



West Virginia

SRC

State Rehabilitation Council

2021 ANNUAL REPORT

*Featuring Images from New River Gorge National Park & Reserve*





Hello from West Virginia ~

As my term as the WV State Rehabilitation Council Chairperson and my appointment to the Council comes to an end, I would like to thank the Council and Agency for this wonderful experience. I feel this partnership gives West Virginia the edge and expertise of being a national leader and example.

Having the opportunity to attend NCSRC & CSAVR conferences, I have seen first-hand how our VR agency and WVSRC are pacesetters and mentors for other states and territories. Both are respected and recognized by our peers. Our mission states who we are and what we are achieving. Our vision demonstrates where we are going. Working together, we are changing lives.

I would like to thank the members of the Council for their cooperation, dedication and professionalism. I commend the Agency under the direction of former Director Marijane Waldron and now Acting Director Pisnu Bua-lam for their guidance and sharing of information that gives the Council the tools to meet the responsibilities we must achieve.

I am humbled to have been part of this journey. I wish the Council and Agency the very best and look forward to continuing to work with you.

Gratefully,

Michael Casey





Hello from West Virginia ~

What a year we have all had! The pandemic has made us strive to become more creative, resourceful and efficient in how we have accomplished our responsibilities. Having the WVSRC housed within the VR offices, I have the distinct opportunity of watching the WV DRS staff continue to improve their services and programs. Their passion and dedication leave me in awe.

This has certainly been a year of challenges, change and growth. We have welcomed our new Acting VR Director Pisnu Bua-lam and are eager to work with him and his team in his quest to expand the Agency to new horizons. The Council has worked with Director Bua-lam for many years and will support his plan and foresight.

Meeting virtually this past year has altered the structure of our Council meetings, but our dedication and advocacy has not wavered. The Council embraces the mission and vision of the Agency and Council. As we strive in our continuing efforts to help bridge the need for services and provide opportunities to enrich the lives of West Virginians with disabilities, the WV SRC will persevere in our pursuit to be a leader and pacesetter.

I am so very proud and humbled to be considered a part of this amazing team of incredible individuals who are without a doubt ~ the best in our wonderful country.

With warm regards,

*Sherry A. Taylor*

Executive Director





**100**  
1920-2020

100 years of serving people with disabilities

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State Capitol  
P.O. Box 50890  
Charleston, WV 25305-0890  
PHONE 304.356.2060  
FAX 304.558.1421  
WVDRS.ORG



Dear Friends of the State Rehabilitation Council:

On behalf of the West Virginia Division of Rehabilitation Services (DRS), I express my appreciation to the State Rehabilitation Council for its partnership and support of the DRS mission, which is:

Together, we enable and empower individuals with disabilities to work and to live independently by providing individualized services to consumers and employers.

