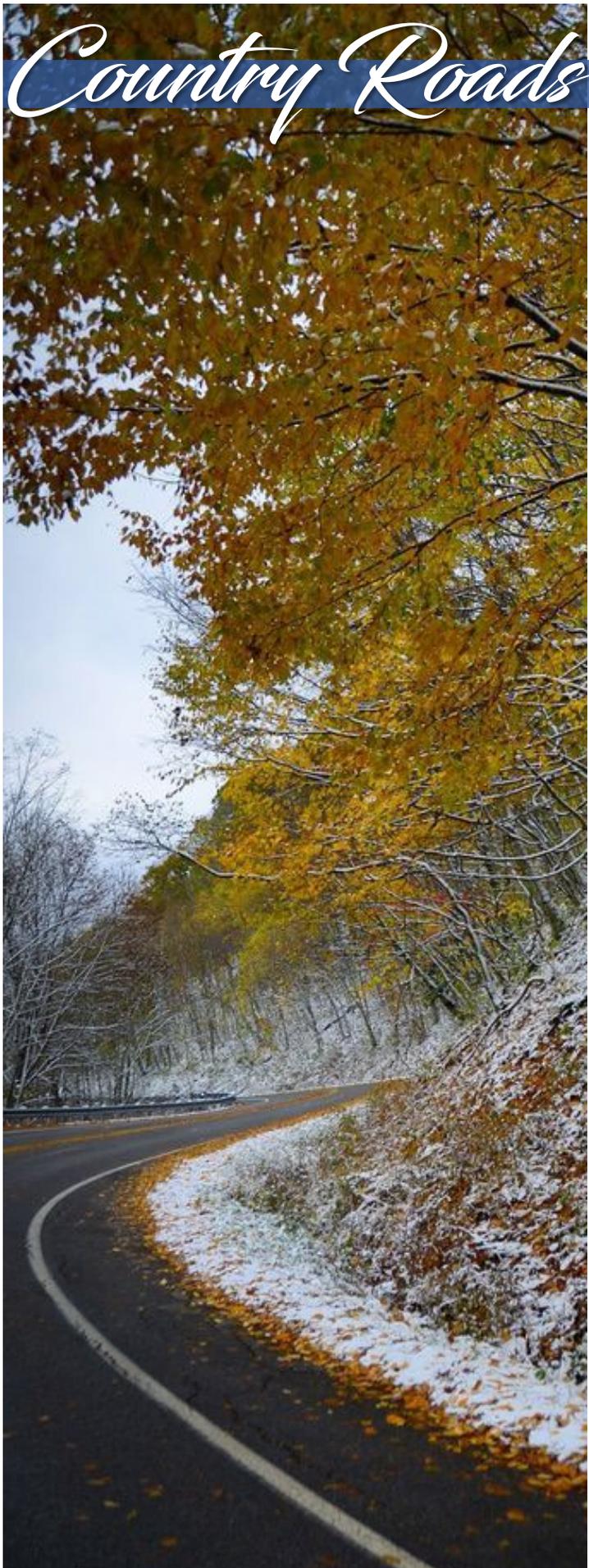
OUR COUNCIL COMPOSITION

The West Virginia State Rehabilitation Council is composed of a maximum of twenty-six (26) members and no less than fifteen (15) members. These appointments are made by the Governor for three (3) year terms and individuals may only serve two (2) consecutive terms. The majority of the members (51%) must be individuals with disabilities or represent a person with a disability and not be employed by WV DRS.

The Council must have members representing the following:

- Business, Industry and Labor (at least four (4) representatives);
- Client Assistance Program (CAP);
- Community Rehabilitation Program (CRP);
- Current or former WV DRS Applicants or Recipients;
- Parent Training & Information Centers (PTI);
- State Education Department Representative;
- State Workforce Investment Board Representative (WIB);
- Statewide Independent Living Council (SILC ~ standing member);
- Director of WV DRS (ex-officio member); and
- Vocational Rehabilitation Counselor (ex-officio member).

The knowledge and expertise of the Council members is a valuable asset in carrying out the mission and goals of the SRC. Members take their responsibilities seriously spending a great deal of time and effort to fulfill their duties. Monitoring and advising WV DRS on the issues services, programs and policies which impact the lives of West Virginians with disabilities is essential.



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COUNCIL RESPONSIBILITIES AND PURPOSE

The West Virginia State Rehabilitation Council (WV SRC) is established in Section 105 of the Rehabilitation Act of 1973, as amended (ACT), and 34 CFR 361.16-361.17 of its implementing regulations. The WV SRC gives advice to and works in partnership with the West Virginia Division of Rehabilitation Services (WV DRS).

In compliance with the guidelines of the 1998 amendments to the Rehabilitation Act, the WV SRC must perform the following functions, after consulting with the State Workforce Investment Board:

In partnership with WV DRS, the Council:

- a. Develops, agrees to, and reviews WV DRS goals and priorities;
- b. Evaluates the effectiveness of their program and submit annual progress reports to the Rehabilitation Services Administration (RSA) Commissioner;
- c. Conducts a statewide needs assessment of individuals with disabilities living in the State every three (3) years;
- d. Advises WV DRS regarding vocational rehabilitation activities;
- e. Serves as the Policy Consultation Committee for the Agency; and,
- f. Attends Agency functions, training events & national conferences.

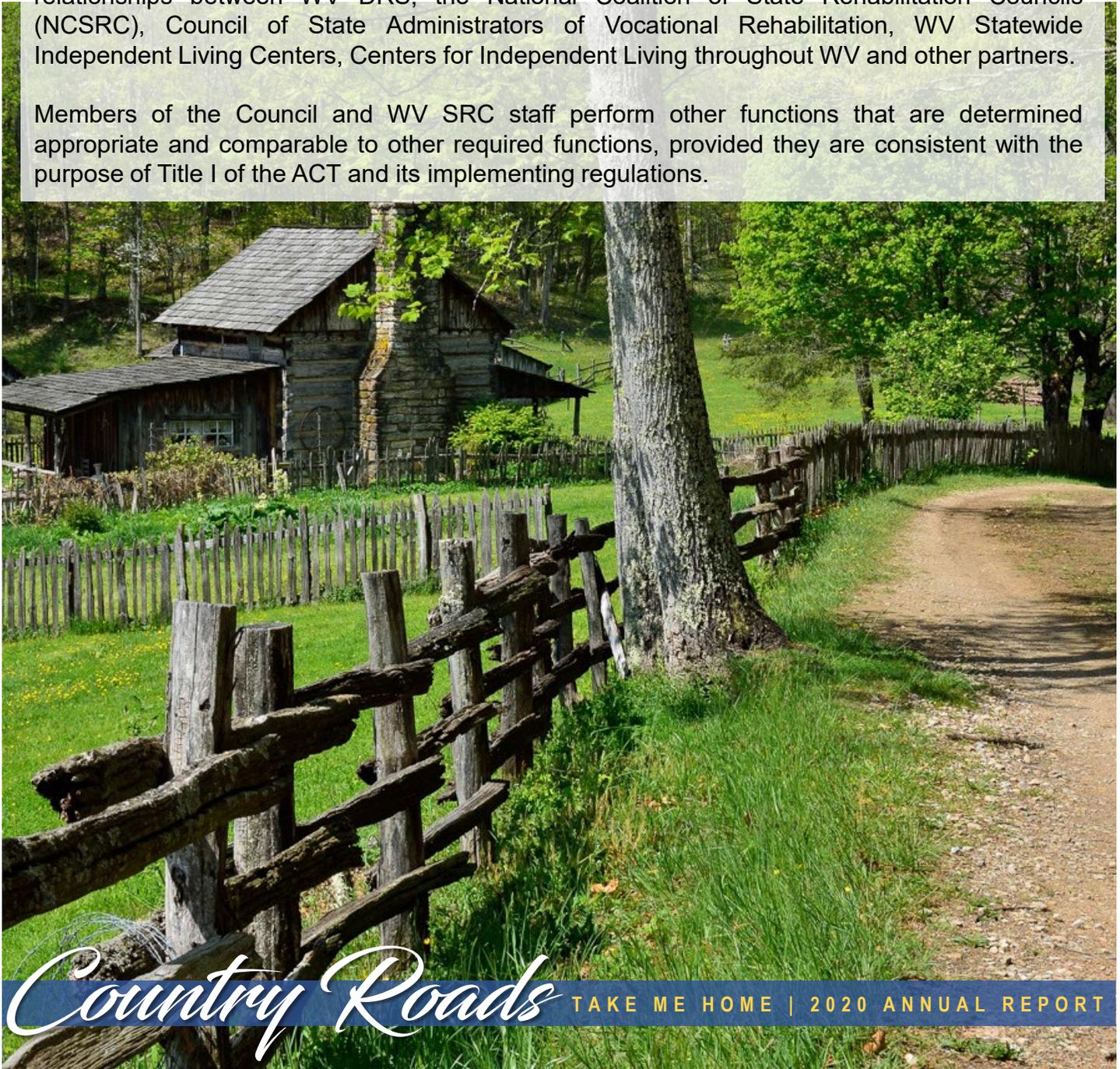
The Council assists in the preparation of the State Plan for Vocational Rehabilitation, amendments to the plan, applications, reports, needs assessments and evaluations, including those necessary for WV DRS to satisfy the requirements of developing a “comprehensive system of personal development” and establishing an “order of selection.”

Responsibilities include reviewing and analyzing the effectiveness of and the consumer satisfaction with WV DRS agency functions, vocational rehabilitation provided by WV DRS and other entities and the employment outcomes achieved by eligible individuals. This information is compiled by an independent consultant and provided to the agency and posted on the Agency and WV SRC's websites.

An annual report is prepared and submitted to the Governor and RSA on the status of Vocational Rehabilitation services. This report is disseminated to all SRC's throughout the U.S. and territories and other state representatives. This is available on the Agency and WV SRC websites, as well as the general public.

The WV SRC coordinates various activities with other partners to assist in educating the public on pertinent issues. The Council continually strives to enrich and maintain the working relationships between WV DRS, the National Coalition of State Rehabilitation Councils (NCSRC), Council of State Administrators of Vocational Rehabilitation, WV Statewide Independent Living Centers, Centers for Independent Living throughout WV and other partners.

Members of the Council and WV SRC staff perform other functions that are determined appropriate and comparable to other required functions, provided they are consistent with the purpose of Title I of the ACT and its implementing regulations.





WHAT WE DO

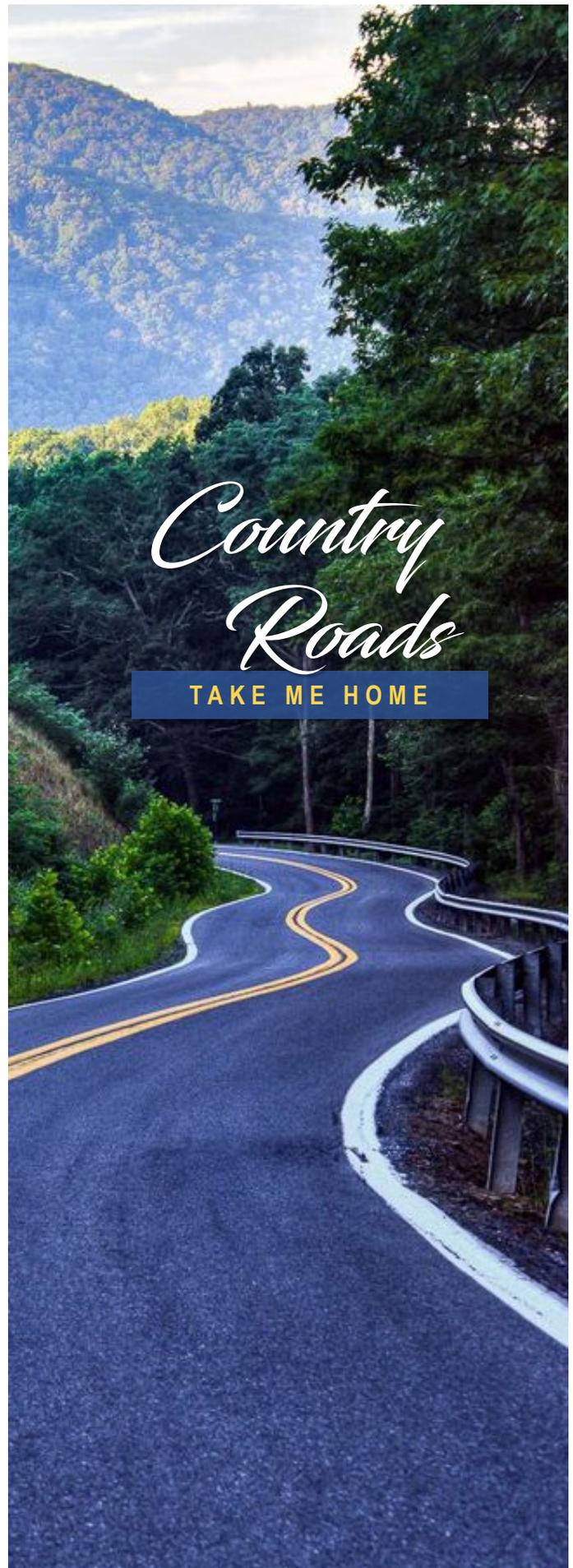


WHAT WE DO

One of the most important responsibilities of the State Rehabilitation Councils is to advise, make recommendations and assist the WV Division of Rehabilitation Services (WV DRS) in preparing their State Plan for Vocational Services. The overall purpose of the State Plan is to assure that State and Federal governments play a leadership role in promoting employment for persons with disabilities and to ensure a link between citizen participation and the legislative process.

The Council is responsible for reviewing and analyzing the effectiveness and satisfaction of rehabilitation services provided by WV DRS from information gathered from the clients. The Council does not assist in the resolution of any individual case issues. Consumer Satisfaction Surveys are mailed by the WV SRC to all clients statewide whose case has been closed. The collected data is returned with only the client's district and category for the information to be compiled by an independent contractor annually. The report is available on the WV DRS & WV SRC websites or upon request from the WV SRC office.

The WV SRC prepares an Annual Report highlighting the Council's past fiscal year's activities and accomplishments. This functions as a status report from the WV SRC of the vocational rehabilitation programs across our state that is submitted to the Governor, Commissioner of the Rehabilitation Services Administration (RSA), State legislators and State members of Congress, various state officials, WV DRS staff and other SRCs throughout the United States and its territories. This report is also available on the WV SRC, WV DRS and NCSRC websites.





The WV SRC Executive Director serves as an active member of the WV DRS Executive Management Group and on various agency, state and national committees and task forces.

