



West Virginia

SRC

State Rehabilitation Council

*Reflecting*  
ON OUR ACCOMPLISHMENTS

2019 ANNUAL REPORT







## *Reflecting* 2019 ANNUAL REPORT



Greetings!

As my second term as Chairperson of the WV State Rehabilitation Council ends, I have found myself reflecting on the evolution of the Council and where I see it heading in the future. I have been on the Council for many years. When I was a DRS employee, I represented the rehabilitation counselors. After my retirement I was appointed as a person with a disability. Over these years, I have seen the role of the Council grow. It is now seen as a truly valuable partner, whose input is sought by the Agency. The Council and Agency have partnered on many projects over the years that have raised awareness concerning the needs of West Virginians with disabilities.

On the National front, WVSRC, like WVDRS, has emerged as a pacesetter and gold standard for how a Council should work. Our involvement in the National Coalition of State Rehabilitation Councils (NCSRC) has been a venue to showcase how to work well with your Agency and your Statewide Independent Living Centers. West Virginia is fortunate to have a position for a paid staff person and she has recently been asked to help struggling Councils in other states get back onto their feet. This is a feather in Executive Director Sherry Taylor's cap, as well as the State of West Virginia.

Looking to the future, I hope to see the viability of the Council continue to grow on both the State and National level. I also hope to see the Council continue to strive for diversity in its membership, ensuring everyone is represented. While we have made great strides, there is still much to be done and I think together we can increase opportunities for West Virginians with disabilities.

Respectfully,

Cindy Tucker, Chairperson

Hello from West Virginia ~

Reflecting on the pathways we take through life contributes to not only who we are, but those who surround us. Our task as an SRC is to try to understand, visualize and recognize the obstacles individuals with disabilities face daily and begin the journey of transforming the road to success. Although, we have come a long way, we have only just begun. Our work will and must continue through perseverance.

All West Virginians should be granted the chance to achieve their highest potential, through personal choice and full inclusion with dignity and self-value. We have a responsibility to be a trailblazer in helping to make our State a better place to live. My friend Bob Perske once said, "Change can be rough, but change can lead to an exciting future – better than you ever dreamed."

The Council is challenged to look beyond the obvious. We are privileged to have the astute knowledge to educate elected officials and the public on matters regarding people with differing abilities and the impact of vocational rehabilitation services. Our Council is eager to deliver the message sent forth by WVDRS and achieve awareness that people with disabilities *are* positive, contributing members in our communities.

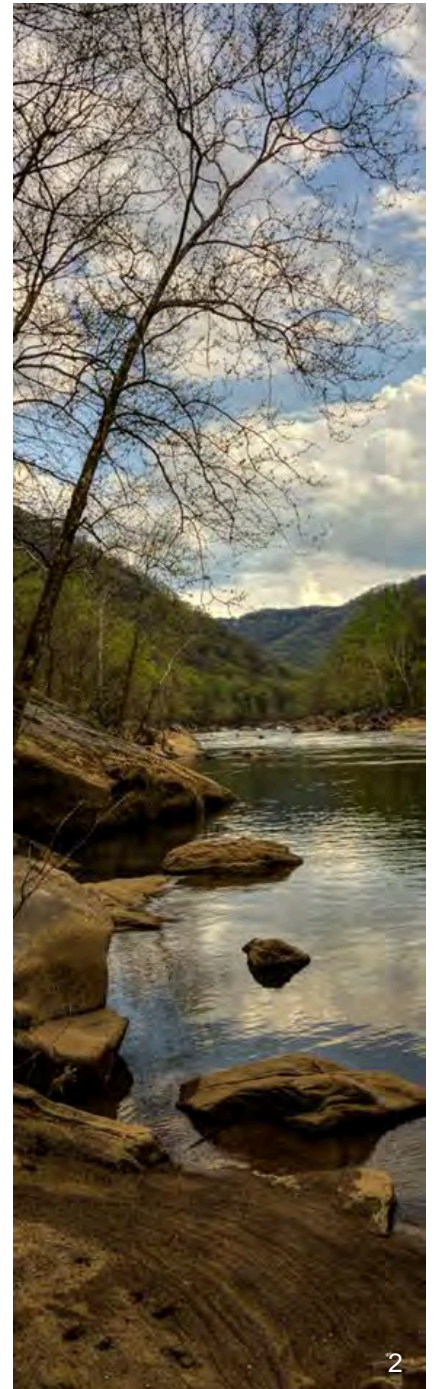
When a person is given the opportunity and presented with the challenges of self-help, they are far more likely to lead a productive, independent life. We can all learn from those who live and work with us daily. Those distinctive differences in people add creativity and zest to living. Every person is a unique individual with the potential to live a personally satisfying life given the needed supports.

Nothing is impossible *if* we truly believe and work together. Every day I am proud to be a small part of what began as one person's dream. Knowing that I have somehow participated in what is now the mission of countless people helping others to become totally included and accepted by one's peers regardless of abilities is beyond description.

Sincerely,

Sherry Taylor, Executive Director

*Reflecting* 2019 ANNUAL REPORT







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 genuine commitment to working with the DRS administration. Through the vocational rehabilitation program, we invest in people with disabilities who want to go to work. The partnership between DRS and the State Rehabilitation Council helps us to meet the employment needs of West Virginians with disabilities.

During fiscal year 2019, DRS provided essential services to 8,240 West Virginians with disabilities. This assistance enabled 868 of these individuals to enter gainful employment or to maintain their current vocation.

I appreciate each Council member's dedication and commitment to our very important mission of enabling and empowering individuals with disabilities to work and to live independently. You bring distinct experiences to this collaborative partnership, which benefit our consumers by helping to remove employment-related barriers in the workplace.

With the assistance of the State Rehabilitation Council, essential goals for the vocational rehabilitation program are established and met and program performance is monitored regularly. Working together, DRS and the Council continue to empower DRS consumers by promoting self-sufficiency and maximizing employment potential to ensure a smooth transition into the workforce.

Thank you for your continued dedication to the thousands of West Virginians with disabilities who ultimately benefit from the vocational rehabilitation program!