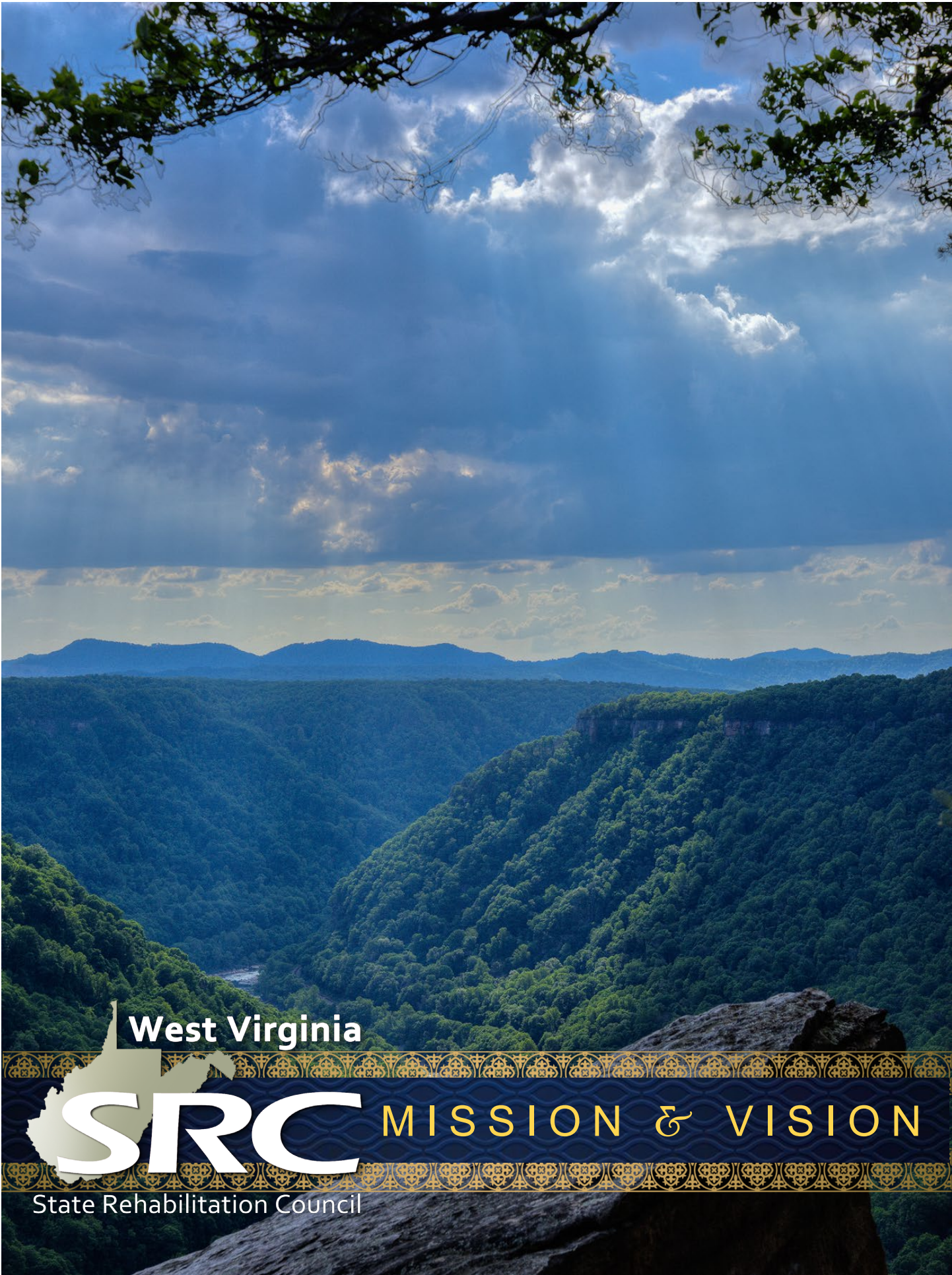
Each member of the State Rehabilitation Council is dedicated to service and brings unique experiences to our collaborative partnership. The SRC and its members serve a vital purpose, which is even more important as DRS endeavors to increase coordination and cooperation among partners at both the state and local levels. Our goal is to expand access and opportunities for individuals, especially students, with disabilities to participate and succeed in education and training programs that will lead to high-quality employment.

The SRC offers a variety of expertise and connections that will play an integral role. We strive to expand access and availability of vocational rehabilitation services throughout West Virginia. We can ultimately empower DRS consumers to have increased opportunities to achieve higher quality, integrated, competitive employment outcomes.

Thank you for your continued dedication and your hard work to build a strong partnership between DRS and the SRC that benefits consumers of West Virginia's vocational rehabilitation program!