The Council is directly involved in the development, revision and implementation of policies for the agency. The agency staff presents new or amended policies to the Council, along with clear descriptions of why the policies were written or changed. The Council participates in strategic planning for the agency. In keeping with this role, the Council supports the agency's legislative strides within the state and nationally, educating leaders on vocational rehabilitation needs, accomplishments and its future.

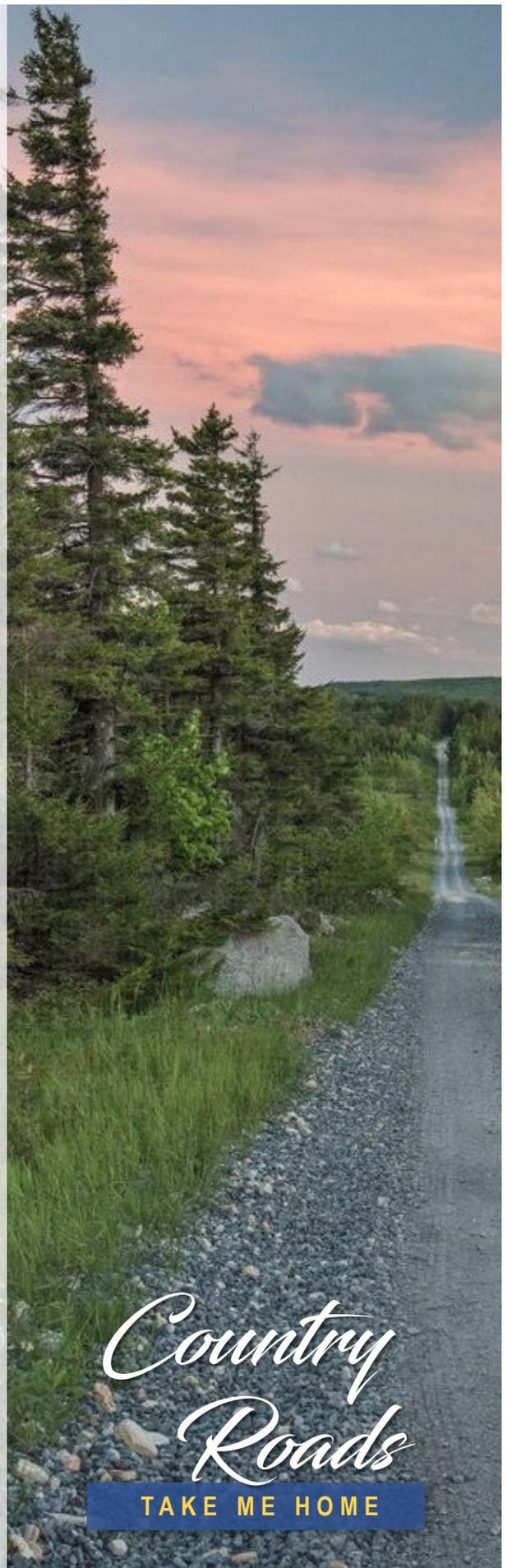
Keeping abreast of national trends, trainings, legislative agendas and innovative networking is vital to the success of the Council. To assure this aspect is met, the WV SRC participates in the continuing education provided through the National Coalition of State Rehabilitation Councils (NCSRC), Council of State Administrators of Vocational Rehabilitation (CSAVR) and any other requested or mandated meetings.

Our goal is to ensure that people with disabilities are provided with an equal opportunity to receive the programs, services and supports needed. We work diligently in our pursuit for consumer satisfaction and endless ways in which services can be improved or developed.

OUR COUNCIL ACCOMPLISHMENTS 2019 - 2020

- WV SRC met four (4) times during this fiscal year
- Due to the Covid pandemic, the WV SRC scheduled meetings were held via Zoom since April and will continue until the Council can safely meet in person
- Members reviewed and amended Mission, Vision & Bylaws
- Nominated and received new member appointments from Governor
- Executive Director participated on the Agency's Executive Management Group
- WV SRC website constantly maintained and updated
- Received State of the Agency presentations by WV DRS Director or her representative at each WV SRC meeting
- Council was provided current information at each Council meeting regarding Agency financial status, performance benchmarks, changes in RSA regulations and any other information by VR staff
- The Council is continually educated on the WIOA changes and the impact on the agency
- Council continues to serve as the Policy Consultation Committee for the Agency to assist in drafting, reviewing and amending Agency policy
- Agency any policy changes to Council in person, by email and/or via conference calls with detailed explanations as needed
- Council received any updates or amendments of the WV DRS Unified State Plan along with their plan of action
- WV DRS staff made numerous presentations and/or updates to Council for education of programs & services offered by the Agency
- WV SRC Executive Director continues to work with CSAVR on the NCSRC/SRCs' role on the Vision 2020 project
- The Annual Report Committee developed and disseminated printed and electronic versions the prior year's Annual Report
- The printed or electronic versions of the Annual Report were submitted to the Governor, Secretary of State, Rehabilitation Services Administration (RSA), State legislature, members of Congress

- Annual Report was posted on the WV SRC, WV DRS and NCSRC websites for public viewing
- Updated and mailed the Consumer Satisfaction Survey to all closed VR cases
- The 2018 - 2019 Consumer Satisfaction Survey summary presented orally and in writing to Council members & DRS staff by consultant Dr. Denetta Dowler
- Pertinent information from the surveys was documented in the Annual Report
- Consumer Satisfaction Report posted on WV SRC and WV DRS websites
- WV SRC Chairperson & other Council members serve on the WVSILC
- Members of the Council attended the Ability Works program in October 2019
- Several Council members and Executive Director, along with WVDRS staff, attended the spring and fall Council of State Administrators of Vocational Rehabilitation (CSAVR) conferences in Bethesda, Maryland and Jacksonville, Florida respectively
- Executive Director serves on the National Coalition of State Rehabilitation Councils (NCSRC) Board of Directors representing Region 3
- Executive Director serves as Vice President & Treasurer of the NCSRC
- As Vice President of NCSRC, the Executive Director assists other SRCs, organizes registration, confers with hotel to secure meeting accommodations, contracts interpreters, facilitates meetings, plans workshops, develops training power points and conducts trainings held during the spring and fall conferences for SRCs in all states and territories
- Executive Director orchestrates monthly NCSRC conference calls for the Board of Director meetings and assists in planning trainings for 78 SRCs



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- As Treasurer of NCSRC in coordination with CSAVR & hotel staff, the Executive Director handles all money transactions for NCSRC registrations & hotel meeting expenses, verifying the hotel's meeting accommodations, and outside guest speaker reimbursement for the spring & fall conferences
- With the Covid pandemic cancelling in-person conferences, NCSRC has been conducting national SRC Zoom meetings on the even months with other SRCs, RSA staff and featured speakers ~ to provide training on topics based on needs voiced by members of the SRCs until spring and fall conferences are allowed
- Executive Director mentoring other state & territory SRCs on their role as an SRC and council responsibilities
- Assists in the maintenance of current of the national website for the NCSRC
- Executive Director serving on Advisory Board for National Technical Assistance Center on Transition for Students and Youth with Disabilities (Center) grant in coordination with the University of North Carolina at Charlotte, George Washington University, Portland State University, the University of Maryland, and the University of Oregon
- Executive Director along with current & former SRC staff & members from various states developed a *Guidebook for SRC Chairpersons, Members and Administrators* as a resource guide which is posted on the NCSRC website, WV SRC website and will be available in print on Amazon & Lulu monitoring for updates and changes
- The published *State Rehabilitation Council – Vocational Rehabilitation Partnership Under WIOA* was written by several of the original 2011 IRI book and several additional people and posted on the NCSRC website, WV SRC website and available for purchase in hardcopy on Amazon & Lulu monitoring publication for any needed updates

The WV SRC members are involved with or as:

- Community Rehabilitation Programs (CRP) Advisory Committees
- Facilitating communication between WV DRS and Construction Trades Apprenticeship Programs across WV
- Participated at Disability Advocacy Day in February 2020 at State Capitol with Council display & dissemination of informational materials
- Belonging to Greenbrier Valley Disability Awareness Committee
- Belonging to Monroe County WIOA Partnership
- Co-ambassador with the Greenbrier County Health Alliance representing the disability community
- Serving on a Census Committee to help identify and locate individuals with disabilities
- Serving on WV TBI Advisory Board
- Alliance of Information & Referral Systems
- President of Grant County Board of Health
- Belonging to National Association of Area Agencies on Aging
- Working with educators on IEP of family member who has physical and neurological disabilities
- Recognized published author
- President and CEO of The Un-Prescription Foundation for Autism, Inc.
- Presenter with NCMIC Speakers Bureau
- Founder of Autism Health, PLLC

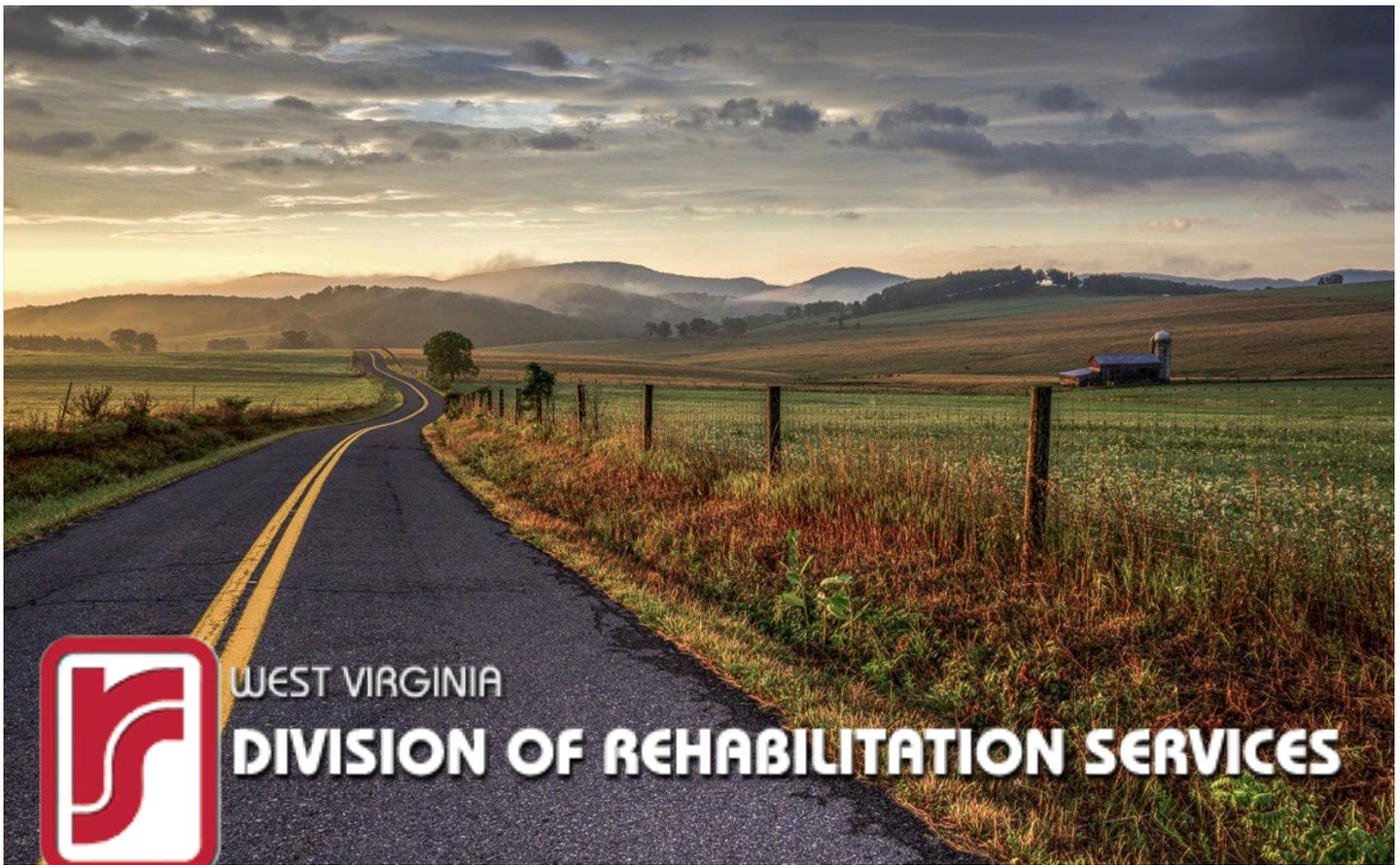
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COUNCIL GOALS AND OBJECTIVES 2019 - 2020

- Comply with the functions of the Council as stated in the Rehabilitation Act of 1973 as amended to ensure the Council is meeting the federal requirements;
- Council required to meet a minimum of four (4) times a year;
- With Covid restrictions during this time period, Council met via Zoom to assure relevant information was obtained;
- WV SRC continue to be a member of the West Virginia Division of Rehabilitation Services (WVDRS) Executive Management Team;
- Continue our strong partnership with WVDRS management staff and personnel acting as an advocate, confidant and agency ambassador;
- Receive regular updates from Agency Director on WVDRS' efforts to increase public awareness of services and programs;
- Council shall be continually educated and knowledgeable about services and programs within WVDRS;
- Members of the Council serve as the Committee for WVDRS Policy development;
- Receive detailed information & understanding on purpose of new, revised or deleted policies;
- Maintain an active role in the National Coalition of the State Rehabilitation Council (NCSRC) by participating on the NCSRC Board of Directors, dissemination of information from RSA & CSAVR, contributing on national quarterly conference calls, attending spring & fall national conferences to obtain information for the enrichment of the Council;
- Provide training opportunities during NCSRC Zoom calls for all Council members to attend and participate;
- Created a national listserv to ensure the WV SRC, as well as all states and territories were given access to information from RSA, CSAVR and NCSRC;
- Participate in the Council for State Vocational Rehabilitation Administrators (CSAVR) conferences, conference calls & as a resource;
- Disseminate consumer satisfaction surveys to all closed WVDRS cases and have independently prepared compilation report given electronically and verbally to Council members and designated VR staff, followed by posting on the WV DRS and WV SRC websites & inclusion in agency and Council annual reports;
- Conduct combined public forums with WVDRS and the West Virginia Statewide Independent Living Council (SILC) to education of the general public about WVDRS and the role(s) of the Council(s), as needed;
- Provide continuing education to the general public on the WV SRC and the role of the Council;
- Serve as a mentor & resource to other SRCs;
- Provided additional Council training to several states and territories via Zoom;
- Encourage Council members to become an active member of their local CAC;
- Keep WV SRC website updated with current data and information;
- Use social media to link the WV SRC to other partners giving access to meeting schedules & location, SRC documents, website data and public awareness events; and,
- Attend WV DRS State Conferences and other pertinent state and/or federal trainings and meetings.