Sincerely,

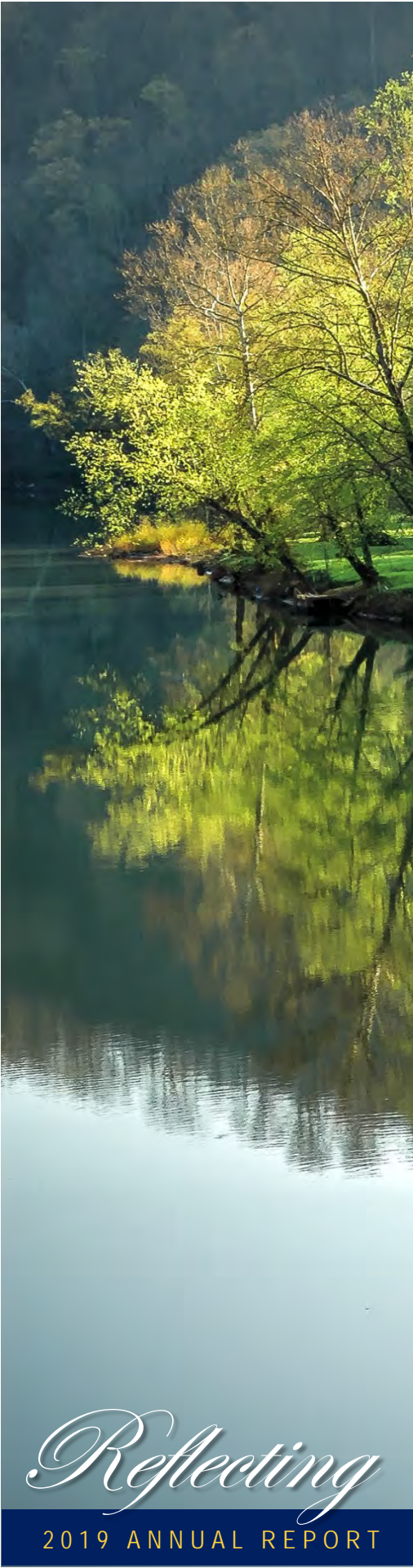
Marijane K. Waldron, Director





# 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.



## Council Responsibilities & Purpose

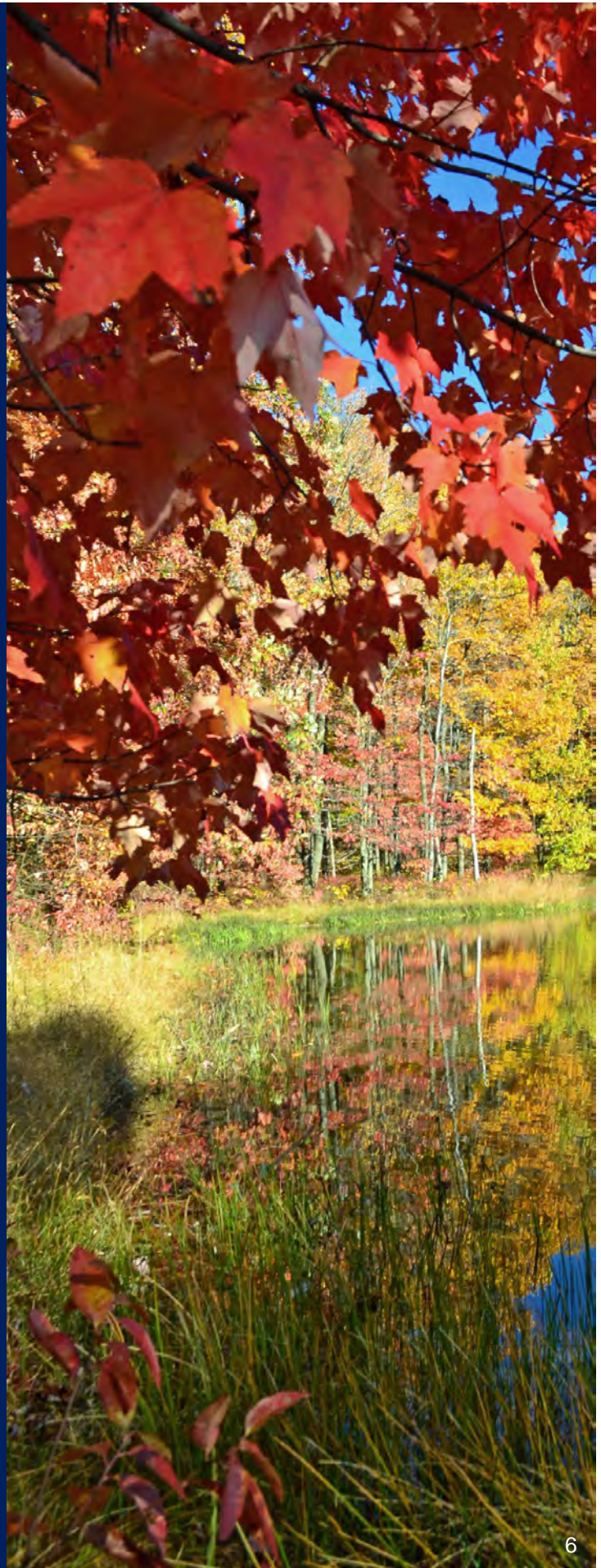
The West Virginia State Rehabilitation Council (WV SRC) is established in Section 105 of the Rehabilitation Act of 1973, as amended (ACT), and 34 CFR 361.16-361.17 of its implementing regulations. The WV SRC gives advice to and works in partnership with the West Virginia Division of Rehabilitation Services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

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

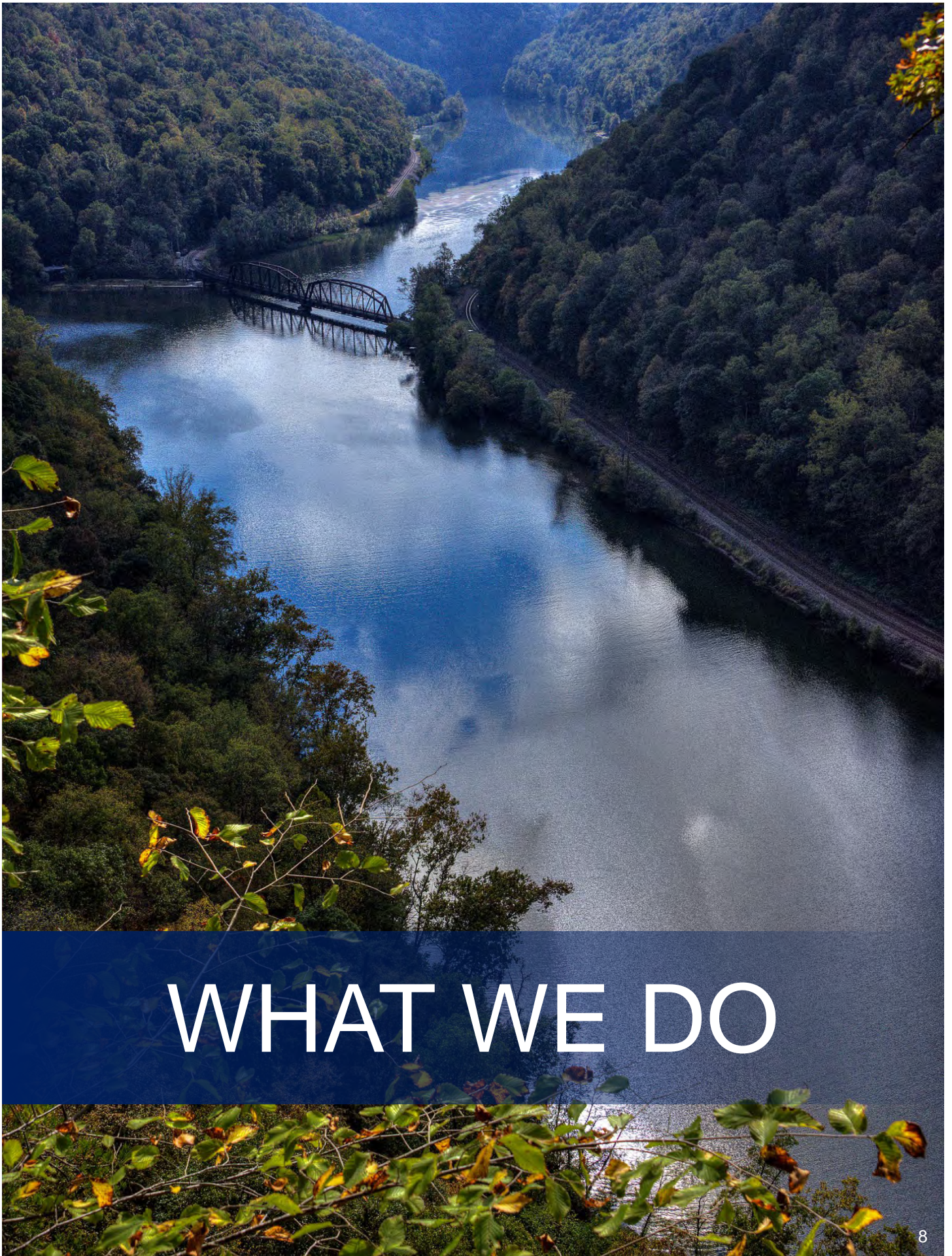
The WV SRC coordinates various activities with other partners to assist in educating the public on pertinent issues. The Council continually strives to enrich and maintain the working relationships between WV DRS, the National Coalition of State Rehabilitation Councils (NCSRC), Council of State Administrators 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 original purpose of Title I of the ACT and its implementing regulations and WIOA.