Sincerely,

Pisnu Bua-lam  
Acting Director



West Virginia



MISSION & VISION

State Rehabilitation Council



## **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 AND PURPOSE

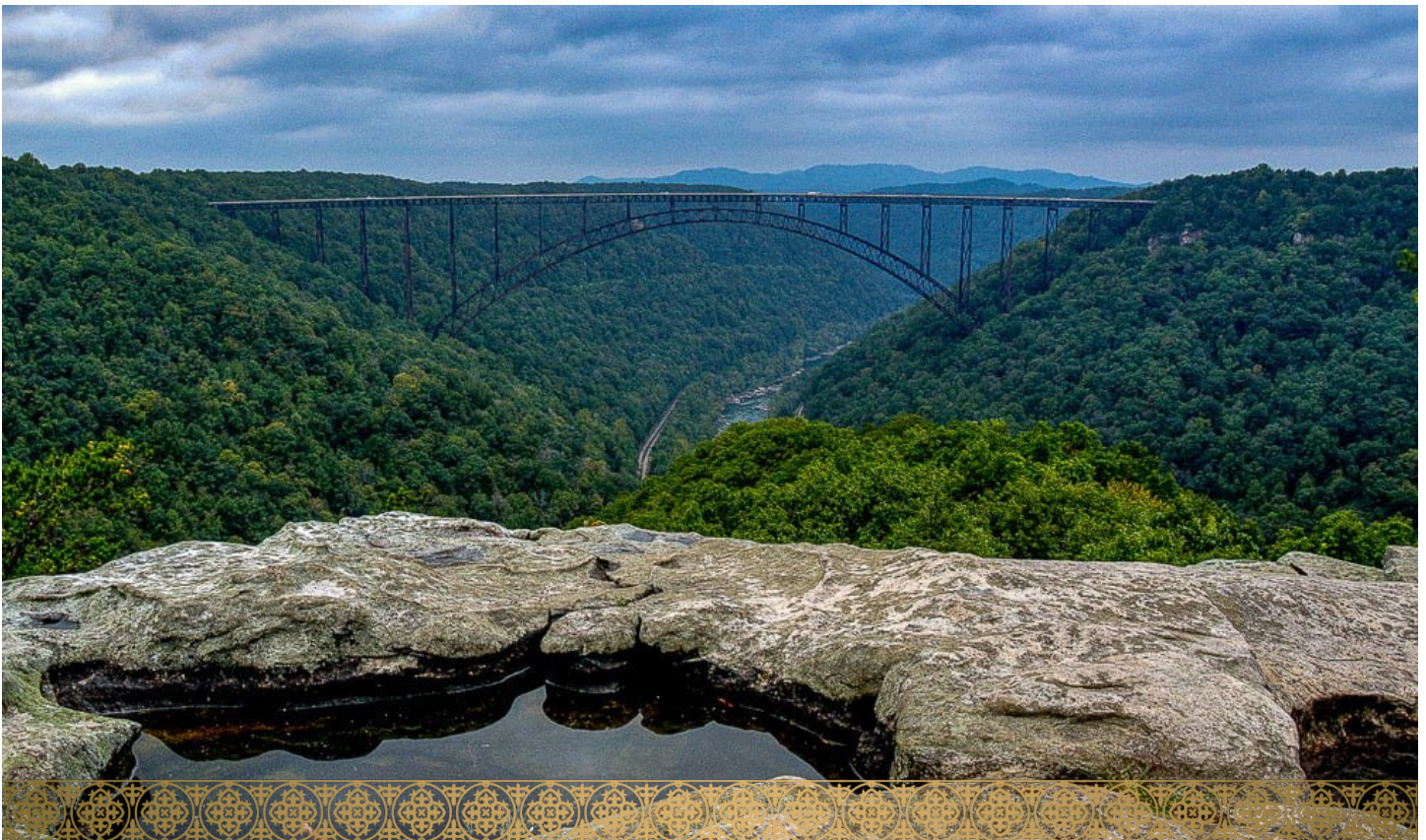
The West Virginia State Rehabilitation Council (WV SRC) is established in Section 105 of the Rehabilitation Act of 1973, as amended (ACT), and 34 CFR 361.16-361.17 of its implementing regulations. The WV SRC gives advice to and works in partnership with the West Virginia Division of Rehabilitation Services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