The West Virginia Division of Rehabilitation Services (DRS) is the state agency responsible for the operation of West Virginia's state and federal vocational rehabilitation program that was originally established through the Rehabilitation Act of 1973. DRS specializes in helping people with disabilities who want to find a job or maintain their current employment in an integrated and competitive setting.

The starting points for services are the approximately 30 field offices the agency has throughout the state. The district offices are located in Beckley, Charleston, Clarksburg, Huntington, Martinsburg and Wheeling. Rehabilitation counselors at the field offices help with the application process. Once eligibility is determined, counselors and clients work as a team to develop a plan to meet the individual's employment goals. Services are tailored to meet the individual needs of the client. DRS services may include:

- pre-employment transition services
- evaluation and assessment,
- counseling and guidance,
- job development and placement assistance,
- vocational training and college assistance,
- physical or mental restoration, and/ or,
- assistive technology

DRS will continue to collect data that will evaluate the success of the agency's programs and services to assure performance measures are achieved. Benchmarks are being established by the Rehabilitation Services Administration (RSA) and will be used to gauge the agency's outcomes in the future.



UNIFIED STATE PLAN

*For Vocational Rehabilitation and
Supported Employment Services Programs*

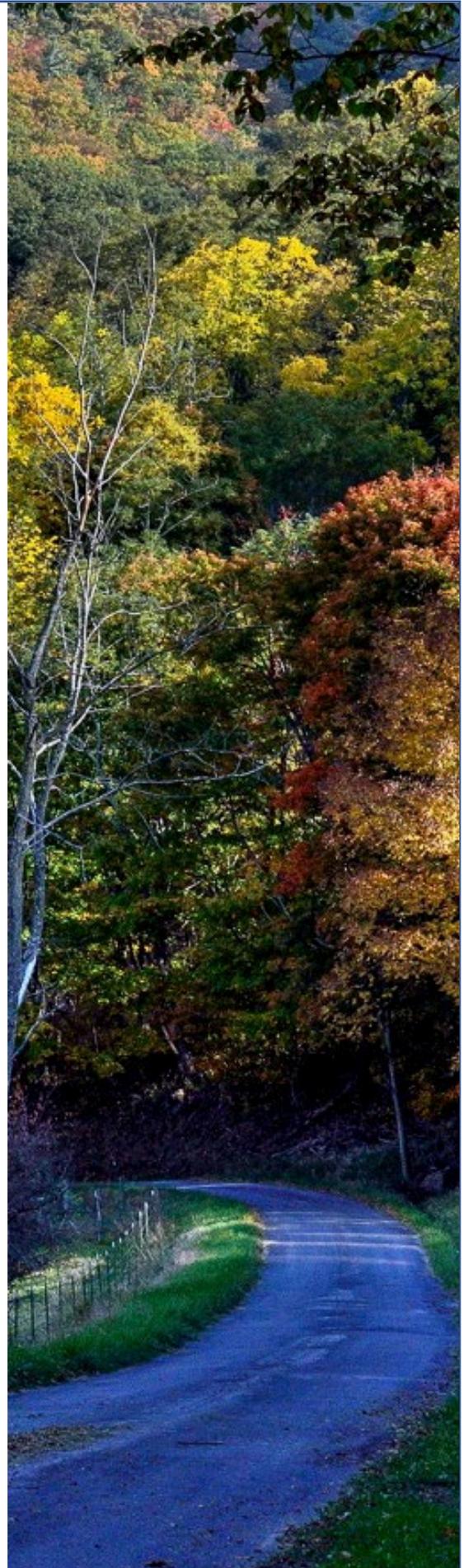
UNIFIED STATE PLAN
for Vocational Rehabilitation
and
Supported Employment Services Programs

The Council makes recommendations to be included in the Vocational Rehabilitation (VR) portion of the WV Unified State Plan, as prepared by the WV Division of Rehabilitation Services (WV DRS). These recommendations are based on reports provided during regular Council meetings, memorandums and other communication offered by the agency director and/or the staff of the WV DRS. These reports guarantee the WV SRC is receiving factual updates and pertinent information to make accurate observations, decisions, policies and recommendations.

This task is taken very seriously by the Council knowing that the acceptance and monitoring of the Unified State Plan assures the Federal government that WV DRS will operate its vocational rehabilitation (VR) programs in accordance with the provisions of this Plan, as well as meeting federal statutory, regulatory and policy requirements. The WV SRC proudly commends the WV DRS on the exemplary manner in which they have historically exceeded the requirements of the Federal Rehabilitation Services Administration (RSA).

The WV SRC is proud to be a supportive partner and advocate of the WV DRS. The agency continues to receive national recognition for their achievements gained for their unique programs, creative innovation and diverse services helping to ensure that people in West Virginia with disabilities identify and achieve their employment goals.

Our Council maintains a diverse group of individuals comprised of West Virginians who represents many backgrounds, including business, labor & industry, Client Assistant Program (CAP), Community Rehabilitation Programs (CRPs), other services providers, Vocational Rehabilitation counselors, Workforce Development Board(s), WV Department of Education, consumers and consumer advocates. The WV SRC is proud to have these valued partners, as well as our unique working relationship with the West Virginia Statewide Independent Living Council (WV SILC). These steadfast partnerships remain the core of our mission and vision allowing the Council insight of consumer needs.



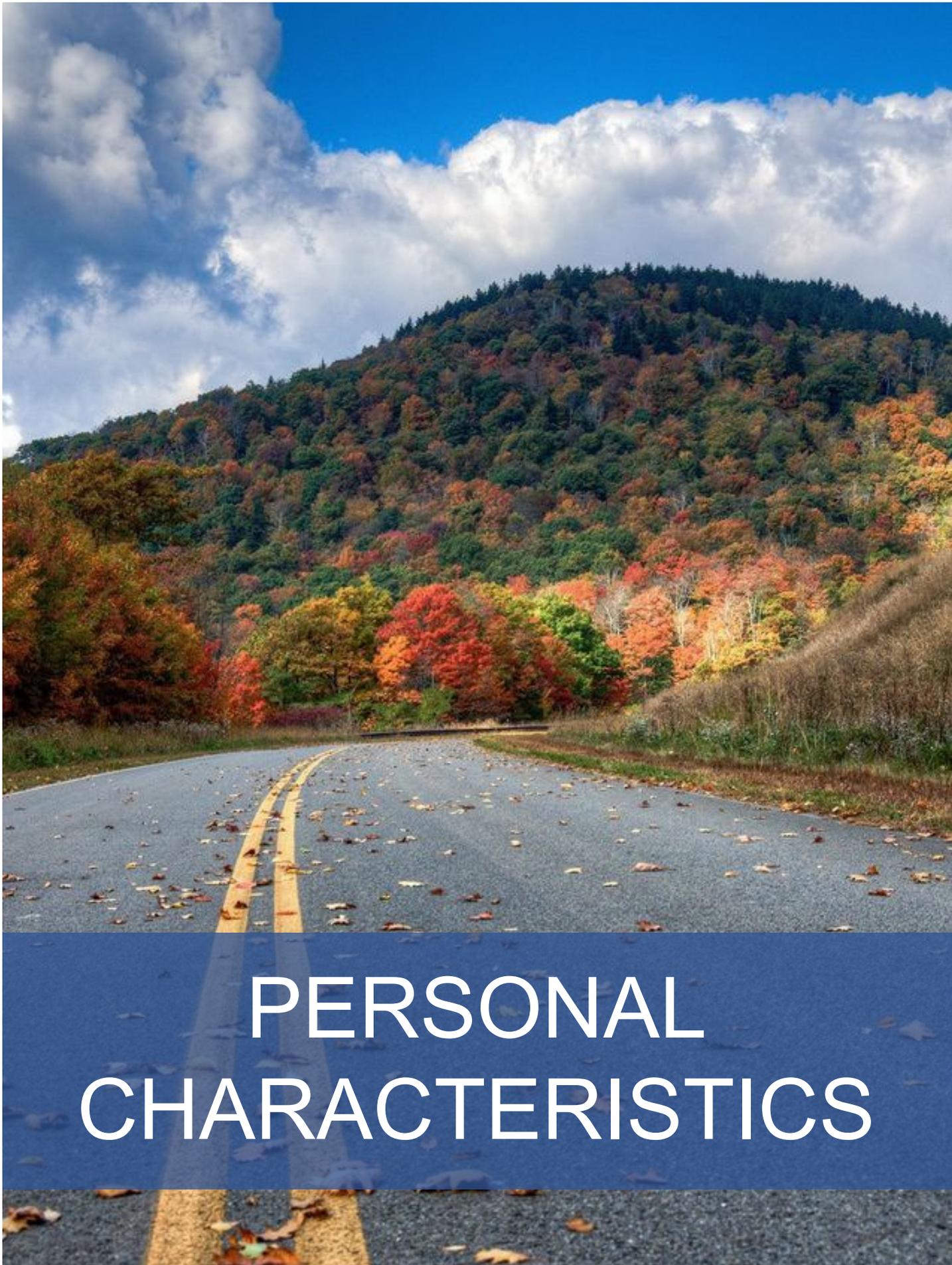


Sharing agency data regarding programs, services, policy, fiscal status or other pertinent issues is invaluable to the success of the agency and Council. WV DRS provides informative education when making presentations to our membership during each meeting or as needed. We greatly appreciate the WV DRS Liaison to our Council, Rich Ward, who is a valuable asset, informed resource and contributor to our members, as well as the WV DRS Counselor Representative member Alyce Almond for their expertise and voices for their peers. Mrs. Almond provides insight on the role of counselors and our consumers as an advocate and respected peer of the Agency's staff.

The WV SRC understands the agency's obligation in achieving the benchmarks set by the RSA. West Virginia historically maintained high performance on RSA's Standards and Indicators of performance prior to the passing of the Workforce Innovation and Opportunity Act (WIOA). WVDRS anticipates continued success in meeting the WIOA-based performance measure benchmarks established by RSA in the future.

WV DRS Deputy Director of Administrative Programs Pisnu Bua-lam, Senior Manager of the State Plan and Program Evaluation Unit Joseph "Zeke" Hampton and their team assure that all Council members have a clear understanding of what is expected of the staff, what this means for the agency, sharing of statistics and allowing time for members to ask questions during their regularly scheduled presentations. With the new changes in the law, team continues to educate the Council members on the implications of changes made to the VR program under WIOA.

The WV SRC is indebted to the open communication and continuous support received from the Agency and its Director. Serving as a pacesetter to other states who are eager to replicate the relationship, accomplishments and structure of the WV DRS and WV SRC is without question humbling. The Council will continue to strive to maintain this collaboration and embraces the opportunity to serve as a partner and trusted confidant of the WV DRS. The Council congratulates the WV DRS staff for their achievements, recognition and determination to provide high quality services and programs while meeting the standards set by RSA.



PERSONAL CHARACTERISTICS



PERSONAL CHARACTERISTICS

OF STATE REHABILITATION CLIENTS IN FEDERAL FISCAL YEAR 2020

NUMBER OF INDIVIDUALS FROM EACH DISTRICT SERVED

DISTRICT	NUMBER OF CLIENTS
District 1	1,158
District 2	914
District 3	867
District 4	1,203
District 5	1,520
District 6	664
TOTAL / STATE	6,326

PERSONAL CHARACTERISTICS

Education at time of individualized plan for employment (IPE) of individuals vocationally rehabilitated.

EDUCATION LEVEL	NUMBER	%
High School Diploma, Equivalency, or Special Education Certificate	128	10.57%
Enrolled in High School	39	3.22%
One or more years of post secondary education	38	3.14%
Attained post secondary certification, license, or educational certificate (non-degree)	13	1.07%
Associate's Degree	2	0.17%
Bachelor's degree	11	4.15%
Degree above a Bachelor's Degree	3	0.25%
Less than High School Diploma, not attending at time of IPE	590	48.72%
Total	824	68.04%





PERSONAL CHARACTERISTICS

Age at application of individuals vocationally rehabilitated:

AGE	INDIVIDUALS
Less than 20	315
20 through 34	126
35 through 44	70
45 through 64	254
65 and over	59
Total	824

Race of individuals vocationally rehabilitated:

RACE	INDIVIDUALS
White	783
Black or African American	30
American Indian or Alaska Native	4
Asian	2
Native Hawaiian Pacific Islander	1
Hispanic or Latino	3
Other	1
Total	824

Gender of individuals vocationally rehabilitated:

GENDER	INDIVIDUALS
Male	423
Female	401
Total	824

PERSONAL CHARACTERISTICS

Referral source of individuals vocationally rehabilitated:

SOURCE	INDIVIDUALS
Adult Education and Literacy	1
Community Rehabilitation Program	8
DOL Employment & Training Service Programs for Adults, Displaced Workers and Youth	1
Educational Institutions (elementary / secondary)	223
Educational Institutions (post secondary)	33
Employers	3
Faith Based Organizations	1
Family / Friends	107
Medical Health Provider (Public or Private)	103
Mental Health Provider (Public or Private)	20
Other One-Stop Partner	1
Other Sources	13
Other State Agencies	4
Other VR Agencies	2
Self Referral	299
WV Division of Corrections to DRS/Corrections Program	2
Wagner-Peyser Employment Service	1
Welfare Agency (State or Local Government)	2
Total	824

PERSONAL CHARACTERISTICS

Primary disabling condition of individuals vocationally rehabilitated:

SENSORY / COMMUNICATION IMPAIRMENTS	Number of Clients
Blindness	4
Other visual impairment	5
Deafness, Primary Communication Visual	7
Deafness, Primary Communication Auditory	21
Hearing Loss, Primary Communication Visual	2
Hearing Loss, Primary Communication Auditory	295
Other Hearing Impairments (Tinnitus, Menier's Disease, hyperacusis, etc.)	7
Deaf-Blindness	0
Communicative Impairments (expressive/receptive)	2

PHYSICAL IMPAIRMENTS	Number of Clients
Mobility Orthopedic/Neurological Impairments	32
Manipulation/Dexterity Orthopedic/Neurological Impairments	5
Both mobility and Manipulation/Dexterity Orthopedic/Neurological Impairments	4
Other Orthopedic Impairments (e.g., limited range of motion)	22
Respiratory Impairments	12
General Physical Debilitation (fatigue, weakness, pain, etc.)	19
Other Physical Impairments (not listed above)	53

MENTAL IMPAIRMENTS	Number of Clients
Cognitive Impairments (impairments involving learning, thinking, processing information and concentration)	172
Psychosocial Impairments (interpersonal and behavioral impairments, difficulty coping)	149
Other Mental Impairments	13

TOTAL	824
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PERSONAL CHARACTERISTICS

West Virginians receiving rehabilitative services by county:

COUNTY	INDIVIDUALS	PERCENT
Barbour	4	0.5
Berkeley	14	1.7
Boone	13	1.6
Braxton	5	0.6
Brooke	24	2.9
Cabell	59	7.2
Calhoun	0	0.0
Clay	4	0.5
Doddridge	5	0.6
Fayette	19	2.3
Gilmer	5	0.6
Grant	8	1.0
Greenbrier	16	1.9
Hampshire	10	1.2
Hancock	33	4.0
Hardy	12	1.5
Harrison	27	3.3
Jackson	14	1.7
Jefferson	4	0.5
Kanawha	65	7.9
Lewis	8	1.0
Lincoln	11	1.3
Logan	24	2.9
Marion	26	3.2
Marshall	13	1.6
Mason	9	1.1
McDowell	24	2.9
Mercer	28	3.4

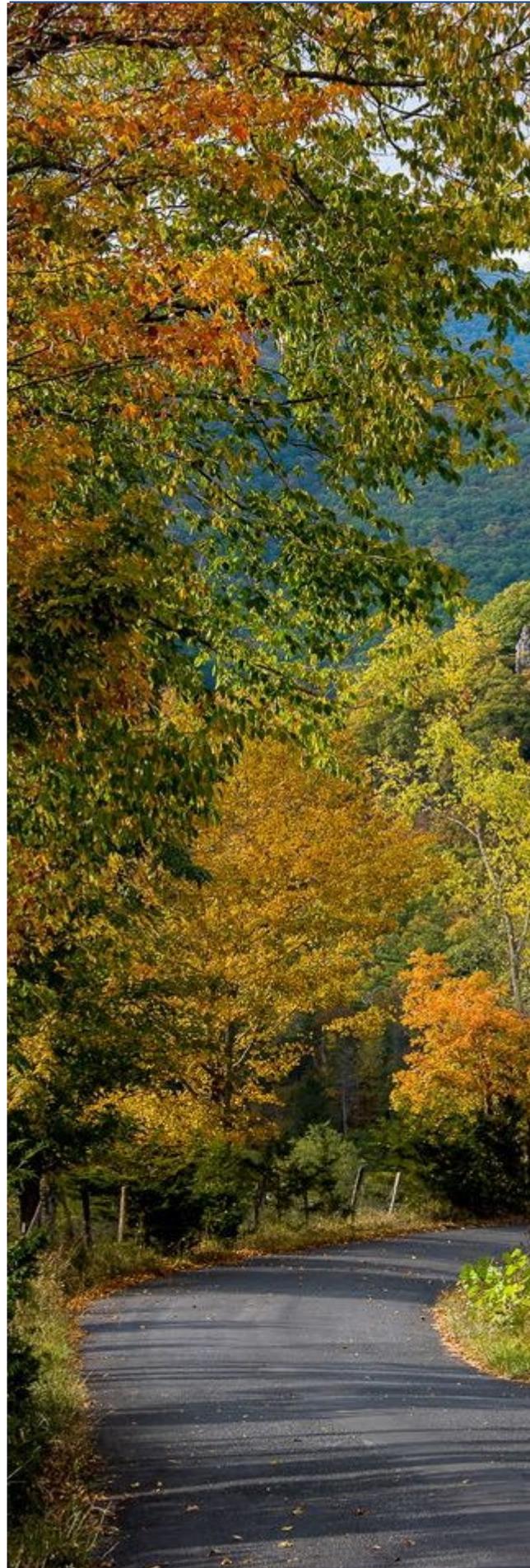
COUNTY	INDIVIDUALS	PERCENT
Mineral	12	1.5
Mingo	12	1.5
Monongalia	32	3.9
Monroe	2	0.2
Morgan	1	0.1
Nicholas	1	0.1
Ohio	18	2.2
Pendleton	5	0.6
Pleasants	1	0.1
Pocahontas	2	0.2
Preston	6	0.7
Putnam	20	2.4
Raleigh	31	3.8
Randolph	28	3.4
Ritchie	1	0.1
Roane	3	0.4
Summers	3	0.4
Taylor	3	0.4
Tucker	9	1.1
Tyler	4	0.5
Upshur	14	1.7
Wayne	13	1.6
Webster	2	0.2
Wetzel	12	1.5
Wirt	3	0.4
Wood	35	4.2
Wyoming	27	3.3
Out of State	40	4.9
TOTAL	824	100%

PERSONAL CHARACTERISTICS

Occupation of individuals vocationally rehabilitated:

OCCUPATION	Number of Individuals	Average Hourly Wage
Management Occupations	36	\$18.67
Business and Financial Operations Occupations	15	\$14.80
Computer and Mathematical Occupations	10	\$18.60
Architecture and Engineering Occupations	17	\$21.59
Life, Physical, and Social Science Occupations	9	\$19.00
Community and Social Services Occupations	45	\$17.07
Legal Occupations	8	\$24.00
Education, Training, and Library Occupations	66	\$16.67
Arts, Design, Entertainment, Sports, and Media Occupations	16	\$17.50
Healthcare Practitioners and Technical Occupations	99	\$21.27
Healthcare Support Occupations	33	\$12.73
Protective Service Occupations	18	\$15.78
Food Preparation and Serving Related Occupations	41	\$9.98
Building and Grounds Cleaning and Maintenance Occupations	47	\$10.30
Personal Care and Service Occupations	37	\$11.14
Sales and Related Occupations	34	\$14.09
Office and Administrative Support Occupations	87	\$13.15
Farming, Fishing, and Forestry Occupations	2	\$9.50
Construction and Extraction Occupations	21	\$16.19
Installation, Maintenance, and Repair Occupations	35	\$14.63
Production Occupations	79	\$12.20
Transportation and Material Moving Occupations	69	\$13.61
Military Specific Occupations	0	0
Randolph-Sheppard Vending Facility Clerk	0	0
Randolph-Sheppard Vending Facility Operator	0	0
Homemaker*	0	0
Unpaid Family Worker*	0	0
TOTAL	824	\$15.13

*Occupation outside the competitive labor market



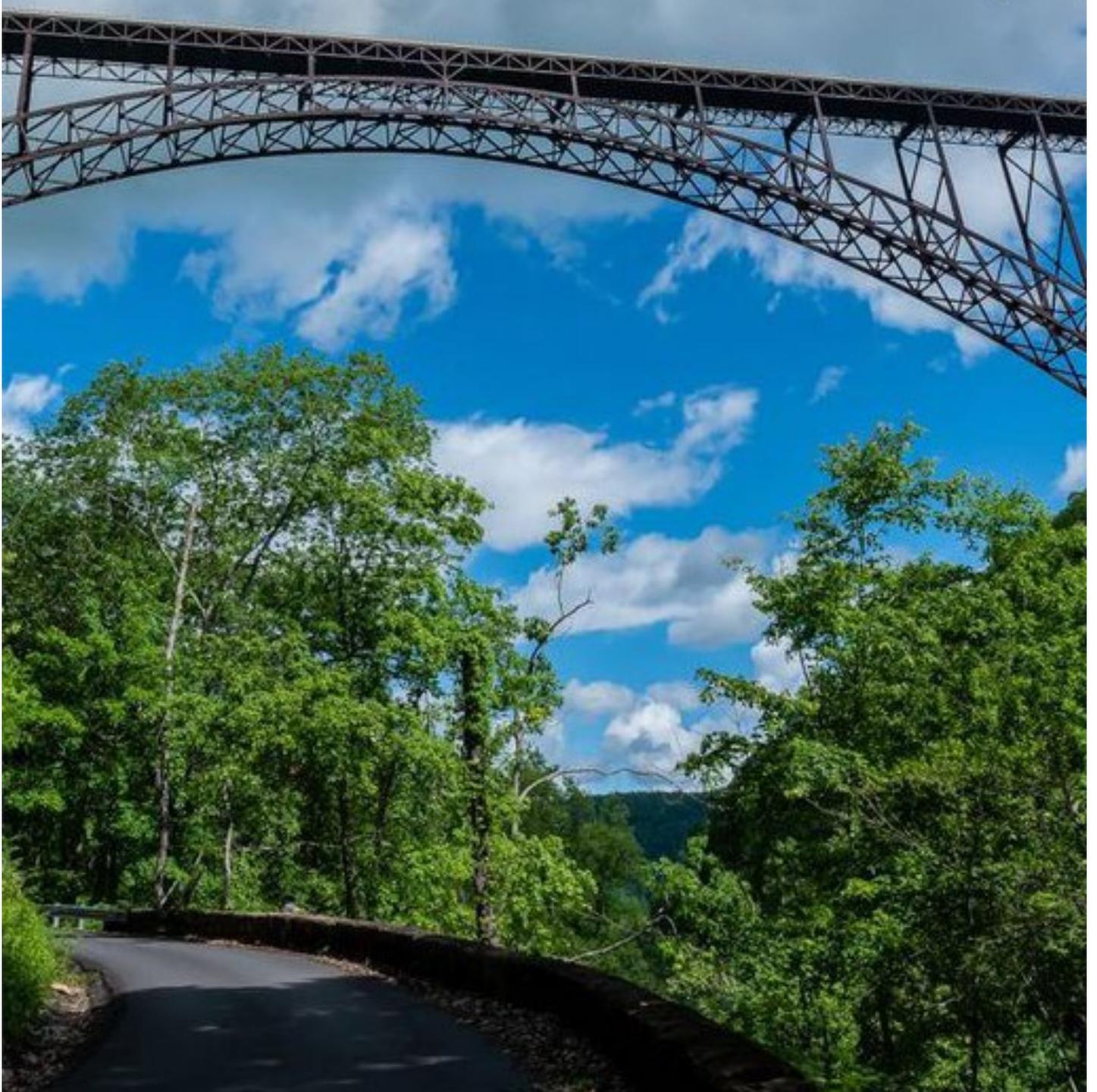
PERSONAL CHARACTERISTICS FY 2020

- Number of individuals rehabilitated (with an employment outcome): **8274**
- Number (percent) of vocationally rehabilitated individuals placed in competitive employment: **824 / 100%**
- Number of individuals with significant disabilities served: **5,724**
- Total number of clients served: **6,326**

Total annual earnings of those receiving vocational rehabilitation services FY 2020:

At Referral	\$14,229,904
After Rehabilitation	\$23,421,000
Percentage increase in annual earnings due to rehabilitation	65%

SATISFACTION SURVEY



CONSUMER SATISFACTION SURVEY REPORT

SEPTEMBER 2019 – AUGUST 2020

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

The surveys were distributed during the year to consumers whose cases were closed in Status 26 (successful closure) or Status 08, 28, 30, or 38 (unsuccessful) during the September 2019 to August 2020 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 198 surveys were returned although 2 were blank. Of the 198 returned surveys, 65 responses that were coded as being from Transitioning Youth. This report summarizes those responses and details the findings of the survey for the September 2019 through August 2020 time period.

DEMOGRAPHIC INFORMATION

The district and closure status were recorded on each survey in preparation for mailing. All but one of the surveys were returned with district information but that survey contained county information so the District could be determined. 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 10% of the responses, and no District represented more than 24%. The respondents were asked the county in which they live. There were 164 individuals who reported county information. There was at least one response from 44 of the 55 counties.

DISTRICT ADULTS	NUMBER OF RESPONSES	% OF TOTAL RESPONSES RECEIVED
District 1	28	14.3%
District 2	46	23.5%
District 3	33	16.8%
District 4	28	14.3%
District 5	40	20.4%
District 6	21	10.7%

2020 SATISFACTION SURVEY (CONTINUED)

Once again, if there were equal numbers of responses from each district from the Transitioning Youth, you would expect to see about 17% of the responses to come from each of the six districts. In this sample, District 5 represented 22% of the sample. Each District had at least 10% of the responses. There were 53 individuals who reported county information. There was at least one response from 27 of the 55 counties in WV.

DISTRICT TRASITINING YOUTH	NUMBER OF RESPONSES	% OF TOTAL RESPONSES RECEIVED
District 1	19	24%
District 2	13	17%
District 3	8	10%
District 4	18	23%
District 5	14	18%
District 6	6	8%

TYPE OF DISABLITIY

District information was coded on each survey mailed to consumers. The consumers were asked to indicate their disability. There were 161 people who listed a disabling condition (e.g., Asperger's Syndrome) or a description of their disability (e.g., Back of knee injury). There were 65 people who reported having a Hearing-related disability; 26 people reported a Mental Health disability (e.g., BiPolar; Asperger's Syndrome); 14 people reported a Cognitive impairment (e.g., Memory; ADHD); 11 people had a Motor-related disability (e.g., Paraplegia, Dislocated knee cap); 6 people had a Sensory disability (e.g., Vision, Vision and hearing); 8 people had Other disabilities (e.g., Type I Diabetes, COPD); and 31 people reported having Various disabilities (e.g., Arthritis and Diabetes, Heart problems and hip issues). As expected, a much smaller proportion of Transitioning Youth reporting Hearing-related disabilities and a larger proportion of that group reported learning-related issues.

TYPE OF DISABILITY ADULT	RESPONDENTS	% OF TOTAL
Hearing	65	40.4%
Mental Health	26	16.1%
Cognitive	14	8.7%
Motor	11	6.8%
Sensory	6	3.7%
Other	8	5.0%
Various	31	19.3%

2020 SATISFACTION SURVEY (CONTINUED)

The Transitioning Youth consumers were asked to indicate their disability. There were 52 youth who listed a disabling condition (e.g., ADHD) or a description of their disability (e.g., learning). There were 17 youth (32.7%) who reported having a **Mental Health** impairment (e.g., anxiety, depression). There were 13 youth (25%) who reported a **Cognitive** disability. Six youth reported having **Motor-related** impairments such as Scoliosis or Muscular Dystrophy (11.5%). The **Various/Other** category included 16 reports of multiple impairments and/or responses such as Ulcerative Colitis (30.8%).

DISABILITY OF TRANSITIONING YOUTH	RESPONDENTS	% OF TOTAL
Mental Health	17	32.7%
Cognitive	13	25.0%
Motor	6	11.5%
Other/Various	16	30.8%



2020 SATISFACTION SURVEY (CONTINUED)

TYPE OF CLOSURE

The surveys were sent to consumers from each closure status. Closure **Status 08** means that the case was closed after the application process because the individual was determined to be ineligible for services. Closure **Status 30** means that the consumer was determined to be eligible for services, but none were provided. Closure **Status 28** means that the case was closed after at least one service was provided, but the employment goal was not achieved. Closure **Status 38** means that the individual's case was closed while that individual was on the waitlist. Closure **Status 26** means that the case was closed after the consumer met the objective(s) in their service plan.