## *Reflecting*

2019 ANNUAL REPORT





# 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 WVSRC Executive Director serves as an active member of the WV DRS Executive Management Group and on various agency, statewide & 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.

## 2018 – 2019 ACCOMPLISHMENTS

WV SRC met four (4) times during this past fiscal year

Members reviewed and amended Mission, Vision & Bylaws

Nominated and received new member appointments from Governor Earl Ray Tomblin

Executive Director participated on the Agency's Executive Management Group

WV SRC website updated and active

Members received written annual financial compilation report by an independent contracted auditor

Received State of the Agency presentations by WV DRS Director or her representative at each WV SRC meeting

Council was provided up-to-date information at each Council meeting regarding Agency financial status, performance benchmarks & RSA regulations by VR staff

The Council is continually educated on the WIOA changes and the impact on the agency

Council served as the Policy Consultation Committee for the Agency to assist in drafting, reviewing and amending Agency policy

Agency presented any policy changes to Council in person, by email and/or via conference calls with detailed explanations as needed

Council amended recommendations in writing for the WV DRS Unified State Plan and received their plan of action for SRC recommendations

WV DRS staff made numerous presentations to Council for education of programs & services offered by the Agency

Collaborated with WV DRS on the 2018 Diversifying Perspectives Art Contest and Exhibition

WV SRC Executive Director continues to work with CSAVR on the SRCs' role on the Vision 2020 project

The Annual Report Committee developed and disseminated the Annual Report

The Annual Report was sent to Governor, Secretary of State, Rehabilitation Services Administration (RSA), State legislature, members of Congress, US states & territories, and given out at SRC events.



Posted Annual Reports on the WV SRC, WV DRS and NCSRC websites for viewing

Updated and mailed the Consumer Satisfaction Survey to all closed VR cases

The 2017 - 2018 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

Continued partnering with the WV Statewide Independent Living Council (WV SILC) and WV DRS for the Essay Contest focusing on the impact of the Disability Movement for all WV high school seniors

WV SRC Chairperson & other Council members serve in dual role to give Council representation on the WVSILC

Members of the Council attended the Ability Works program in October 2018

Several Council members and Executive Director, along with WVDRS staff, attended the spring and fall NCSRC & Council of State Administrators of Vocational Rehabilitation (CSAVR) conferences in Bethesda, Maryland and Long Beach, California respectively

Executive Director participated in the WV DRS Pre-Employment Transition Services Conference at the Morgantown, WV Marriott Waterfront Place August 19<sup>th</sup> ~ 23<sup>rd</sup>

Executive Director serves as the Vice President & Treasurer on the National Coalition of State Rehabilitation Councils (NCSRC) Board of Directors representing Region 3

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

Orchestrates monthly NCSRC scheduled conference calls for the Board of Director meetings.

Participates in the six (6) national SRC conference calls with other SRCs, RSA staff and featured speakers ~ topics for the calls are based on needs voiced by members of the SRCs

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

Executive Director assisted in the designing and launching of the national website for the NCSRC



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

Executive Director and past authors rewrote the outdated 2011 36<sup>th</sup> IRI book on The State Rehabilitation Council – Vocational Rehabilitation Partnership

Executive Director mentoring other state & territory SRCs on the role of the SRC

The newly 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

**Our Council Members represent the Council & Agency by serving on or being instrumental in:**

- Community Rehabilitation Programs (CRP) Advisory Committees
- Facilitating communication between WV DRS and Construction Trades Apprenticeship Programs across WV
- Participating in Disability Advocacy Day in February 2019 at State Capitol with Council display & dissemination of informational materials
- Greenbrier Valley Disability Awareness Committee
- Monroe County WIOA Partnership
- Co-ambassador to the Greenbrier County Health Alliance representing the disability community
- Serving on a Census Committee to help identify and locate individuals with disabilities
- WV TBI Advisory Board
- Member of the Alliance of Information & Referral Systems
- President of Grant County Board of Health
- National Association of Area Agencies on Aging
- Working with educators on IEP of family member who has physical and neurological disabilities
- Award winning author
- President and CEO of The Un-Prescription Foundation for Autism, Inc.
- Speaker of NCMIC Speakers Bureau
- Founder of Autism Health, PLLC



# GOALS AND OBJECTIVES

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;

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;

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 to other SRCs;

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.



## WEST VIRGINIA DIVISION OF REHABILITATION SERVICES

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 WV Division of Rehabilitation Services (WV DRS) Unified State Plan for Vocational Services. 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 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 Investment Board, 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

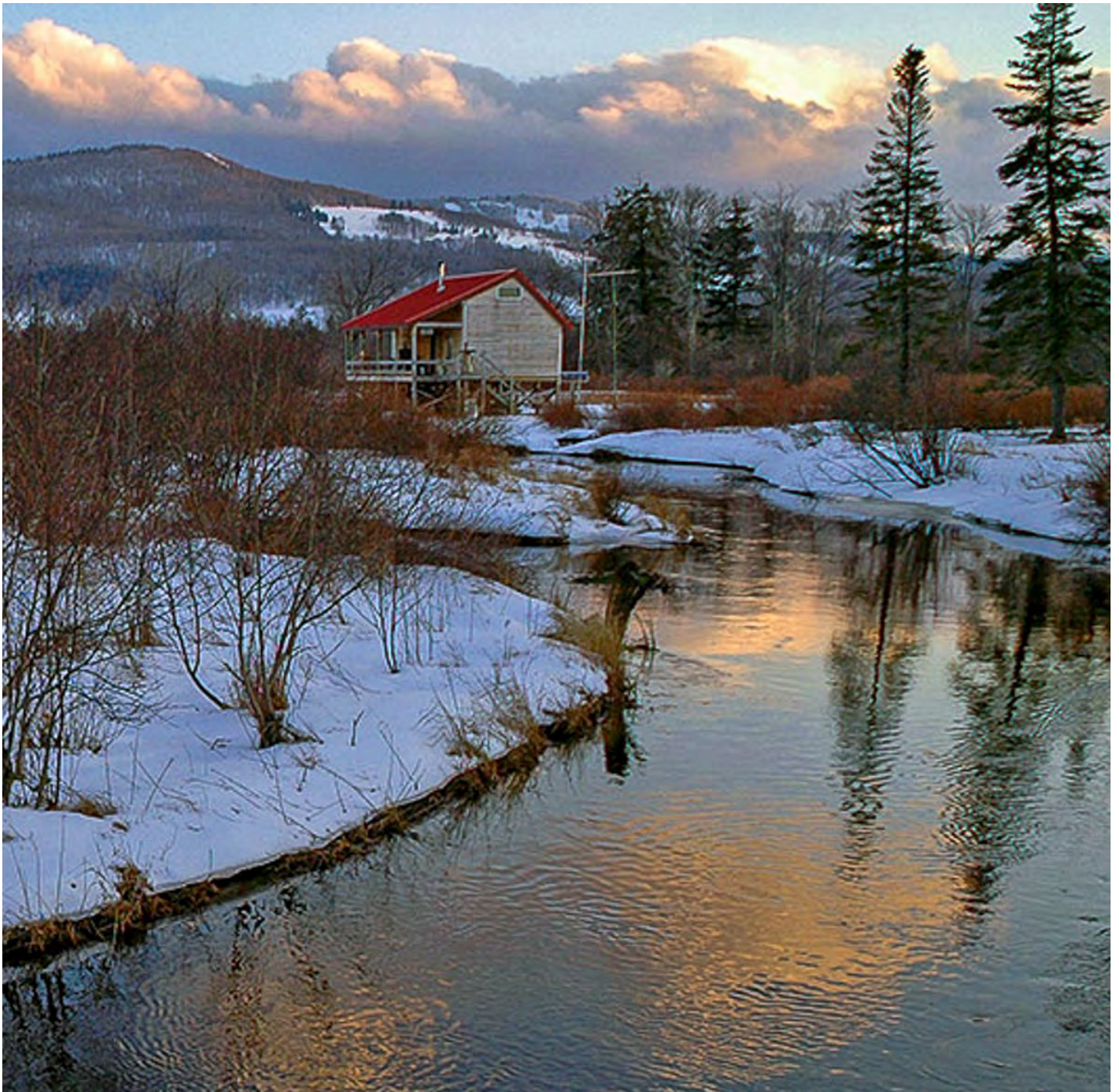
invaluable to the success of the agency and Council. WV DRS provides informative education when making presentations to our membership during each meeting or as needed. We greatly appreciate the WV DRS liaison to our Council, Rich Ward, who is a valuable asset, informed resource and contributor to our 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, his team continues to educate the Council members so that WV DRS exceeds other states in this realm.