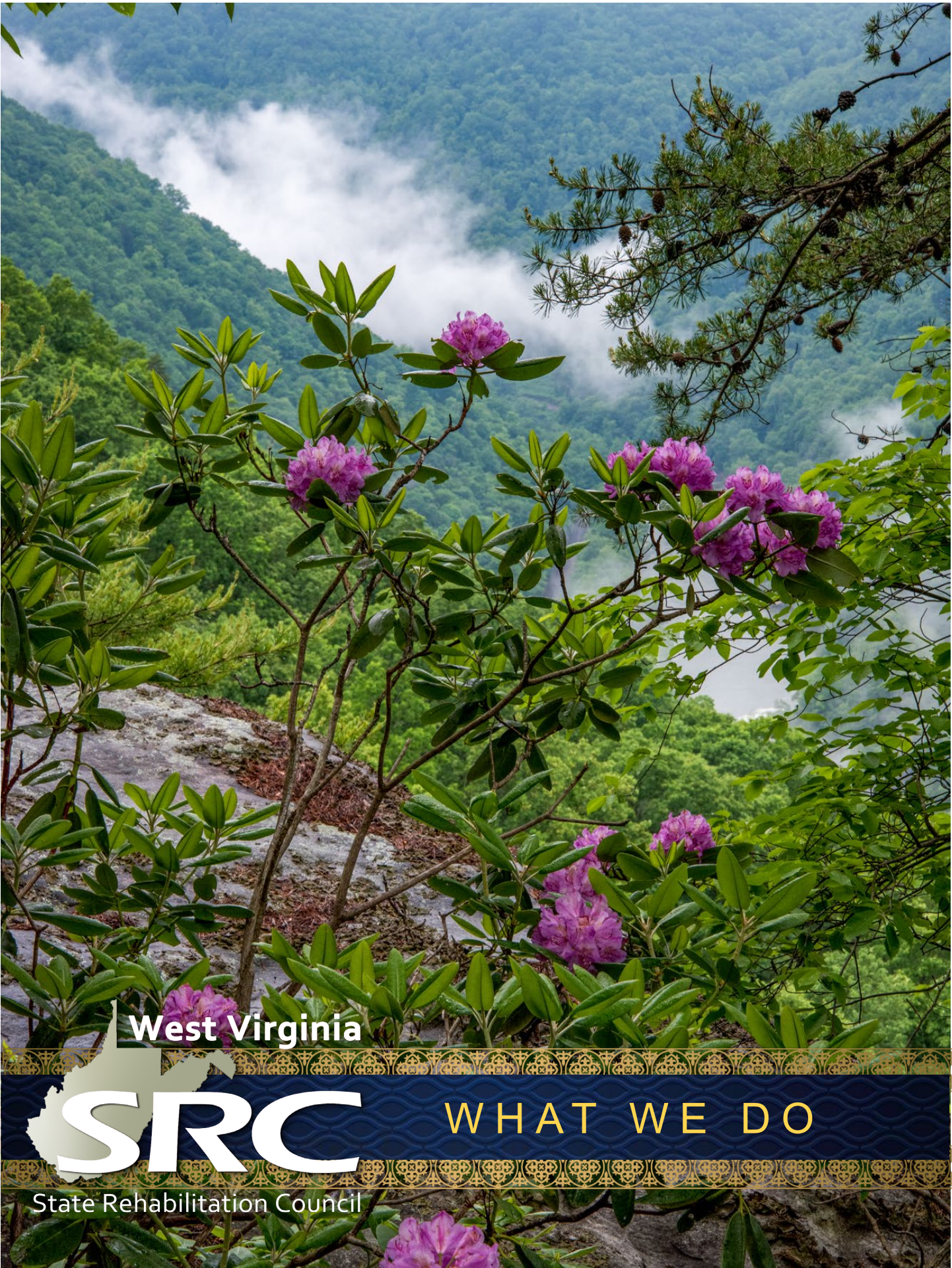
Responsibilities include: reviewing and analyzing the effectiveness of the programs, services and consumer satisfaction. All consumers with closed cases are sent a survey. This information is compiled by an independent consultant and provided to the Agency and Council. Data is posted on the Agency and WV SRC's websites.

An annual report is prepared and submitted to the Governor and RSA on the status of Vocational Rehabilitation services and the Council's activities for the year. This report is disseminated to all SRC's throughout the U.S. and territories and other state representatives. The information is posted on the Agency and WV SRC websites, and available to the 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 (CSAVR), WV Statewide Independent Living Centers (WVSILC), Centers for Independent Living (CIL) 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.