The Closure Status was obtained for all but one of the 196 surveys that were returned. One responder scratched out the status code on the survey. Closure Type 26 can be thought of as a “successful” closure and the other categories represent “unsuccessful” closures. In this sample, 59% (116) of the responses were received from consumers who successfully completed their rehabilitation plan (Status 26), 4% (7) were from those in Status 08, 25% (49) from those in Status 28, and 12% (23) from those in closure Status 30. There were no Status 38 closures in this sample.

The Transitioning Youth Closure Status was obtained for all individuals who responded. Closure Type 26 can be thought of as a “successful” closure and Statuses 08, 28, 30, and 38 usually represent an “unsuccessful” closure. In this sample, about 43% of the responses were received from consumers who successfully completed their rehabilitation program (Status 26) and about 57% were closed as unsuccessful. There were no Status 38 closures in this sample.

STATUS	TRANSITIONING YOUTH RESPONDERS	PERCENT OF TOTAL
26 (Successful)	28	43.1%
08 (Unsuccessful)	31	47.7%
28 (Unsuccessful)	5	7.7%
30 (Unsuccessful)	1	1.5%
38 (Unsuccessful)	0	0%

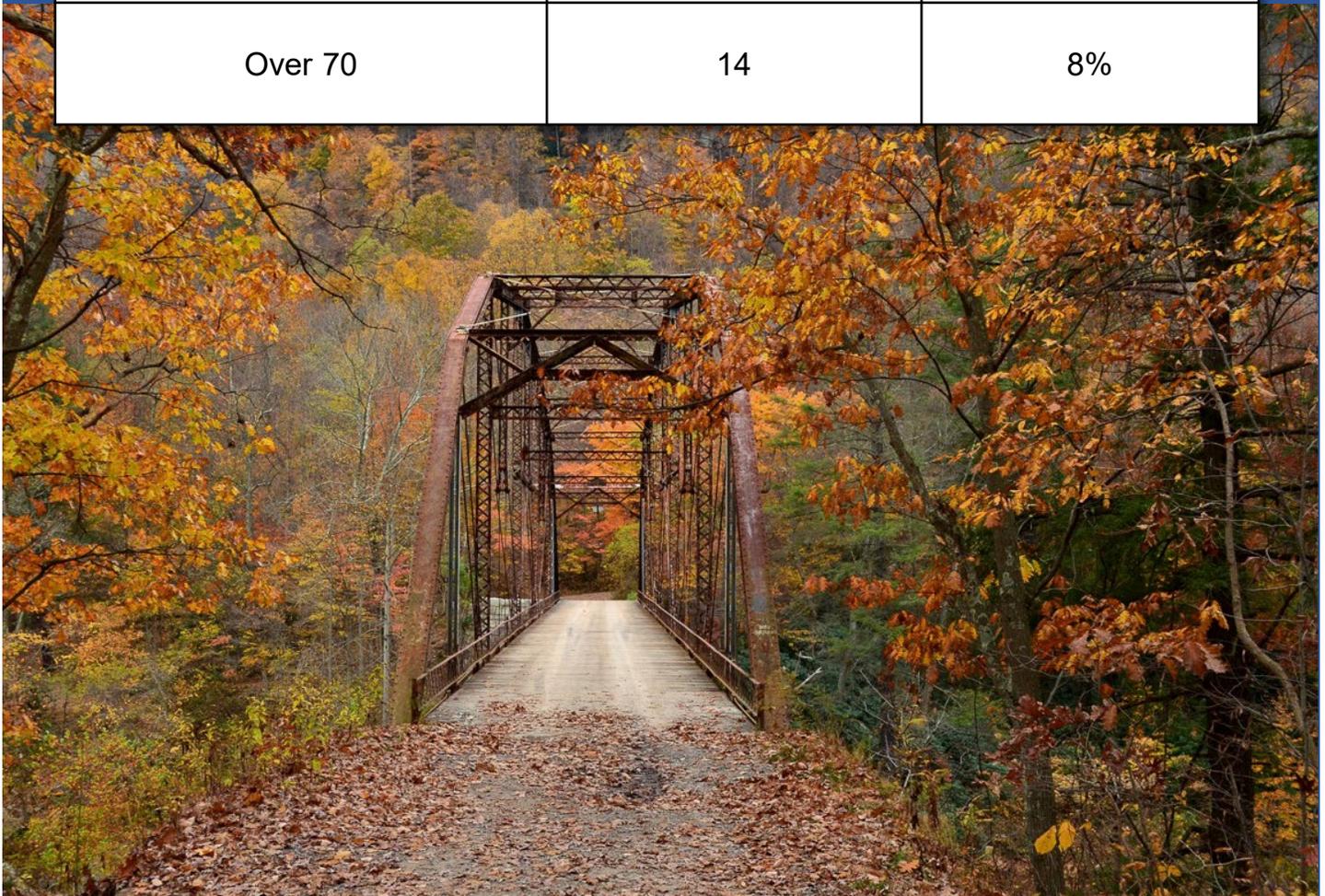


2020 SATISFACTION SURVEY (CONTINUED)

AGE OF RESPONDENTS

The respondents were asked to indicate the age group to which they belong. There were 174 responses. Of these, about 45 indicated they were 24 years or younger. About 38 were in the 25 to 50 age group, 77 were between 51 and 70 old, and about 14 reported being more than 70 years of age. As a whole, this group is older than typical samples we receive for this survey with more than half of the respondents reporting they are more than 50 years old.

AGE	CONSUMERS	PERCENT
24 and under	45	25.9%
Between 25 and 50	38	21.8%
Between 51 and 70	77	44.3%
Over 70	14	8%

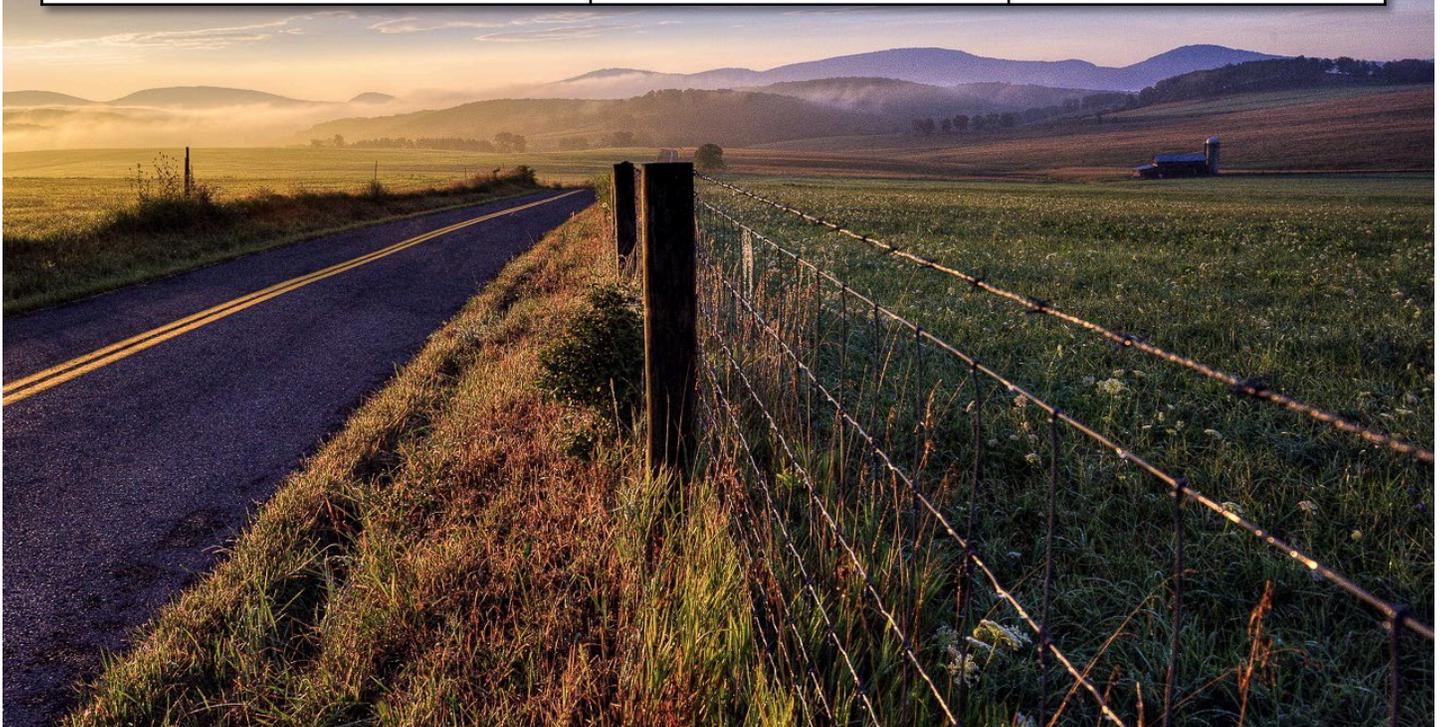


2020 SATISFACTION SURVEY (CONTINUED)

WORK STATUS OF RESPONDENTS

There were 174 responses to the item about work status. Of these, 67% reported that they were working at the time of the survey. This represents an increase of 10% over the previous survey. Only 6% were in school or training, 7% said they were unable to work, 10% were looking for work, 9% reported that they were retired, and 1% said that they don't want to work.

WORK STATUS	CONSUMERS	PERCENT
Working	117	67%
Looking for Work	18	10%
Retired	15	9%
Unable to Work	12	7%
In School / Training	11	6%
Don't Want to Work	1	1%
TOTAL	174	100%



2020 SATISFACTION SURVEY (CONTINUED)

There were 56 Transitioning Youth responses to the item about work status. Of these, 61% indicated they were working at the time of the survey, 14% were in school, 14% were looking for work, and 11% reported that they are unable to work. None of the Youth reported that they do not want to work. Thus, 75% of the Transitioning Youth in this sample were either working or looking for work at the time they completed the survey.

TRANSITIONING YOUTH BY REPORTED WORK STATUS:

WORK STATUS	PARTICIPANTS	PERCENT
In School / Training	8	14%
Working	34	61%
Looking for Work	8	14%
Unable to Work	6	11%
Don't Want to Work	0	0%
TOTAL	56	100%



2020 SATISFACTION SURVEY (CONTINUED)

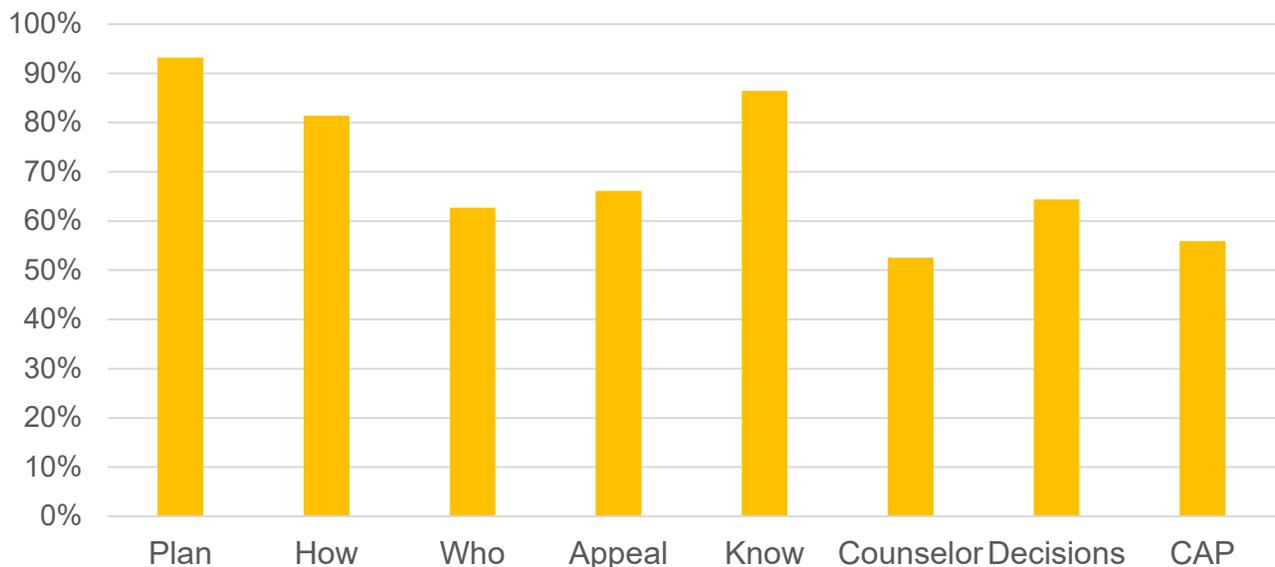
RIGHTS INFORMATION

The consumers were asked to indicate which rights information had been explained to them. There were 173 individuals who responded that at least one right had been explained (88% of the sample). This percentage is slightly higher than the previous year. Of these, 72 people (42%) indicated that all rights were explained. Most individuals indicated that they had received several rights explanations. The total number of rights explained was 959. If each of these individuals had been given information about each of the rights listed, the total would have been 1,384 (173 individuals X 8 issues). The total responses indicate that consumers recalled having been told 69% of the possible rights information.