The WV SRC is indebted to the open communication and continuous support received from the agency director and her staff. 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 ultimate services and programs while meeting the standards set by RSA.





# PERSONAL CHARACTERISTICS





# Reflecting 2019 ANNUAL REPORT

## PERSONAL CHARACTERISTICS OF STATE REHABILITATION CLIENTS IN FEDERAL FISCAL YEAR 2019

DISTRICT	NUMBER OF CLIENTS	PERCENTAGE
District 1	1,510	18.33%
District 2	1,188	14.42%
District 3	1,193	14.48%
District 4	1,554	18.86%
District 5	1,909	23.17%
District 6	886	10.75%
TOTAL / STATE	8,240	100%



# 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	471	54.26%
Enrolled in High School	140	16.13%
One or more years of post secondary education	120	13.82%
Attained post secondary certification, license, or educational certificate (non-degree)	26	3.00%
Associate's Degree	18	2.07%
Bachelor's degree	36	4.15%
Degree beyond a Bachelor's Degree	17	1.96%
Less than High School Diploma, not attending at time of IPE	40	4.61%
<b>Total</b>	<b>868</b>	<b>100%</b>





# PERSONAL CHARACTERISTICS

Age at application of individuals vocationally rehabilitated:

AGE	INDIVIDUALS	PERCENT
Less than 20	444	51.15%
20 through 34	210	24.19%
35 through 44	73	8.41%
45 through 64	131	15.09%
65 and over	10	1.15%
<b>Total</b>	<b>868</b>	<b>100%</b>

Race of individuals vocationally rehabilitated:

RACE	INDIVIDUALS	PERCENT
White	809	93.20%
Black or African American	38	4.38%
American Indian or Alaska Native	2	0.23%
Asian	1	0.12%
Native Hawaiian Pacific Islander	1	0.12%
More Than One Race	16	1.84%
No Response	2	0.12%
<b>Total</b>	<b>868</b>	<b>100%</b>

Gender of individuals vocationally rehabilitated:

GENDER	INDIVIDUALS	PERCENT
Male	469	54.03%
Female	399	45.97%
<b>Total</b>	<b>868</b>	<b>100%</b>



# PERSONAL CHARACTERISTICS

Referral source of individuals vocationally rehabilitated:

SOURCE	INDIVIDUALS	PERCENT
American Indian VR Services Program	1	0.12%
Centers for Independent Living	2	0.23%
Child Protective Services	1	0.12%
Community Rehabilitation Program	25	2.88%
Consumer Organizations for Advocacy Groups	1	0.12%
Corrections / Other (Adult, NOT Direct Referral by WV Div. of Corrections to DRS)	3	0.35%
Educational Institutions (elementary / secondary)	333	38.36%
Educational Institutions (post-secondary)	56	6.45%
Family / Friends	67	7.72%
Intellectual and Developmental Disabilities Providers	9	1.04%
Medical Health Provider (Public or Private)	41	4.72%
Mental Health Providers (Public or Private)	38	4.38%
Other One-Stop Partner	4	0.46%
Other State Agencies	3	0.35%
Other VR Agencies	4	0.46%
Other WIOA-funded Programs	1	0.12%
Self-referral	218	25.12%
Social Security Administration (Disability Determination Service or District Office)	7	0.81%
Temporary Assistance for Needy Families (TANF)	1	0.12%
Veteran's Health Administration	2	0.23%
Wagner-Peyser Employment Service	5	0.58%
Welfare Agency (State or Local Government)	5	0.58%
WV Division of Corrections to DRS/Corrections Program	1	0.12%
Other Sources	40	4.61%
<b>Total</b>	<b>868</b>	<b>100%</b>



# PERSONAL CHARACTERISTICS

Primary disabling condition of individuals vocationally rehabilitated:

SENSORY / COMMUNICATION IMPAIRMENTS	INDIVIDUALS	PERCENT
Blindness	8	0.92%
Other visual impairment	22	2.53%
Deafness, Primary Communication Visual	4	0.46%
Deafness, Primary Communication Auditory	11	1.27%
Hearing Loss, Primary Communication Visual	3	0.35%
Hearing Loss, Primary Communication Auditory	23	2.65%
Other Hearing Impairments (Tinnitus, Menier's Disease, hyperacusis, etc.)	1	0.12%
Deaf-Blindness	1	0.12%
Communicative Impairments (expressive/receptive)	3	0.35%

PHYSICAL IMPAIRMENTS	INDIVIDUALS	PERCENT
Mobility Orthopedic/Neurological Impairments	44	5.07%
Manipulation/Dexterity Orthopedic/Neurological Impairments	7	0.81%
Both mobility and Manipulation/Dexterity Orthopedic/Neurological Impairments	10	1.15%
Other Orthopedic Impairments (e.g., limited range of motion)	25	2.88%
Respiratory Impairments	24	2.76%
General Physical Debilitation (fatigue, weakness, pain, etc.)	50	5.76%
Other Physical Impairments (not listed above)	78	8.99%

MENTAL IMPAIRMENTS	INDIVIDUALS	PERCENT
Cognitive Impairments (impairments involving learning, thinking, processing information and concentration)	318	36.64%
Psychosocial Impairments (interpersonal and behavioral impairments, difficulty coping)	221	25.46%
Other Mental Impairments	15	1.73%

<b>TOTAL</b>	<b>868</b>	<b>100%</b>
--------------	------------	-------------



# PERSONAL CHARACTERISTICS

West Virginians receiving rehabilitative services by county:

COUNTY	INDIVIDUALS	PERCENT
Barbour	5	0.58
Berkeley	22	2.53
Boone	12	1.38
Braxton	2	0.23
Brooke	22	2.53
Cabell	78	8.99
Calhoun	1	0.12
Clay	5	0.58
Doddridge	1	0.12
Fayette	14	1.61
Gilmer	2	0.23
Grant	10	1.15
Greenbrier	20	2.30
Hampshire	12	1.38
Hancock	20	2.30
Hardy	10	1.15
Harrison	23	2.65
Jackson	8	0.92
Jefferson	6	0.69
Kanawha	103	11.87
Lewis	3	0.35
Lincoln	14	1.61
Logan	25	2.88
Marion	20	2.30
Marshall	9	1.04
Mason	8	0.92
McDowell	25	2.88
Mercer	43	4.95

COUNTY	INDIVIDUALS	PERCENT
Mineral	12	1.38
Mingo	14	1.61
Monongalia	39	4.49
Monroe	5	0.23
Morgan	5	0.58
Nicholas	9	1.04
Ohio	18	2.07
Pendleton	5	0.58
Pleasants	0	0.0
Pocahontas	10	1.15
Preston	12	1.38
Putnam	28	3.23
Raleigh	41	4.72
Randolph	10	1.05
Ritchie	2	0.23
Roane	6	0.69
Summers	4	0.46
Taylor	3	0.35
Tucker	0	0.00
Tyler	0	0.00
Upshur	10	1.15
Wayne	9	1.04
Webster	3	0.35
Wetzel	0	0.00
Wirt	2	0.23
Wood	55	6.34
Wyoming	55	2.88
<b>TOTAL</b>	<b>868</b>	<b>100%</b>