West Virginia



WHAT WE DO

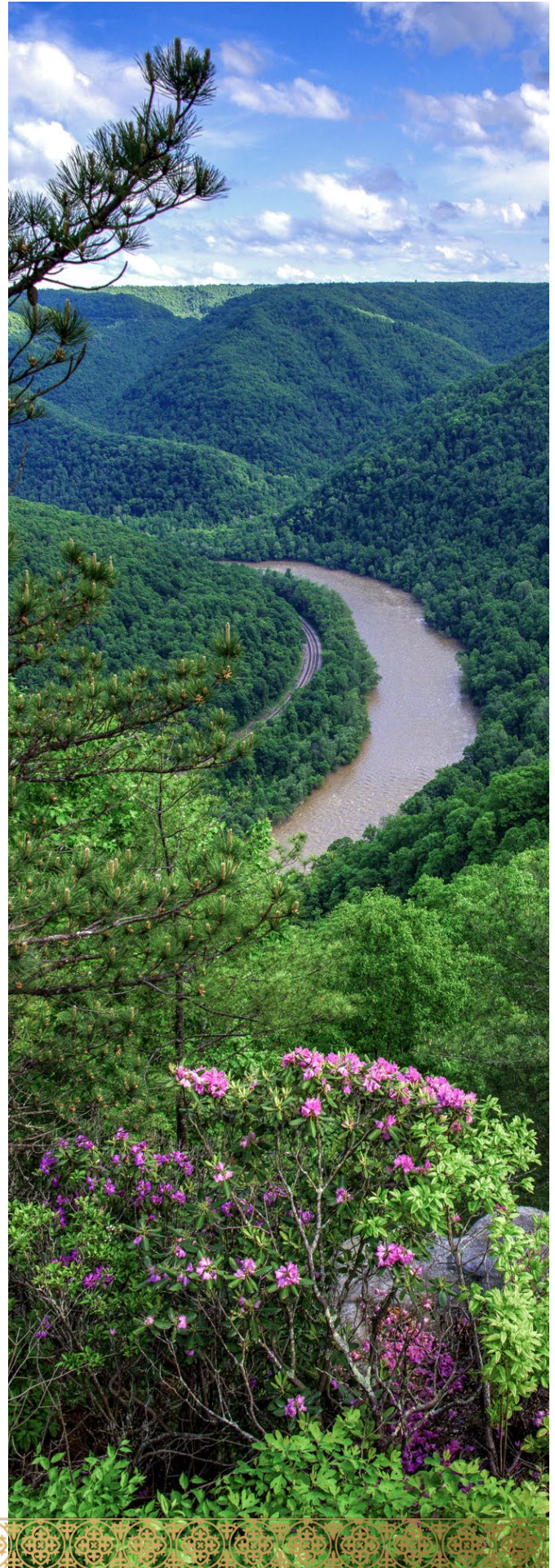
State Rehabilitation Council

## 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 categories for the information to be compiled by an independent contractor annually. The report is on the WV DRS and 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.



## WHAT WE DO

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.



## Our Council Accomplishments 2020 - 2021

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

Due to the Covid pandemic, the WV SRC scheduled meetings were held via Zoom and will continue until the Council can safely meet in person

Members reviewed and amended Mission, Vision & Bylaws

Council recommended reappointments and new members. Appointments were made by the 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 their representative at each WV SRC meeting

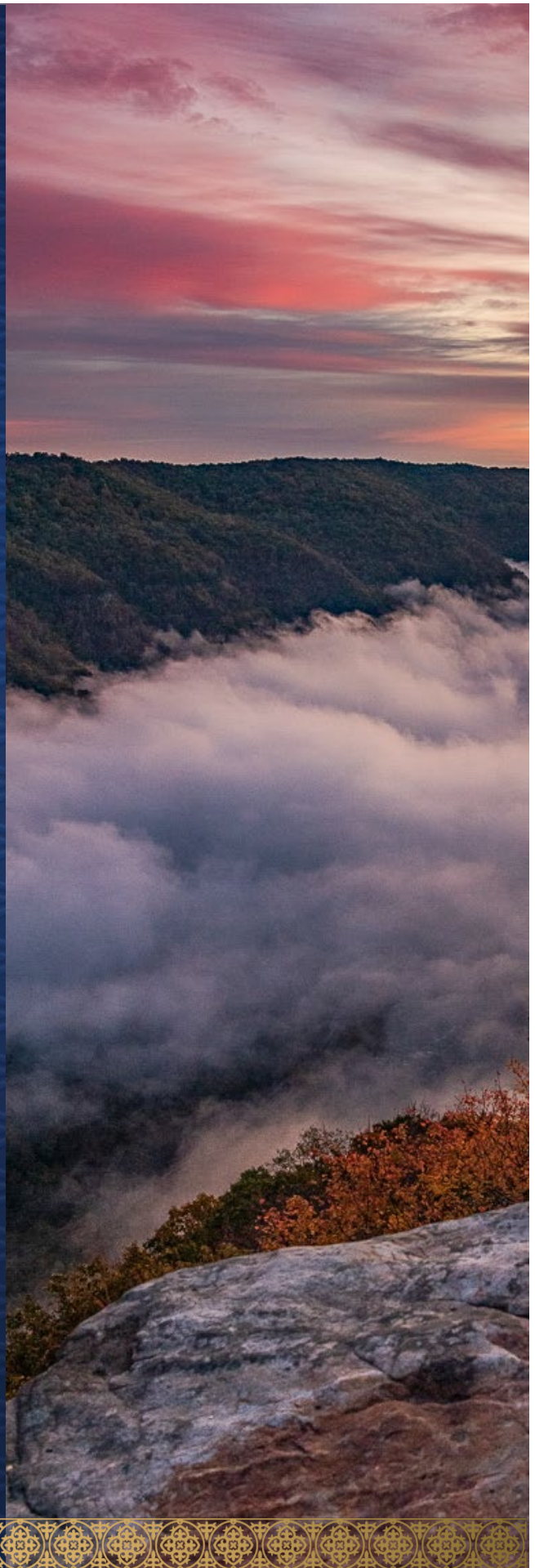
Council was provided current information at each Council meeting regarding Agency financial status, performance benchmarks, changes in RSA regulations and any other information by VR staff