RIGHTS EXPLAINED TO CONSUMERS (Adults)

Type of rights information	Consumers	%
Participate in developing my plan	158	91%
Choose how my services were provided	145	84%
Choose who provided my services	125	72%
Appeal any decision about my case	112	65%
Know about all the services that were available	140	81%
Request another DRS counselor	83	48%
Appeal any decision about my services	108	62%
Contact CAP for help in resolving differences	88	51%

RIGHTS INFORMATION REPORTED

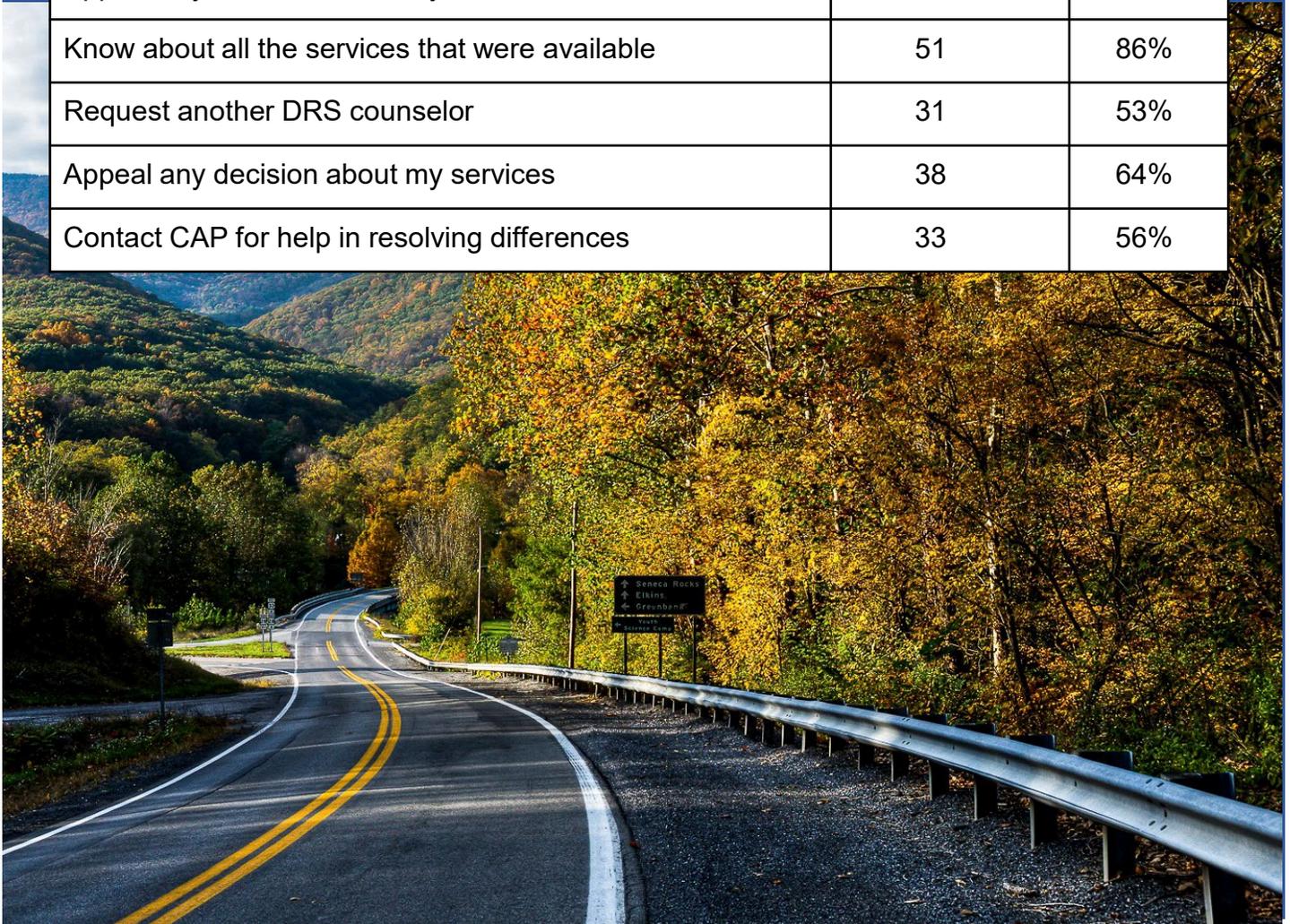


2020 SATISFACTION SURVEY (CONTINUED)

The Transitioning Youth consumers were asked to indicate which rights information had been explained to them. There were 59 individuals who responded that at least one right had been explained (91% of the sample). Most individuals indicated that they had received several rights explanations. The total number of rights explained was 332. If each of these individuals had been given information about each of the rights listed, the total would have been 472 (59 people X 8 issues). The total responses indicate that consumers recalled having been told 70% of the possible rights information. They most often recalled being told about their right to “Participate in developing my plan” (93% of responders) and least often report being told they could “Request another WV DRS counselor” (53%).

RIGHTS EXPLAINED TO CONSUMERS (Transitioning Youth)

Type of rights information	Consumers	%
Participate in developing my plan	55	93%
Choose how my services were provided	48	81%
Choose who provided my services	37	63%
Appeal any decision about my case	39	63%
Know about all the services that were available	51	86%
Request another DRS counselor	31	53%
Appeal any decision about my services	38	64%
Contact CAP for help in resolving differences	33	56%



2020 SATISFACTION SURVEY (CONTINUED)

SATISFACTION ITEMS:

The consumers were asked to rate their agreement with a series of 10 statements about their interactions with WV 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.

SATISFACTION ITEM	% Agree or Strongly Agree			
	2017-2018	2018-2019	2019-2020	
			#	%
1. The eligibility requirements and process for receiving services were clearly explained by DRS staff.	85%	84%	180	93%
2. My questions were answered clearly by DRS staff.	85%	83%	181	91%
3. My DRS counselor helped me identify appropriate employment opportunities.	79%	73%	98	83%
4. My DRS counselor and I developed a plan for employment.	73%	74%	97	77%
5. I was made aware of the steps and my responsibilities to achieve my employment goal.	79%	85%	121	84%
6. My DRS counselor stayed in contact with me, so I knew what was happening with my services.	74%	79%	172	87%
7. I received the services needed to reach my employment goal.	71%	72%	145	83%
8. I am satisfied with the services provided by DRS.	73%	75%	177	84%
9. My counselor told me about job opportunities.	85%	89%	181	93%
10. My counselor treated me with respect.	76%	78%	97	76%
RATING ITEM	% Above Average or Excellent			
1. How would you rate the accessibility at your local DRS office?	84%	89%	165	92%
2. How would you rate your counselor?	80%	83%	179	89%
3. How would you rate your overall experience with DRS?	75%	79%	176	88%

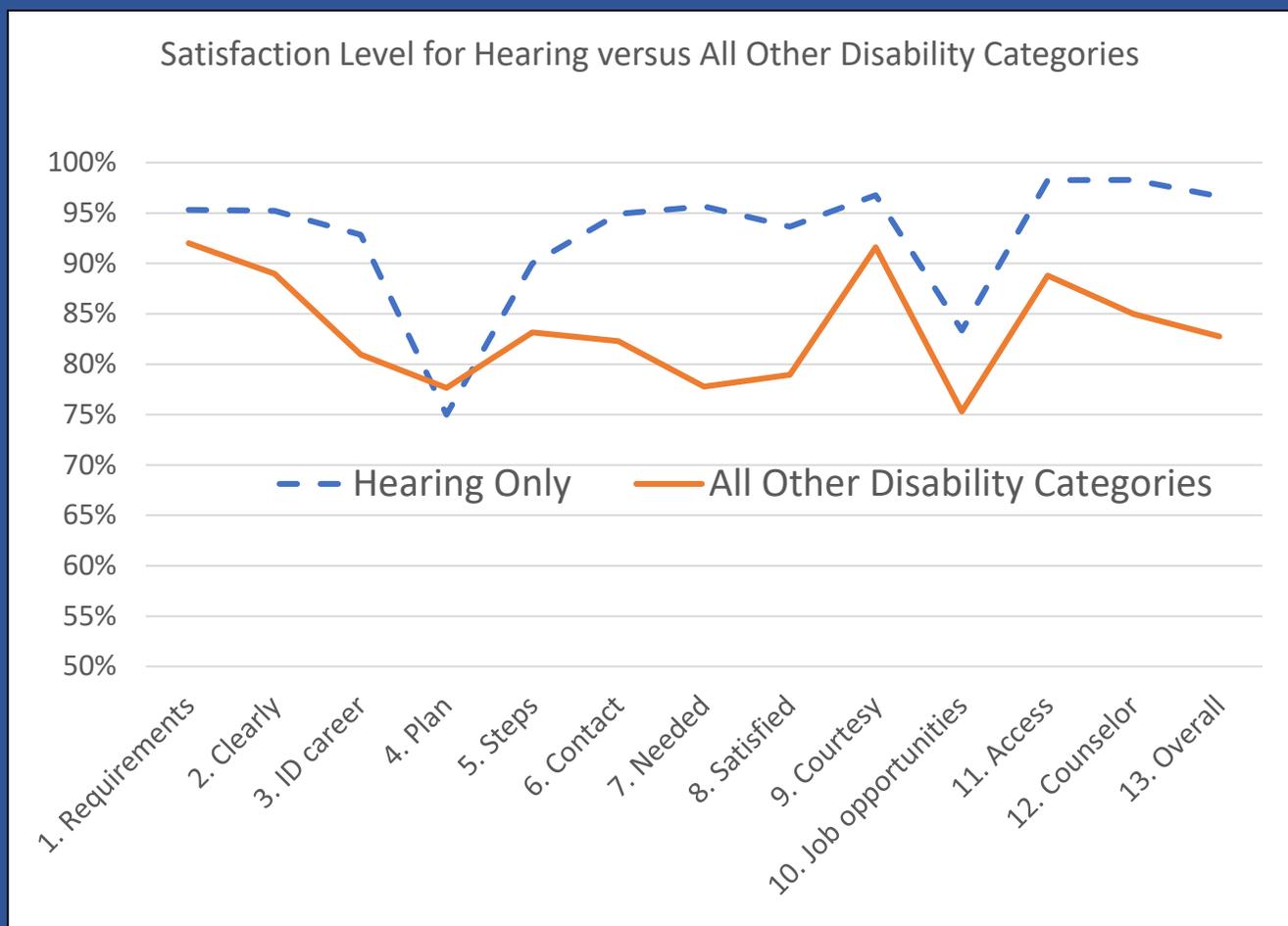
2020 SATISFACTION SURVEY (CONTINUED)

ALL CONSUMERS:

The table above lists the percent of responders who agreed or strongly agreed with each item and the number of consumers who responded to each item. For example, 93% of the 180 who responded to Item 1 Agreed or Strongly Agreed with the statement. This year, no item was rated at less than 75% agreement. There were 6 items rated above 80% agreement and 3 rated higher than 90%.

The consumers were asked to rate the accessibility of their WV DRS office, their counselor, and their experience with WV DRS as "excellent," "above average," "average," "below average," or "poor." Each item was rated as "excellent" or "above average" by 88% or more of the responders. Overall, the responses in this sample are markedly higher than the previous 2 years.

This sample includes a high proportion of responders with hearing-related disabilities. As a group, they report higher levels of satisfaction than others. The following graph displays this pattern of responses.



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 their rehabilitation plans (Unsuccessful).

2020 SATISFACTION SURVEY (CONTINUED)

Open-Ended Questions

The Transitioning Youth provided specific responses to the services they found most helpful, existing service needs, and ways to improve services offered and delivered through the WV Division of Rehabilitation Services. Examination of these comments may provide a “big picture” of how consumers view WV DRS and the services they received as the trends for improved satisfaction continue.

Satisfaction Item	Successful	Un-successful	Difference
1. The eligibility requirements and process for receiving services were clearly explained by DRS staff.	95%	93%	2%
2. My questions were answered clearly by DRS staff.	94%	89%	5%
3. My DRS counselor helped me identify appropriate employment opportunities.	93%	75%	18%
4. My DRS counselor and I developed a plan for employment.	84%	71%	13%
5. I was made aware of the steps and my responsibilities to achieve my employment goal.	89%	80%	9%
6. My DRS counselor stayed in contact with me so I knew what was happening with my services.	94%	79%	15%
7. I received the services needed to reach my employment goal.	92%	73%	19%
8. I am satisfied with the services provided by DRS.	93%	73%	20%
9. My counselor told me about job opportunities.	95%	92%	3%
10. My counselor treated me with respect.	84%	72%	13%
Rating Item			
1. How would you rate the accessibility at your local DRS office?	92%	92%	0%
2. How would you rate your counselor?	94%	84%	10%
3. How would you rate your overall experience with DRS?	95%	80%	15%

2020 SATISFACTION SURVEY (CONTINUED)

In this sample, 59% of the clients in the sample had cases that were closed successfully. The remaining 41% were unsuccessful. The percent of consumers who were from the "Successful" and "Unsuccessful" groups who agreed or strongly agreed with each item are displayed below.

There has been a trend over the past several surveys for these group differences to diminish. This sample follows that patterns with much smaller levels of difference in satisfaction level between those whose cases were closed successfully versus unsuccessfully. Last year, the differences in satisfaction ranged from 20% to 42% and this year those differences ranged from 2% to 20%.

Reported Levels of Satisfaction by Transitioning Youth	% Agree or Strongly Agree		
1. The eligibility requirements and process for receiving services were clearly explained by DRS staff.	69%	83%	83%
2. My questions were answered clearly by DRS staff.	68%	82%	78%
3. My DRS counselor helped me identify appropriate employment opportunities.	62%	70%	74%
4. My DRS counselor and I developed a plan for employment.	67%	70%	75%
5. I was made aware of the steps and my responsibilities to achieve my employment goal.	69%	76%	86%
6. My DRS counselor stayed in contact with me so I knew what was happening with my services.	66%	76%	76%
7. I received the services needed to reach my employment goal.	59%	70%	73%
8. I am satisfied with the services provided by DRS.	59%	73%	77%
9. My counselor told me about job opportunities.	79%	85%	90%
10. My counselor treated me with respect.	62%	70%	79%
1. The eligibility requirements and process for receiving services were clearly explained by DRS staff.	69%	83%	83%
Rating Item (Percent of responders who indicate Above Average or Excellent.)			
1. How would you rate the accessibility at your local DRS office?	77%	85%	90%
2. How would you rate your counselor?	71%	83%	84%
3. How would you rate your overall experience with DRS?	65%	77%	81%

2020 SATISFACTION SURVEY (CONTINUED)

This year, the adult's responses, overall, are notably higher than the reported satisfaction of the previous 2 years. The mean rating across the ten satisfaction items was 86% this year (2019-20) as compared to 80% for 2018-19, 78% for 2017-18, and 76% in the 2016-17 program year. The difference between the responses of those whose cases were closed successfully versus unsuccessfully has decreased over the past few years and that trend continued this year as well.

In this sample, the Hearing disability group was larger than usual. Examination of the responses indicate their extremely high level of satisfaction when people with hearing impairments receive assistance with hearing tests and hearing aids. That group alone had an overall satisfaction level of 93%. That is a remarkable number. The impact of those services is critical to successful employment for the consumers who need them. The ability of WVDRS to provide hearing-related services contribute greatly to the ability of older West Virginians to remain in the workforce.