# PERSONAL CHARACTERISTICS

Occupation of individuals vocationally rehabilitated:

OCCUPATION	INDIVIDUALS	PERCENT
Management Occupations	31	3.57%
Business and Financial Operations Occupations	21	2.42%
Computer and Mathematical Occupations	19	2.19%
Architecture and Engineering Occupations	15	1.73%
Life, Physical, and Social Science Occupations	12	1.38%
Community and Social Services Occupations	52	5.99%
Legal Occupations	3	0.35%
Education, Training, and Library Occupations	54	6.22%
Arts, Design, Entertainment, Sports, and Media Occupations	15	1.73%
Healthcare Practitioners and Technical Occupations	105	12.10%
Healthcare Support Occupations	21	2.42%
Protective Service Occupations	19	2.19%
Food Preparation and Serving Related Occupations	48	5.53%
Building and Grounds Cleaning and Maintenance Occupations	68	7.14%
Personal Care and Service Occupations	55	6.34%
Sales and Related Occupations	30	3.46%
Office and Administrative Support Occupations	87	10.02%
Farming, Fishing, and Forestry Occupations	3	0.35%
Construction and Extraction Occupations	23	2.65%
Installation, Maintenance, and Repair Occupations	24	2.76%
Production Occupations	105	12.10%
Transportation and Material Moving Occupations	63	7.26%
Military Specific Occupations	0	0.08%
Randolph-Sheppard Vending Facility Clerk	0	0.00%
Randolph-Sheppard Vending Facility Operator	1	0.12%
Homemaker*	0	0.00%
Unpaid Family Worker*	0	0.00%
<b>TOTAL</b>	<b>868</b>	<b>100%</b>

\*Occupation outside the competitive labor market





## PERSONAL CHARACTERISTICS FY 2019

- Number of individuals rehabilitated (with an employment outcome): **868**
- Number (percent) of vocationally rehabilitated individuals placed in competitive employment: **868 / 100%**
- Number of individuals with significant disabilities served: **7,664**
- Total number of clients served: **8,240**

Total annual earnings of those receiving vocational rehabilitation services:

At Referral	\$5,131,880
After Rehabilitation	\$23,316,176
Percentage increase in annual earnings due to rehabilitation	354%

*Reflecting*  
ON OUR ACCOMPLISHMENTS  
2019 ANNUAL REPORT



A scenic photograph of a pond. In the foreground, there are tall, brownish reeds and green grasses. The pond's surface is calm, reflecting the sky and the surrounding greenery. A cluster of green lily pads floats in the middle of the pond. In the background, a dense forest of green trees lines the shore. The sky is blue with scattered white clouds. A small wooden dock is visible on the right side of the pond.

# SATISFACTION SURVEY



# Consumer Satisfaction Survey Report

SEPTEMBER 2018 – AUGUST 2019

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, 30, or 38 (unsuccessful) during the September 2018 to August 2019 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 150 surveys were returned including 78 responses that were coded as being from transitioning youth. This report summarizes those responses and details the findings of the survey for the September 2018 through August 2019 time period.

## DEMOGRAPHIC INFORMATION

The district and closure status were recorded on each survey in preparation for mailing. Each of the surveys was returned with district information. 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 7% of the responses, and no District represented more than 24%. The respondents were asked the county in which they live. There were 132 individuals who reported county information. There was at least one response from 40 of the 55 counties.

DISTRICT ADULTS	NUMBER OF RESPONSES	% OF TOTAL RESPONSES RECEIVED
District 1	33	22%
District 2	28	18.67%
District 3	16	10.67%
District 4	34	22.67%
District 5	28	18.67%
District 6	11	7.33%

DISTRICT 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%



## 2019 SATISFACTION SURVEY (CONTINUED)

### TYPE OF DISABILITY

The consumers were asked to indicate their disability. There were 123 people who listed a disabling condition (e.g., Learning Disability, Cerebral Palsy) or a description of their disability (e.g., Anger issues, Bulging disk). There were 35 people who reported having a **Cognitive**-related impairment (e.g., Reading comprehension, Down Syndrome); 26 individuals who reported having a **Sensory** disability (e.g., Hearing, Diabetic Neuropathy); 25 individuals listed a **Mental Health** disability (e.g., Anxiety, Depression); and 13 people reported having a **Motor-related** disability (e.g., Arthritis; knee injury). There were 24 people included in the **Various/Other** category (e.g., multiple impairments, asthma, pain).

DISABILITY ADULT	RESPONDENTS	% OF TOTAL
Cognitive	35	28%
Sensory	27	22%
Mental Health	25	20%
Other / Various	24	20%
Motor	12	10%
TOTAL	123	100%

DISABILITY YOUTH	RESPONDENTS	% OF TOTAL
Cognitive	32	50.79%
Sensory	15	23.81%
Mental Health	7	11.11%
Other / Various	5	7.94%
Motor	4	6.35%
TOTAL	63	100%



## 2019 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 each of the 150 surveys that were returned. Closure Type 26 can be thought of as a “successful” closure and the other categories represent “unsuccessful” closures. In this sample, 48% (72) of the responses were received from consumers who successfully completed their rehabilitation plan (Status 26), 7% (10) were from those in Status 08, 31% (47) from those in Status 28, 8% (12) from those in closure Status 30, and 6% (9) from those in Status 38. These proportions are similar to the previous reports.

### AGE OF RESPONDENTS

The respondents were asked to indicate the age group to which they belong. There were 139 responses. Of these, about 45% indicated they were 24 years or younger. About 28% were in the 25 to 50 age group, 24% were between 51 and 70 old, and about 4% reported being more than 70 years of age.

AGE	CONSUMERS	PERCENT
24 and under	62	44.60%
Between 25 and 50	39	28.06%
Between 51 and 70	33	23.74%
Over 70	5	3.60%





## 2019 SATISFACTION SURVEY (CONTINUED)

### WORK STATUS OF RESPONDENTS

There were 140 responses to the item about work status. Of these, 56% reported that they were working at the time of the survey, 16% were in school or training, 15% said they were unable to work, 12% were looking for work, 1% reported that they were retired, and no one said that they don't want to work.

WORK STATUS	CONSUMERS	PERCENT
Working	78	55.71%
In School / Training	22	15.71%
Unable to Work	21	15.00%
Looking for Work	17	12.14%
Retired	2	1.43%
Don't Want to Work	0	0%
<b>TOTAL</b>	<b>140</b>	<b>100%</b>



## 2019 SATISFACTION SURVEY (CONTINUED)

76 transitioning youth responded to the item about work status. Of these, about 49% indicated they are working, 28% were in school, 14% were looking for work, and 9% reported that they are unable to work. None of the Youth reported that they don't want to work. Thus, 63% of 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	21	27.63%
Working	37	48.68%
Looking for Work	11	14.47%
Unable to Work	7	9.21%
Don't Want to Work	0	0%
<b>TOTAL</b>	<b>76</b>	<b>100%</b>





## 2019 SATISFACTION SURVEY (CONTINUED)

The consumers were asked to indicate which rights information had been explained to them. There were 121 individuals who responded that at least one right had been explained (81% of the sample). Of these, 45 people (37%) indicated that all rights were explained. Most individuals indicated that they had received several rights explanations. The total number of rights explained was 658. If each of these individuals had been given information about each of the rights listed, the total would have been 968 (121 individuals X 8 issues). The total responses indicate that consumers recalled having been told 68% of the possible rights information.