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 brought any policy changes to the Council in person, by email and/or via conference calls with detailed explanations that directly impacted consumers

Council received updates and amendments of the WV DRS Unified State Plan with their plan of action



WV DRS staff made several presentations and/or updates to Council for education of programs & services offered by the Agency

The printed or electronic versions of the previous year's Annual Report were submitted to the Governor, Secretary of State, Rehabilitation Services Administration (RSA) and the general public

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 Consumer Satisfaction Survey summary was 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 and/or other Council members serve on the WVSILC

Several Council members and Executive Director, along with WVDRS staff, attended the virtual spring and fall Council of State Administrators of Vocational Rehabilitation (CSAVR) conferences

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 when held in person

Executive Director orchestrates monthly NCSRC conference calls for the Board of Director meetings and assists in planning trainings for 78 SRCs

Orchestrates and develops the agenda for monthly conference calls of the NCSRC Board of Director meetings

As Treasurer of NCSRC, the Executive Director handles all money transactions for NCSRC, as required

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 the role of the SRC and 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 and maintains 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 authors of the 2011 IRI book and other consultants – the book is posted on the NCSRC website, WV SRC website and available for purchase in hardcopy on Amazon and Lulu monitoring publication for any needed updates

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

Members serve on Community Rehabilitation Programs (CRP) Advisory Committees

Member actively facilitate communication between WV DRS and Construction Trades Apprenticeship Programs across WV

Members belong to Greenbrier Valley Disability Awareness Committee

Member belongs to Monroe County WIOA Partnership

Member is co-ambassador to the Greenbrier County Health Alliance representing the disability community

Member serving on a Census Committee to help identify and locate individuals with disabilities







Member serves on WV TBI Advisory Board

Member of the Alliance of Information & Referral Systems

Member is President of Grant County Board of Health

Member belongs to National Association of Area Agencies on Aging

Member working with educators on IEP of family member who has physical and neurological disabilities

Member is a prized published author

Member is President and CEO of The Un-Prescription Foundation for Autism, Inc.