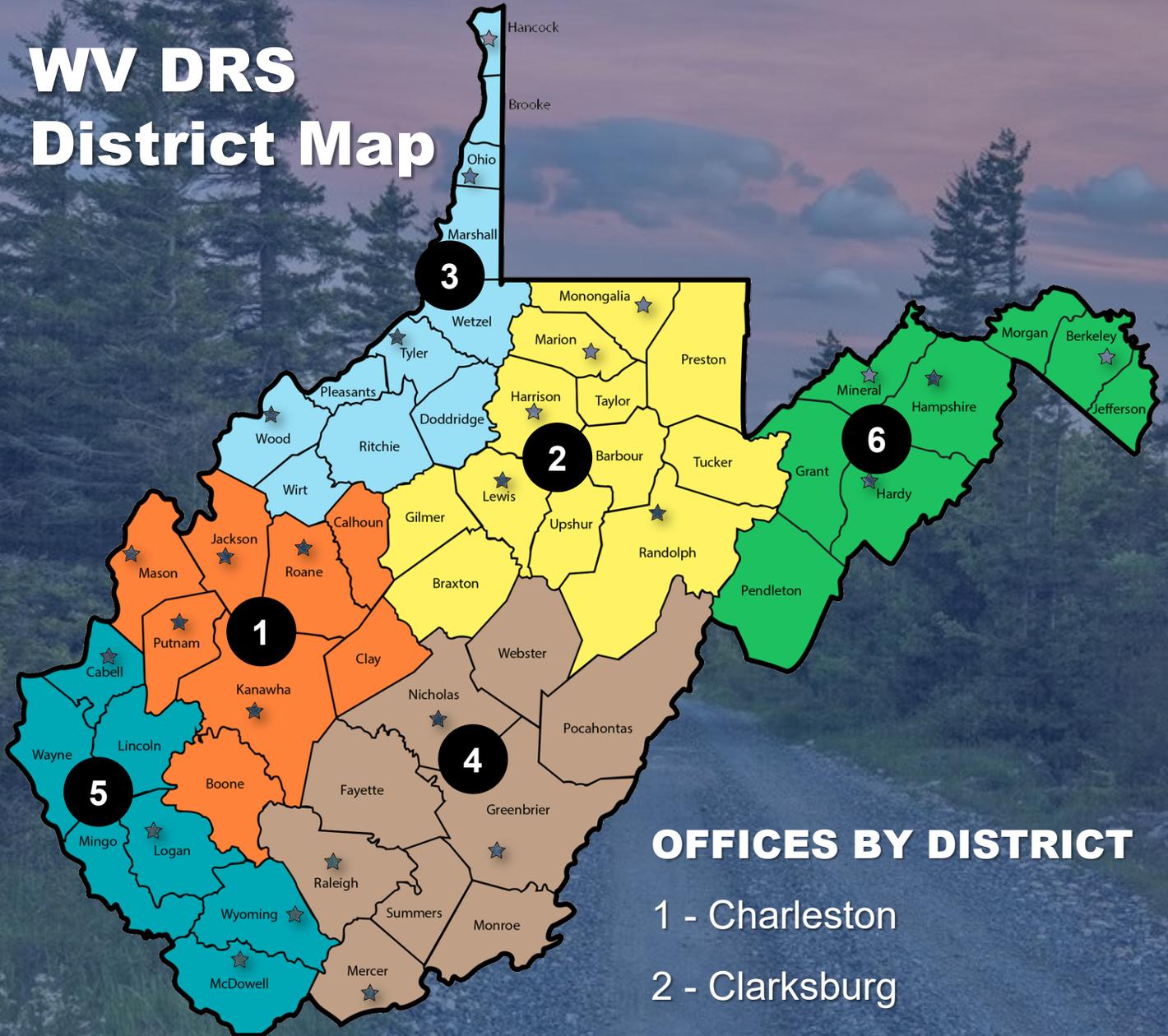
The Transitioning Youth responses to each of the 13 items were rated at 70% agreement or higher and 9 items were rated at 80% or higher. For the Satisfaction items, the highest level of agreement was, "My counselor told me about job opportunities" at 92% agreement. For the Rating items, 87% agreed that "the accessibility at your local DRS office" was Above Average or Excellent. There is a trend over time for increasing levels of satisfaction. The "mean of means" of the 13 items was 67% in 2016-17, 77% in 2017-18, 80% in 2018-19, and 83% for this year.



Country Roads

TAKE ME HOME 2020 ANNUAL REPORT

WV DRS District Map



OFFICES BY DISTRICT

- 1 - Charleston
- 2 - Clarksburg
- 3 - Wheeling
- 4 - Beckley
- 5 - Huntington
- 6 - Martinsburg

WEST VIRGINIA OFFICES

**West Virginia Division of
Rehabilitation Services
Administrative Offices**
State Capitol P.O. Box 50890
Charleston, WV 25305-0890
304-356-2060 or 800-642-8207

Beckley District
800 New River Town Center
Beckley, WV 25801
304-256-6900

Cabell Midland HS DRS Office
2300 U.S. Route 60 East
Ona, WV 25545
304-743-7496

Charleston District
4701 MacCorkle Avenue, SE
Charleston, WV 25304
304-356-2371

Clarksburg District
153 West Main Street, Suite F
Clarksburg, WV 26301-2963
304-625-6044

Disability Determination-Charleston
500 Quarrier Street, Suite 500
Charleston, WV 25301
304-343-5055

Disability Determination-Clarksburg
320 West Pike Street, Suite 120
Clarksburg, WV 26301
304-624-0200

Elkins Branch Office
1025 North Randolph Avenue
Elkins, WV 26241
304-637-0205

Fairmont Branch Office
416 Adams Street, Suite 240
Fairmont, WV 26554-3106
304-367-2714

Huntington District
2699 Park Avenue, Suite 200
Huntington, WV 25704
304-528-5585

Huntington High School DRS Office
Highlander Way
Huntington, WV 25701
304-528-6511

Keyser Branch Office
67 North Tornado Way
Keyser, WV 26726
304-788-2313

Lewisburg Branch Office
3293 Jefferson Street N., Suite 105
Lewisburg, WV 24901-5733
304-647-7515

Logan Branch Office
P.O. Box 896
Logan, WV 25601
304-792-7060

Marshall University DRS Office
1 John Marshall Dr., 113 Prichard Hall
Huntington, WV 25755
304-696-2394

Martinsburg District
489 Mid Atlantic Parkway, Suite 2
Martinsburg, WV 25404
304-267-0005

Moorefield Branch Office
151 Robert C. Byrd Ind. Pk Rd, Suite 3
Moorefield, WV 26836
304-538-2701

Morgantown Branch Office
Sabraton Plaza, 1415 Earl Core Road
Morgantown, WV 26505
304-285-3155

Mullens Branch Office
316 Howard Avenue
Mullens, WV 25882
304-294-5653

New Martinsville Office
Workforce WV Office
257 N. State Route 2
New Martinsville, WV 26155
304-455-0912

Parkersburg Branch Office
State Office Building, 400 5th Street
Parkersburg, WV 26101
304-420-4580

Point Pleasant Branch Office
2807 Jackson Avenue, Suite 200
Point Pleasant, WV 25550
304-675-0867

Princeton Branch Office
195 Davis Street
Princeton, WV 24739
304-425-1256

Rehabilitation Programs
10 McJunkin Road
Nitro, WV 25143
304-760-7166

Ripley Branch Office
206 Stone Drive
Ripley, WV 25271
304-373-0313

Romney Branch Office
P.O. Box 943
Romney, WV 26757
304-822-3957

Spencer Branch Office
321 Market Street
Spencer, WV 25276
304-927-0954

Summersville Branch Office
830 Northside Drive, Suite 113
Summersville, WV 26651
304-872-0813

Teays Valley Branch Office
115 Liberty Square
Hurricane, WV 25526
304-760-7082

Weirton Branch Office
100 Municipal Plaza, Suite 200
Weirton, WV 26062
304-723-5311

Welch Branch Office
110 Park Avenue
Welch, WV 24801
304-436-3175

Weston Branch Office
306 Market Place Mall
Weston, WV 26452
304-269-0547

Wheeling District
1324 Chapline Street, Suite 200
Wheeling, WV 26003
304-238-1092



NCSRC

National Coalition of State Rehabilitation Councils, Inc.





In November 2005, a handful of people affiliated with their State Rehabilitation Councils (SRC), including West Virginia, shared lunch during the Council of State Administrators of Vocational Rehabilitation (CSAVR) Conference in San Diego, California. The group began considering the benefits and drawbacks of establishing a national organization. Those present were not elite, some were Governor-appointed volunteers serving on their respective Councils; others were staff with the sole responsibility of working for a Council while some were agency staff assigned to provide support to their respective SRC.

There was also diversity in the structure of those Councils – those who were well-resourced while others had no budget. The various states and territories included representation from agencies with Blind and general programs as well as those with combined programs. Despite the notable differences, there was a great deal in common.

That common ground and the power of the collective potential is what led a motivated core of individuals to move forward from brainstorming to organizing. A Board of Directors was formed and with the support of the Rehabilitation Services Administration (RSA) has convened national conference calls of the SRCs on a quarterly basis focusing on topics members have requested to enhance their Councils.

NCSRC provides quarterly free conference calls with topics requested by members. These calls are facilitated by a Board member(s) or guest speaker to provide training, resources and networking for Councils. The topics are posted on the NCSRC website and emails are sent prior to the calls to Council Chairpersons & liaisons to share with their members. These calls are for any SRC member or VR staff person.

In addition, the Board of Directors meets on a monthly basis to further the structure, development and provide constructive guidance for SRCs. The Executive Director of the WV SRC serves as Vice President and Treasurer of NCSRC, as well as a member of several advisory boards for national grants representing SRCs.

For the past several years prior to each CSAVR Conference in the spring and fall, the NCSRC has been providing two and a half (2.5) full days of training for Council members to become more educated, opportunity to network with other states, given outlines of detailed responsibilities and the tools needed to have an effective Council. Attendees offer topic areas in which they would desire more training during conferences and at each Zoom meeting. The Fall Conference in 2019 was held in October in Jacksonville, Florida. The Spring Conference was to have been conducted in Bethesda, Maryland along with visits to our representatives on Capitol Hill, but due to the Covid pandemic was cancelled.

The Saturday SRC sessions are geared toward basic responsibilities of the Council and how to achieve the requirements as in the law. The sessions may focus on strategic planning that may include the drafting of the mission and vision statements, core values, policies and bylaws. The Sunday sessions deal with organizational documents along with the strategic plan goals, understanding the differences in SRCs, forming intricate links for ongoing supports and activities. The conferences normally include meetings with the RSA Commissioner and the CEO of CSAVR and/or their staff to give the SRCs up-to-date information about VR and the impact the SRCs should have.

The result has seen a much firmer foundation which positions SRCs to be more effective within their respective states & territories and as a national entity. Through these training opportunities, SRCs are instructed on their role, obligations and mandates. The people attending help to bridge relationships with other SRCs forming strong peer support, create a strong united voice and access to ongoing information pertinent to their Council.

Highlights for the NCSRC this year have been:

- A formal listserv of all SRC Chairpersons and the liaison for each Council has been maintained along with a secondary list of persons requesting to be notified. This provides a means for immediate information from RSA, CSAVR and NCSRC to be shared. Councils with questions, concerns or needing guidance can submit questions to the Board and those will be shared with the listserv.
- The continued maintenance of the Coalition's website. The site is user friendly and is maintained by a consultant to assure all data is timely and accessible for our members.
- The goal of the NCSRC with the use of the website will be to provide a resource for Councils to find information they may need, request guidance from other states network and territories and to feel connected in achieving their missions and visions.
- All materials used for training during in person conferences or through Zoom are posted on the NCSRC website for Councils to obtain for their use.
- Developing, maintaining & disseminating a *Guidebook for SRC Chairpersons, Members and Administrators* to help SRC's have the tools and resources to conduct their Council's business in a formative and knowledgeable manner. This resource is available on the NCSRC website & has been published and is available for purchase through Amazon or Lulu.
- The *State Rehabilitation Council – Vocational Rehabilitation Partnership Under WIOA* which replaced the *2011 36th Institute on Rehabilitation Issues (IRI): The State Rehabilitation Council – Vocational Rehabilitation Partnership* is available on the NSCRC website, published and is available for purchase through Amazon or Lulu.





- The NCSRC has been included on the agenda to report SRC activities during the Spring and Fall CSAVR Conferences.
- Mentoring states and territories on the role of the SRC has become increasingly more important and needed.
- SRC Training Modules are being recreated to help SRCs have a more detailed orientation and learning resource for members.
- With the closures and strict guidelines implemented by the Covid pandemic, NCSRC now provides trainings for SRC members via Zoom every other month with topics that members have requested. This will continue until the pandemic is over and conferences can be held.
- The NCSRC has been asked to write letters of support for various national grants that will have an impact on service delivery and programs. Members of the NCSRC Board of Directors have been asked to serve on these advisory boards to represent the 78 SRCs.

The NCSRC encourages all states & territories to sign the NCSRC Resolution to enrich their Council further. Currently all but 12 of the 78 SRCs have fulfilled this goal. For more information: National Coalition of State Rehabilitation Councils (NCSRC) or www.ncsrc.net.



NCSRC MISSION

On behalf of people with disabilities, our national membership coalition will advocate for and work in partnership with the national public vocational rehabilitation system's continual quest for excellence.

NCSRC VISION

NCSRC will be the premiere national organization of the consumer voice to enhance the employment opportunities of persons with disabilities through the public vocational rehabilitation system.

NCSRC CORE VALUES

INTEGRITY - We are honest and straightforward in all that we do. We treat everyone with dignity and respect. We act responsibly with resources entrusted to us. We are accountable and act in accordance with these values.

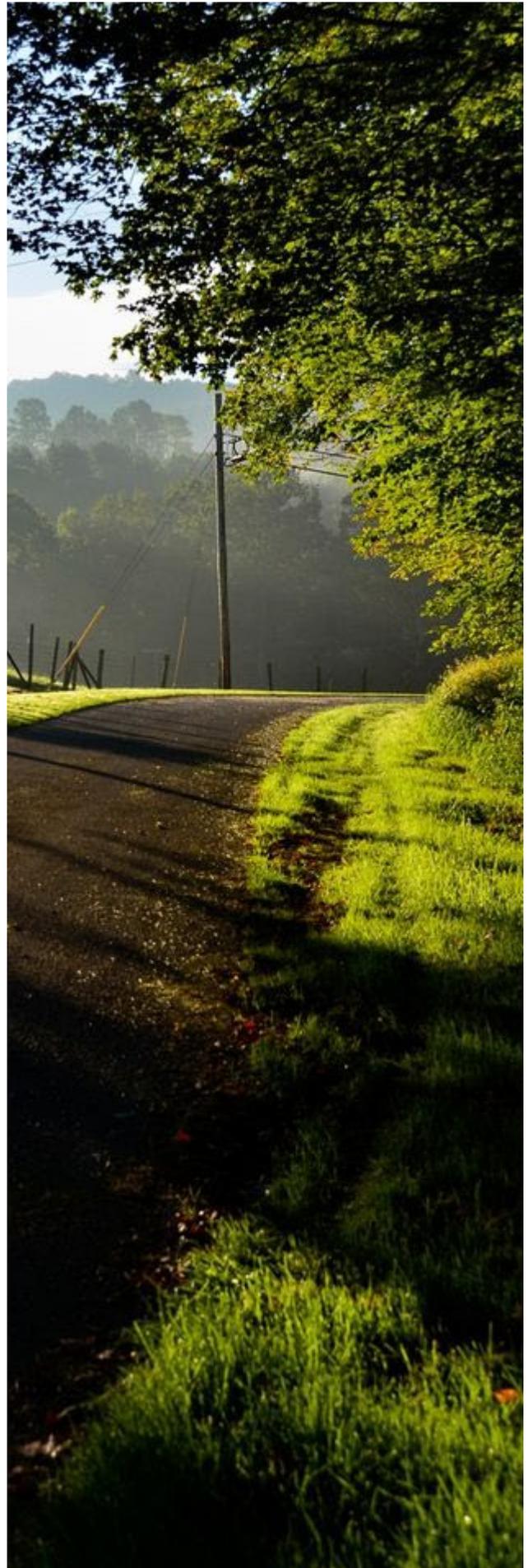
COMMITMENT – We support the full implementation and enforcement of disability non – discrimination laws, particularly the Rehabilitation Act of 1973, as amended and the American with Disabilities Act of 1990.