### RIGHTS EXPLAINED TO CONSUMERS (Adults)

Type of rights information	Consumers	%
Participate in developing my plan	111	92%
Choose how my services were provided	89	74%
Choose who provided my services	86	71%
Appeal any decision about my case	79	65%
Know about all the services that were available	98	81%
Request another DRS counselor	61	50%
Appeal any decision about my services	73	60%
Contact CAP for help in resolving differences	61	50%

### RIGHTS EXPLAINED TO CONSUMERS (Transitioning Youth)

Type of rights information	Consumers	%
Participate in developing my plan	54	89%
Choose how my services were provided	47	77%
Choose who provided my services	44	72%
Appeal any decision about my case	49	69%
Know about all the services that were available	42	80%
Request another DRS counselor	31	51%
Appeal any decision about my services	37	61%
Contact CAP for help in resolving differences	36	59%

## 2019 SATISFACTION SURVEY (CONTINUED)

### 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.

Percent of Adult Responders who agree or strongly agree or disagree by closure type

SATISFACTION ITEM	% Agree or Strongly Agree	
	2017-18	2018-19
1. The eligibility requirements and process for receiving services were clearly explained by DRS staff.	85%	84%
2. My questions were answered clearly by DRS staff.	85%	83%
3. My DRS counselor helped me identify appropriate employment opportunities.	79%	73%
4. My DRS counselor and I developed a plan for employment.	73%	74%
5. I was made aware of the steps and my responsibilities to achieve my employment goal.	79%	85%
6. My DRS counselor stayed in contact with me so I knew what was happening with my services.	74%	79%
7. I received the services needed to reach my employment goal.	71%	72%
8. I am satisfied with the services provided by DRS.	73%	75%
9. My counselor told me about job opportunities.	85%	89%
10. My counselor treated me with respect.	76%	78%
<b>RATING ITEMS</b> (Percent of responders who indicate Above Average or Excellent.)		
1. How would you rate the accessibility at your local DRS office?	84%	89%
2. How would you rate your counselor?	80%	83%
3. How would you rate your overall experience with DRS?	75%	79%



# 2019 SATISFACTION SURVEY (CONTINUED)

## **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).

In this sample, 48% of the clients in the sample had cases that were closed successfully. The remaining 52% were unsuccessful. The percent of consumers who were from the "Successful" and "Unsuccessful" groups who agreed or strongly agreed with each item are displayed in the following table.

The differences, while still striking, were less extreme than in previous surveys. This year, the differences in satisfaction ranged from 20% to 42% difference in satisfaction level for those whose cases were closed successfully versus those who were not successful.

This year's responses by adults, overall, are slightly higher than the reported satisfaction of the previous year. The mean rating across the ten satisfaction items is 80% for this year versus 78% mean rating last year and 76% in the 2016-17 program year.

The data generally show that those whose cases are closed as "unsuccessful" are less likely to report high levels of satisfaction with the services they received. This year, while that pattern held, the observed differences were slightly less extreme than in previous years. This year, the mean rating for the "successful" group was 96% versus a mean rating of 65% for the "unsuccessful" group.



## 2019 SATISFACTION SURVEY (CONTINUED)

Reported Satisfaction for all Respondents:

Satisfaction Item	Successful	Un-successful	Difference
1. The eligibility requirements and process for receiving services were clearly explained by DRS staff.	99%	69%	30%
2. My questions were answered clearly by DRS staff.	96%	70%	26%
3. My DRS counselor helped me identify appropriate employment opportunities.	96%	54%	42%
4. My DRS counselor and I developed a plan for employment.	90%	59%	31%
5. I was made aware of the steps and my responsibilities to achieve my employment goal.	96%	73%	23%
6. My DRS counselor stayed in contact with me so I knew what was happening with my services.	94%	63%	31%
7. I received the services needed to reach my employment goal.	92%	51%	41%
8. I am satisfied with the services provided by DRS.	94%	55%	39%
9. My counselor told me about job opportunities.	99%	79%	20%
10. My counselor treated me with respect.	93%	64%	29%
Rating Item			
1. How would you rate the accessibility at your local DRS office?	98%	78%	20%
2. How would you rate your counselor?	97%	70%	27%
3. How would you rate your overall experience with DRS?	98%	59%	39%





## 2019 SATISFACTION SURVEY (CONTINUED)

The transitioning youth were asked to rate their agreement with a series of statements about their interactions with DRS. Their responses are in the following table. The level of satisfaction by transitioning youth had dropped across the years, but over the last two surveys, there was an increase in satisfaction level. The mean satisfaction level across all survey items was 67% in 2016/17, 77% in 2017/18, and 80% for this year.

The transitioning youth were asked to rate their agreement with a series of statements about their interactions with DRS. Their responses are in the following table. The level of satisfaction by youth had dropped across the years, but over the last two surveys, there was an increase in satisfaction level. The mean satisfaction level across all survey items was 67% in 2016/17, 77% in 2017/18, and 80% for this year. Each of the Satisfaction Items was rated at more than 70% agreement, and 6 items were rated between 80% and 90% agreement. This represents a slight increase in satisfaction level over the previous surveys.

## 2019 SATISFACTION SURVEY (CONTINUED)

### Reported Satisfaction for Transitioning Youth

Reported Levels of Satisfaction by Transitioning Youth	% Agree or Strongly Agree		
Satisfaction Item	2016-17	2017-18	2018-19
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%
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%



## 2019 SATISFACTION SURVEY (CONTINUED)

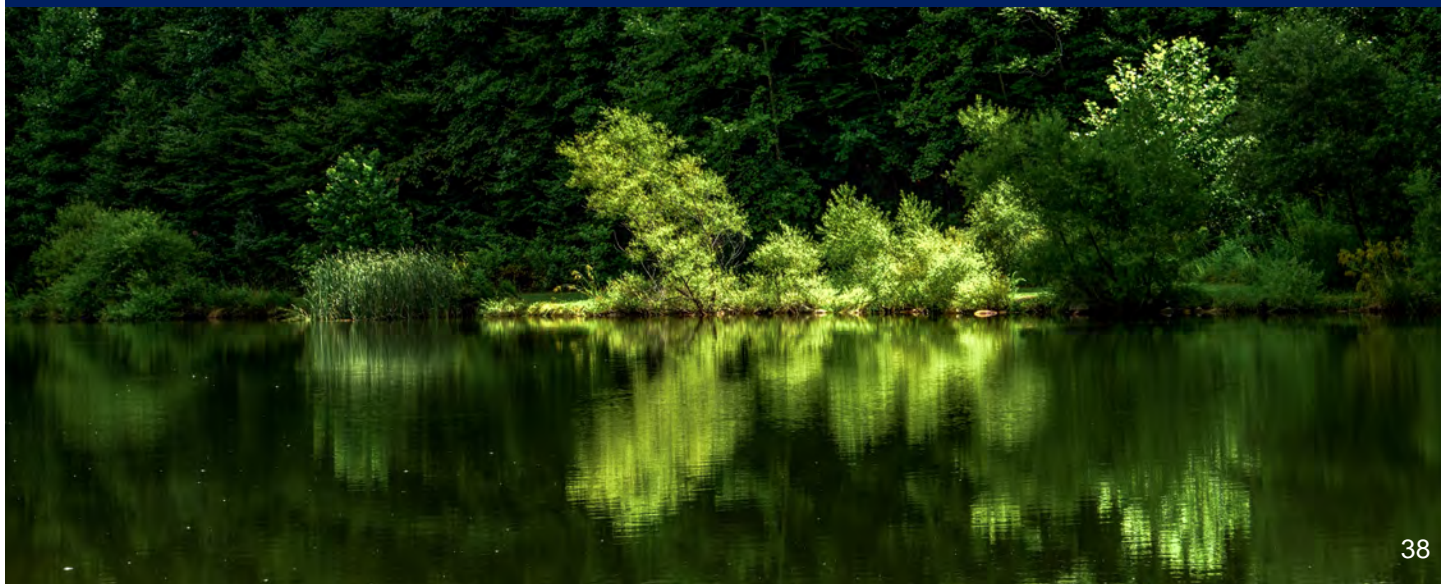
### Open Ended Items

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

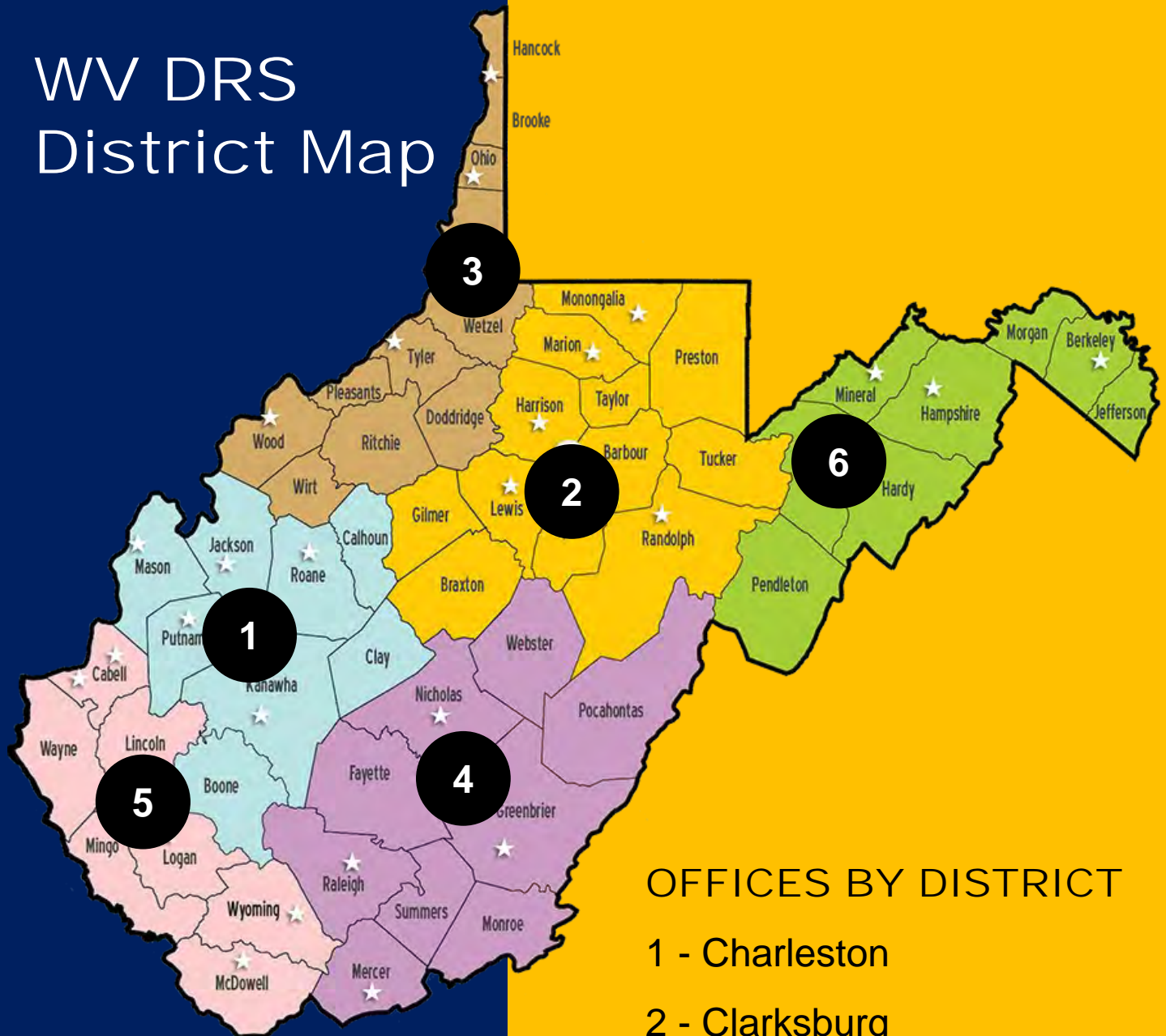
The survey asked adult consumers to identify the DRS service or services they found helpful. There were 126 responses to this question. Of these, 11 people reported that “all” of the services were helpful. Another 18 people said that none of the services were helpful, that they were waiting for services, or that they didn’t receive any services. The remaining responses could be categorized as Education-related services (23), Employment-related services (21), Process-related services (20), Medical-related services (6), Adaptive equipment (5), Financial help (5), Transportation (5), and Other/Various (12).

The transitioning youth survey participants were asked to list the service they found most helpful. There were 63 responses to this question. Of these, 6 people reported that “All” the services were helpful (All helpful, All of them (X 3), DRS was helpful throughout my experience, Everything). There were 7 people who said that they did not find any of the services helpful, or that they never received any services (My son was interested in pursuing schooling and/or a good job. They weren't helpful with either.; None, my counselor was not helpful at all. Everything was late. Had to keep calling to get my stuff I needed.; None (X 3); None. They didn't help me.; They did nothing for me.). Others said the most helpful services were Communication, Education/Training, Employment/Job Services, and Other/Various Services.

The survey showed the trend toward increased levels of satisfaction for consumers served as Transitioning Youth. Last year, the lows were not as low and the ratings of 10 of the items had bumped up by varying degrees. This year, a trend for increased satisfaction is apparent. The satisfaction rating mean across all items for the Transitioning Youth sample was 65% in 2015-16, 67% in 2016-17, 77% in 2017-18, and 80% in this sample. It will be important to continue to monitor the trends in satisfaction. The comments may also be instructive in identifying the issues and concerns of Transitioning Youth.



# WV DRS District Map



## OFFICES BY DISTRICT

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



# WV OFFICES

**DRS Administrative Offices**  
**107 Capitol Street**  
**Charleston, WV 25301**  
**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

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

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

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 5<sup>th</sup> 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

Rehab Tech Department – North  
5000 Greenbag Road F14 and F15  
Morgantown, WV 26501  
304-285-3163

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, Suite 200  
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 and development of the NCSRC. The Executive Director of the WV SRC serves as Vice President and Treasurer of NCSRC.

For the past several years prior to each CSAVR Conference in the spring and fall, the NCSRC has been providing two (2) full days of training for Council members to become

NCSRC continued

more educated, opportunity to network with other states, given outlines of detailed responsibilities and the tools needed to have an effective Council. Attendees offer topics areas in which they would desire more training during conference calls and at each training. The Fall Conference in 2018 was held in October in Long Beach, California and the Spring Conference was conducted in April at Bethesda, Maryland along with visits to our representatives on Capitol Hill.

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 day normally includes meeting 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:**

Developed a formal list serve of each state and territory's Chairperson and their liaison, as well as a secondary list of SRC members. 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 list serve.

The redesign of the Coalition's website. The site is more user friendly and will be 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 conferences is posted on the NCSRC website for Councils to obtain.

Developing & 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.



NCSRC continued

Writing of the State Rehabilitation Council – Vocational Rehabilitation Partnership Under WIOA which replaces the 2011 36<sup>th</sup> Institute on Rehabilitation Issues (IRI): The State Rehabilitation Council – Vocational Rehabilitation Partnership. This book has been published and is available through Amazon or Lulu.

The NCSRC has been included on the agenda to report SRC activities during the Spring and Fall CSAVR Conferences.

The Spring Conference welcomed guest motivational speaker John Evans from Washington to help inspire, encourage and strengthen Councils.

Mentoring states and territories on the role of the SRC has become increasingly more important and needed.

SRC Training Modules are being redeveloped to help SRCs have a more entailed orientation and learning resource for members.