EXCELLENCE – We trust that customers of public vocational rehabilitation will be empowered to make choices which lead to ultimate independence.

ADVOCACY – We will work to educate and inform the public and government policy makers regarding issues affecting people with disabilities

DIVERSITY – We will uphold a broad definition of diversity that honors and appreciates disability alongside race, ethnicity, gender, age, sexual orientation, and religion as an integral part of the human experience.

LEADERSHIP – We will foster leadership among people with disabilities that upholds excellence, quality and inclusive opportunities.





West Virginia SRC

State Rehabilitation Council

Front Row (left to right) – Marijane Waldron, Cindy Tucker,
Sherry Taylor and Beverley Jones

Back Row (left to right) – Deb Wanzer, Bob Gray, Debbie Lovely,
Scott Gossard, Sherry Breeden, Ray Woods, Rich Ward,
Michael Casey, Alyce Almond and Janet Lintala

Not Pictured – Eric Arnold, Gary Cotta,
Dawn Embry-King, Greg Epps, Ginny Gattlieb,
Brenda Lamkin and Shawna White

Country Roads
TAKE ME HOME 2020 ANNUAL REPORT

WEST VIRGINIA SRC MEMBER ROSTER

Sherry A. Taylor, Executive Director
Hurricane, West Virginia

MEMBERSHIP

Marijane Waldron, WV DRS Director
Huntington, West Virginia

EXECUTIVE COMMITTEE

Ray Woods, Chairperson
Saint Albans, West Virginia

Michael Casey, Vice Chairperson
Elkview, West Virginia

Sherry Breeden, Secretary
Charleston, West Virginia

Scott Gossard
Petersburg, West Virginia

Cindy Tucker, Past Chairperson
Lewisburg, West Virginia

MEMBERS

Alyce Almond
Daniels, West Virginia

Eric Arnold
Charleston, West Virginia

Gary Cotta
Charleston, West Virginia

Nancy Daugherty
Charleston, West Virginia

Dawn Embrey-King
Charleston, West Virginia

Gregory Epps
Morgantown, West Virginia

Ginny Gattlieb
Charleston, West Virginia

Amber Hinkle
Lewisburg, West Virginia

Beverley Jones
Hurricane, West Virginia

Brenda Lamkin
Buckhannon, West Virginia

Deborah Lovely
South Charleston, West Virginia

Duane Ruggier
Hurricane, West Virginia

Deborah Wanzer
White Sulphur Springs, West Virginia

Rich Ward, DRS Liaison
Spencer, West Virginia

Shawna White
Fairmont, West Virginia

Janet Lintala, Ex-Officio
Beckley, West Virginia

COUNCIL MEMBER QUOTES



ALYCE

Alyce Almond - Daniels

As my third year serving on the Council representing the VR Counselors & staff comes to an end and I begin a new path with our Agency, I am proud of WV constantly being a front runner in providing vocational rehabilitation services and having been a part of this Council.

ERIC



Eric Arnold - Charleston

Now more than ever, as our world adapts to protect those most vulnerable, serving on the SRC is a tremendous honor. The SRC identifies the scarcities and inequities that hinder the development of disabled individuals like me. I am a success story of the system.



SHERRY

Sherry Breeden - Charleston

It is a privilege to serve with an awesome team on the State Rehabilitation Council and witness the outstanding work of the Division of Rehabilitation Services. With a seat at the table, I have a voice to help those with disabilities achieve their employment goals.

MICHAEL



Michael Casey - Elkview

It is an honor to serve on the Council to help those with disabilities seek, achieve and maintain employment. The council members take seriously our obligation to advise the agency regarding fulfilling its mission and obligations. It is a privilege to work alongside such passionate people.



GARY

Gary Cotta - Charleston

I serve on the West Virginia State Rehabilitation Council because it is important to make sure the state's programs are effective. I strongly believe that individuals with disabilities should have an equal opportunity to achieve their employment goals.

NANCY



Nancy Daugherty - Nitro

We are all richer when we recognize the abilities of all people.



DAWN

Dawn Embrey-King - Charleston

It is an honor to serve on WVSRC as a representative from the WV Department of Education (WVDE). The vision of the WVSRC is in direct alignment to the goals and activities of the WVDE, and I am proud to support the work of the council.

GREG



Greg Epps - Morgantown

It continues to be an honor for me to serve on the West Virginia State Rehabilitation Council. I consider it a privilege to work with our members, who truly care about the well-being of all citizens of our state



GINNY

Ginny Gattlieb - Charleston

No matter where, when or how, I will always support this WVSRC. The leadership is so strong and positive, our members are devoted to improve the lives of people in need. The agency is fortunate to have the support of this nationally recognized SRC.

SCOTT



Scott Gossard - Petersburg

I serve on the SILC and TBI councils. I also serve on the Human Rights Council of the Potomac Highlands Guild. This Council reviews client treatment plans to ensure their plans do not infringe or their rights. As the director of the Upper Potomac Area Agency on Aging, I help senior centers in eastern WV.

COUNCIL MEMBER QUOTES



AMBER

Amber Hinkle - Lewisburg

My time on the Council, although brief, has advanced my understanding of the many facets of WV DRS. I look forward to learning more about WV DRS's service delivery system and how it can enhance the quality of life for all individuals with developmental disabilities.



BEVERLY

Beverley Jones - WVSILC Representative, Hurricane

It has been my pleasure to work with the SRC as the WVSILC Representative this year. SRC is important to the transitioning student as they transition from student to employee. I have found that the Pre-ETS to be a very interesting program.



BRENDA

Brenda Lamkin - Buckhannon

With the ongoing changes in Federal legislation and the Pandemic of 2020, the collaboration between stakeholders is more vital than ever for supporting parents and caregivers of children and individuals with disabilities. I look forward to the rewarding experience of being a member of the WVSRC.



DEBBIE

Debbie Lovely - South Charleston

This past year has presented extraordinary challenges that we could never have imagined. It continues to be my honor and privilege to be affiliated with an agency that assists individuals with disabilities toward the goal of diminishing some of those challenges.



DUANE

Duane Ruggier – Hurricane

It is always an honor to serve on the WV State Rehabilitation Council to help those with disabilities stay employed or seek employment.



CINDY

Cindy Tucker - Lewisburg

My years associated with the State Rehabilitation Council have been an excellent opportunity to learn and grow both professionally and personally. This time has also allowed me to have input into service delivery to West Virginians with disabilities.



DEB

Deb Wanzer - White Sulphur Springs

Being a part of the SRC council and its efforts to improve rehabilitation services for people with disabilities has been a rewarding and pleasurable part of my professional career.



RICH

Rich Ward - Spencer

As the Division of Rehabilitation Services liaison to the State Rehabilitation Council, it is an honor to be a part of the important work that we do together. Working with all of our partners is a great privilege.



SHAWNA

Shawna White - Fairmont

As the CAP representative on the Council, DRWV strives to be a voice for WVDRS clients and underserved populations. SRC has facilitated a partnership between DRWV and WVDRS to increase access to services for juveniles in residential treatment facilities.



RAY

Ray Woods - Saint Albans

It has been an honor to serve with so many dedicated members of the WVSRC. The great working relationship with the Division of Rehabilitation Services has proven West Virginia to be a national leader.

West Virginia SRC

State Rehabilitation Council



Acknowledgements

The WV SRC would not be as successful and knowledgeable without the relationship, guidance and expertise of the leadership and staff of the Agency. We are grateful for the continuous Agency information you give us, Agency presentations, involvement in State and National events, inclusion with CSAVR and your support for our role with the NCSRC. We are grateful to each of you for providing us the opportunity to be recognized as a national model, mentor and pacesetter. Special thanks to:

Marijane Waldon, Director

Julie Daff

Michelle James

Rich Ward

Pisnu Bua-lam

Zeke Hampton

Doug Snuffer

Susan Weinberger

JOINING THE SRC

The Council is made up of a minimum of fifteen (15) members and no more than twenty-six (26) members, comprised of both voting and non-voting (ex-officio) status. The majority of our members must be persons who self-identify as having or represent someone with a disability. The membership *must* include representatives from the following:

- Disability and advocacy organizations
- Business, industry, and labor
- Community rehabilitation service providers
- Client Assistance Program
- Vocational Rehabilitation/Visual Services Counselors
- Current or former consumer of DRS Services
- Parent Training Information Center
- State Board of Education
- State Workforce Investment Board
- Statewide Independent Living Council
- Director of DRS

According to the law, there must be this balance to reflect our State's diversity. The Council continuously accepts applications for membership from interested citizens. Those applications which meet the specific areas required are reviewed by the Council and then forwarded to the Governor's Office for appointment. Members of the Council serve at the will and pleasure of the Governor of West Virginia. Members may not be employed by WV SRC or the State of West Virginia.

Members may serve no more than two (2) consecutive three (3) year terms. Attendance at the meetings is expected. If a member has two (2) consecutive absences, a letter of explanation may be requested, and resignation may follow. The Council meets four (4) times a year ~ January, April, July & October. There are various committees of the Council which may require additional time spent on those specific functions.

Members will receive reimbursement for approved reasonable and necessary Council expenses as needed to support their active participation at business meetings and other related functions. This may include travel, meals, lodging, registration for meetings and personal assistance services.

Applications are due to the WV SRC by May 31st yearly. Anyone meeting the required areas for membership, may fill out the attached form or request an application by contacting the WV SRC office at (304) 356-2089 or (800) 642-6207 or email sherry.a.taylor@wv.gov for more information.

WEST VIRGINIA STATE REHABILITATION COUNCIL
Section 105 (a) of the Rehabilitation Act of 1998, as amended

Nomination for Gubernatorial Appointment

Name _____

Address _____

City _____ County _____ State _____ Zip _____

Day Phone # _____ Evening Phone # _____ Cell Phone # _____

Fax # _____ Email Address _____

***My disability is:** _____ ***Sex** _____ ***Race** _____

****This information is voluntary and is requested only to assist the nominating committee in ensuring diversity on the Council.***

The Rehabilitation Act requires that individuals with disabilities who are not employees of the Division comprise at least a majority of the Council membership.

While the disclosure of a disability is not mandatory, it is very helpful in the selection process. Under the Rehabilitation Act, the following definition of "an individual with a disability" applies for purposes of disclosure ~ "any person who has a physical or mental impairment which substantially limits one or more of such person's major life activities, or has record of such impairment, or is regarded as having such an impairment."

Members of Council mandated for appointment by the Governor that are subject to the nomination process are listed below. Please check all that apply:

- ____ Representative of a parent training and information center
- ____ Representative of a community rehabilitation service provider
- ____ Individual representing:
 - ____ business
 - ____ industry
 - ____ labor
- ____ Representative of disability advocacy groups representing a cross-section of:
 - ____ Individuals with physical, cognitive, sensory and mental disabilities
 - ____ A representative of an individual who has difficulty in representing themselves or is unable due to their disability to represent themselves
- ____ Individual who is a current or former applicant of, or recipient of Vocational Rehabilitation
- ____ Representative of the State Workforce Investment Board
- ____ Other (please explain) _____

Experience & Qualifications (you may attach sheet with additional information):

I am interested in serving on the Council because:

References:

Name	Address/Organization	Daytime/Cell Phone
<hr/>		
<hr/>		
<hr/>		

Questions regarding the Council or the application process may be directed to:

WV State Rehabilitation Council
P. O. Box 445
Institute, West Virginia 25112-0445

You may contact us at:
Telephone: (304) 356-2089 or 1-800-642-8207
Fax: (681) 235-2162
Email: sherry.a.taylor@wv.gov

I certify that the information I have given in this application is true and accurate to the best of my knowledge:

Signature

Date



West Virginia

SRC

State Rehabilitation Council



Thank You

For the past six years these wonderful people have had a strong influence on our Council. They have enriched us with their dedication, knowledge and friendship. As their terms expire and they leave us, we will be forever grateful for their leadership in making our Council the best!

We would also like to thank Alyce, who has graciously represented the WV DRS counselors and staff, for her guidance, contributions and experience to make us better understand the job of the VR staff and their impact in enriching the lives of our consumers. We wish her the very best in her new role within the agency.

Ginny Gattlieb

Debbie Lovely

Cindy Tucker

Alyce Almond

TAKE ME HOME, COUNTRY ROADS

By John Denver

Almost heaven, West Virginia
Blue Ridge Mountains, Shenandoah River
Life is old there, older than the trees
Younger than the mountains, growin' like a breeze
Country roads, take me home
To the place I belong
West Virginia, mountain momma
Take me home, country roads
All my memories, gather 'round her
Miner's lady, stranger to blue water
Dark and dusty, painted on the sky
Misty taste of moonshine, teardrops in my eyes
Country roads, take me home
To the place I belong
West Virginia, mountain momma
Take me home, country roads
I hear her voice in the mornin' hour she calls me
Radio reminds me of my home far away
Drivin' down the road I get a feelin'
That I should have been home yesterday, yesterday
Country roads, take me home
To the place I belong
West Virginia, mountain momma
Take me home, country roads
Country roads, take me home
To the place I belong
West Virginia, mountain momma
Take me home, country roads
Take me home, down country roads
Take me home, down country roads

Office Location:
107 Capitol Street
Charleston, WV 25301

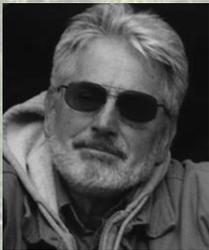
Mailing Address:
P.O. Box 445
Institute, WV 25112-0445

Phone:
(304) 356-2089 | (800) 642-8207
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www.wv-src.org



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kellycrimi@twc.com
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Photography by Rick Burgess
Jazzbo713@hotmail.com
Rick.Burgess@facebook.com
Phone: 304-541-1114



West Virginia
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Country Roads 2020 ANNUAL REPORT