The NCSRC encourages all states & territories to sign the NCSRC Resolution to enrich their Council further. Currently all but 18 of the 78 SRCs have fulfilled this goal. For more information: National Coalition of State Rehabilitation Councils (NCSRC) or [www.ncsrc.net](http://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.







# 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, Cheri Bever,  
Dawn Embry-King, Greg Epps, Ginny Gattlieb,  
Brenda Lamkin and Shawna White

*Reflecting* 2019 ANNUAL REPORT

# WVSRC MEMBER ROSTER

Sherry A. Taylor, Executive Director  
Hurricane, West Virginia

Cheri Bever  
Hurricane, West Virginia

## EXECUTIVE COMMITTEE

Sherry Breeden  
Charleston, West Virginia

Cindy Tucker, Chairperson  
Lewisburg, West Virginia

Michael Casey  
Elkview, West Virginia

Ray Woods, Vice Chairperson  
Saint Albans, West Virginia

Dawn Embrey-King  
Charleston, West Virginia

Janet Lintala, Secretary  
Beckley, West Virginia

Gregory Epps  
Morgantown, West Virginia

Scott Gossard, Treasurer  
Petersburg, West Virginia

Ginny Gattlieb  
Charleston, West Virginia

Robert Gray, Past Chairperson  
Charleston, West Virginia

Beverley Jones, SILC Chair  
Hurricane, West Virginia

## MEMBERS

Brenda Lamkin  
Buckhannon, West Virginia

Marijane Waldron, WV DRS Director  
Huntington, West Virginia

Deborah Wanzer  
White Sulphur Springs, West Virginia

Alyce Almond  
Daniels, West Virginia

Shawna White  
Charleston, West Virginia

Eric Arnold  
Charleston, West Virginia

Rich Ward  
WV DRS Liaison  
Spenser, West Virginia



# COUNCIL MEMBER QUOTES

ALYCE



## **Alyce Almond, Daniels**

I am thankful to be a part of the SRC to help improve DRS services statewide. This is my third year serving on the Council and I am proud of WV constantly being a front runner in providing vocational rehabilitation services and having a functioning Council.

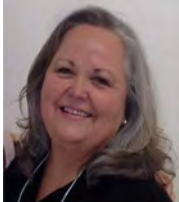
ERIC



## **Eric Arnold, Charleston**

Being associated with the SRC and their efforts to partner with WV DRS as an advocate for educating, vocational training and employment of individuals with disabilities is an honor and a privilege.

SHERRY



## **Sherry Breeden, Charleston**

Serving on the WV State Rehabilitation Council (WVSRC) has opened my eyes to the great work of the WV Division of Rehabilitation Services (DRS). The committed DRS staff and employees make it possible for many individuals with disabilities to achieve their employment goals. As the labor representative, I am honored to be one of the members of the SRC.

MICHAEL



## **Michael Casey, Elkins**

It is my pleasure to serve on the Council for such a valuable agency. DRS excels in providing opportunities and resources for individuals to become full, contributing members of society. This is a valuable resource for our State.

DAWN



## **Dawn Embrey, Charleston**

The WV State Rehabilitation Council supports individuals with disabilities across the state. The work of the Council is in direct alignment with the WVDE as we strive to support students with disabilities and the educators that provide them services.

GREG



## **Greg Epps, Morgantown**

It is an honor for me to serve on the West Virginia State Rehabilitation Council, which consists of individuals who truly care about the well-being of all the people of our state. This group of individuals collectively work together as a team to make a difference in the lives of others. I greatly value the opportunity to serve on the SRC Council.

GINNY



## **Ginny Gattlieb, Charleston**

As my time on the Council is winding down, serving on the SRC has been my distinct pleasure. I have met many dedicated people committed to finding employment and opportunities for people with disabilities. We still have work to do and obstacles to overcome to meet the rehabilitation needs of WV, but we are on the way to success.

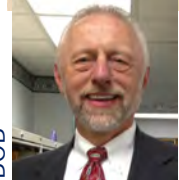
SCOTT



## **Scott Gossard, Petersburg**

I have served on the State Rehab Council for nine years. I consider this a privilege, because of the outstanding work of our Rehabilitation Service agency and their staff. The Agency and the Council both are recognized nationally for their excellence and work.

BOB



## **Bob Gray, South Charleston**

Serving on the Council has enriched my life. I hope, in some small way, I have returned that honor.

# COUNCIL MEMBER QUOTES

BEVERLEY



## **Beverley Jones, Hurricane**

I am privileged to have served as the WV SILC Chair for the past couple of years. I have made many connections in the SRC network. I am very interested in PreETS, because we have so many students that could benefit from this program. I am hoping to stay connected with the SRC in the future. This has been a very informative experience.

BRENDA



## **Brenda Lamkin, Buckhannon**

Representing WV Parent Training and Information, we are honored to be a member of the WV State Rehabilitation Council. It is encouraging, not only at the WVPTI Director, but as the parent of a young adult with a disability, to learn about the services available for transition, post-secondary education, and work success.

JANET



## **Janet Lintala, Beckley**

As my term on the Council ends, to have been a part of such a diverse and dynamic group is exciting. We continue our SRC mission to enable those with disabilities to work and live independently. I share a united vision that every person can be a happy productive member of their community.

DEBBIE



## **Debbie Lovely, South Charleston**

40 years ago I was working as a rehabilitation counselor in the DRS Charleston District office. My career with DRS would evolve to include many assignments, including Director, before retiring. It is an honor to have the opportunity to still be involved with an agency that has done so much for so many people with disabilities through the years.

CINDY



## **Cindy Tucker, Lewisburg**

My experience as Chairperson of the State Rehab Council has been very rewarding. Having the opportunity to provide input into the Unified State Plan and working closing with DRS to ensure services to West Virginians with disabilities are received appropriately is an honor.

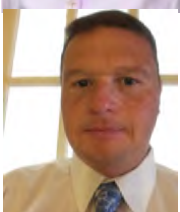
DEB



## **Deb Wanzer, White Sulphur Springs**

Serving on the SRC for several years has been a rewarding opportunity. To assist and support in the improvement of rehabilitation services to West Virginia citizens is an honor and a privilege.

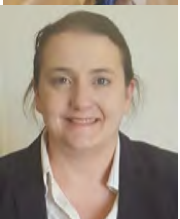
RICH



## **Rich Ward, Spencer**

Serving as the Division of Rehabilitation Services liaison to the State Rehabilitation Council is a great privilege. It is an honor to be a part of the important work that both organizations do.

SHAWNA



## **Shawna White, Charleston**

Being the CAP representative for the WV SRC provides me with the great opportunity to bring client concerns directly to the administrators of the Agency.

RAY



## **Ray Woods, Saint Albans**

It has been an eye-opening experience to see that both the WVDRS & WVSRC are a nationally recognized organizations.



## 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 six (6) times a year. The February meeting is a conference call because of the possibility of inclement weather. 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 31<sup>st</sup> 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](mailto: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

**APPLICATIONS MUST BE RECEIVED BY MAY 31**

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](mailto: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





**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  
Fax: (304) 558-1691  
Cell: (304) 561-4846  
Email: sherry.a.taylor@wv.gov

**[www.wv-src.org](http://www.wv-src.org)**



**Graphic Design by Kelly Crimi**

[kellycrimi@twc.com](mailto:kellycrimi@twc.com)

[KFAAdvertisingServices.com](http://KFAAdvertisingServices.com) Phone:  
502-468-8822



**Photography by Rick Burgess**

[Jazzbo713@hotmail.com](mailto:Jazzbo713@hotmail.com)

[Rick.Burgess@facebook.com](https://www.facebook.com/Rick.Burgess) Phone:  
304-541-1114

**West Virginia**  
**SRC**  
State Rehabilitation Council

*Reflecting* 2019 ANNUAL REPORT