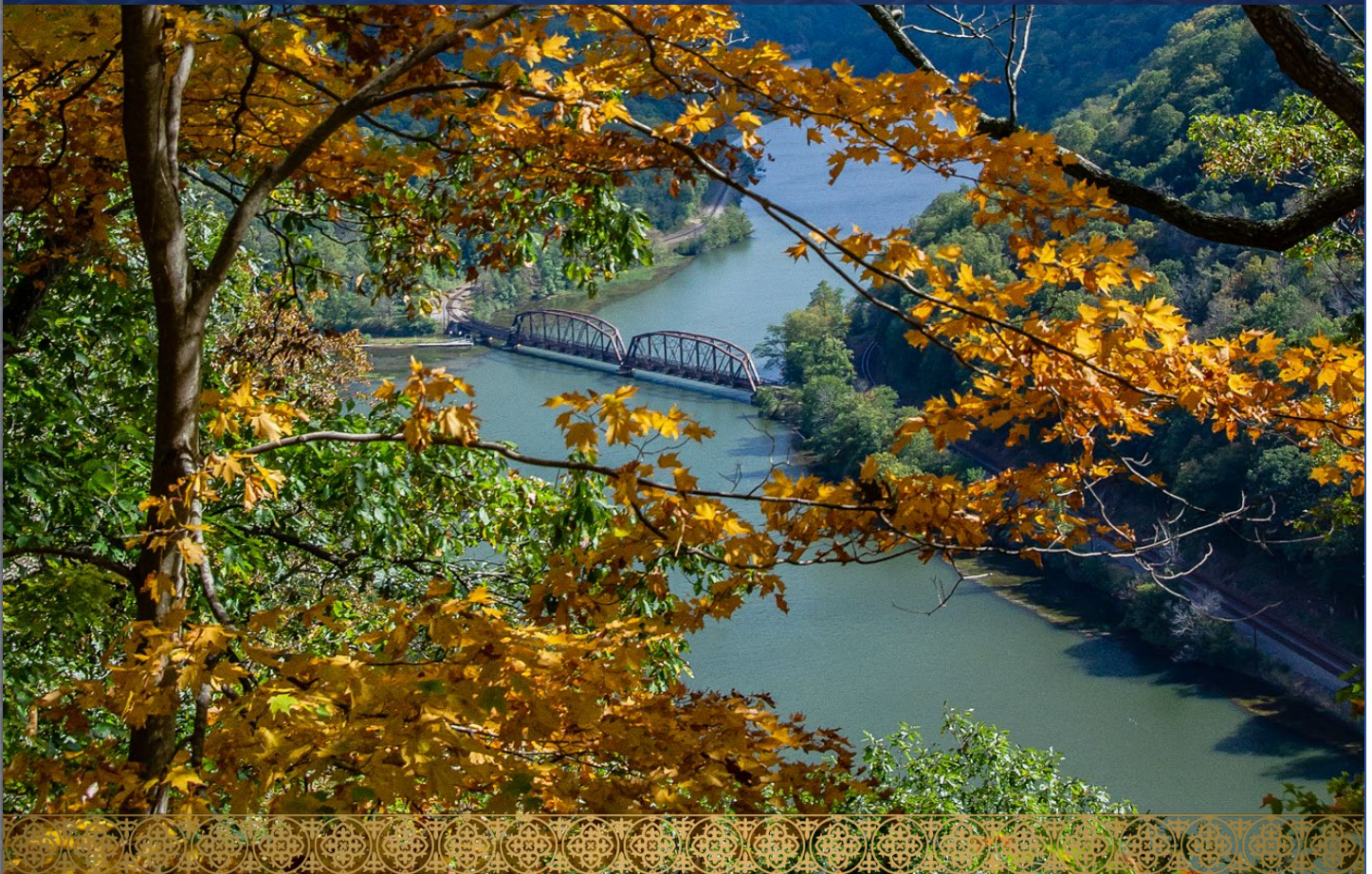
Member is a presenter with NCMIC Speakers Bureau

Member is Founder of Autism Health, PLLC



# COUNCIL GOALS AND OBJECTIVES 2020 - 2021

- 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 conference/training calls, attending spring & fall national conferences to obtain information for the enrichment of the Council;



## COUNCIL GOALS AND OBJECTIVES (continued)

- Provide training opportunities during NCSRC Zoom calls for all Council members to attend and participate;
- Maintain 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;
- Participate in public forums with WVDRS to educate the general public about WVDRS and the role(s) of the Council, as needed;
- Serve as a mentor & resource to other SRCs;
- Provided additional Council training & mentoring to 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, as conducted.





The West Virginia Division of Rehabilitation Services (DRS) assists youth and adults with disabilities (ages 14 and up) on their path to work and live independently. DRS can deliver a multitude of possibilities to empower successful work opportunities for individuals with disabilities throughout their lifetime.

DRS provides vocational services that help individuals with disabilities prepare for, obtain, regain, maintain or advance in employment. Through DRS' statewide field offices, vocational rehabilitation counselors help consumers assess interests and abilities, as well as explore career options to develop individualized employment plans that will empower each person to meet his or her unique employment goals.

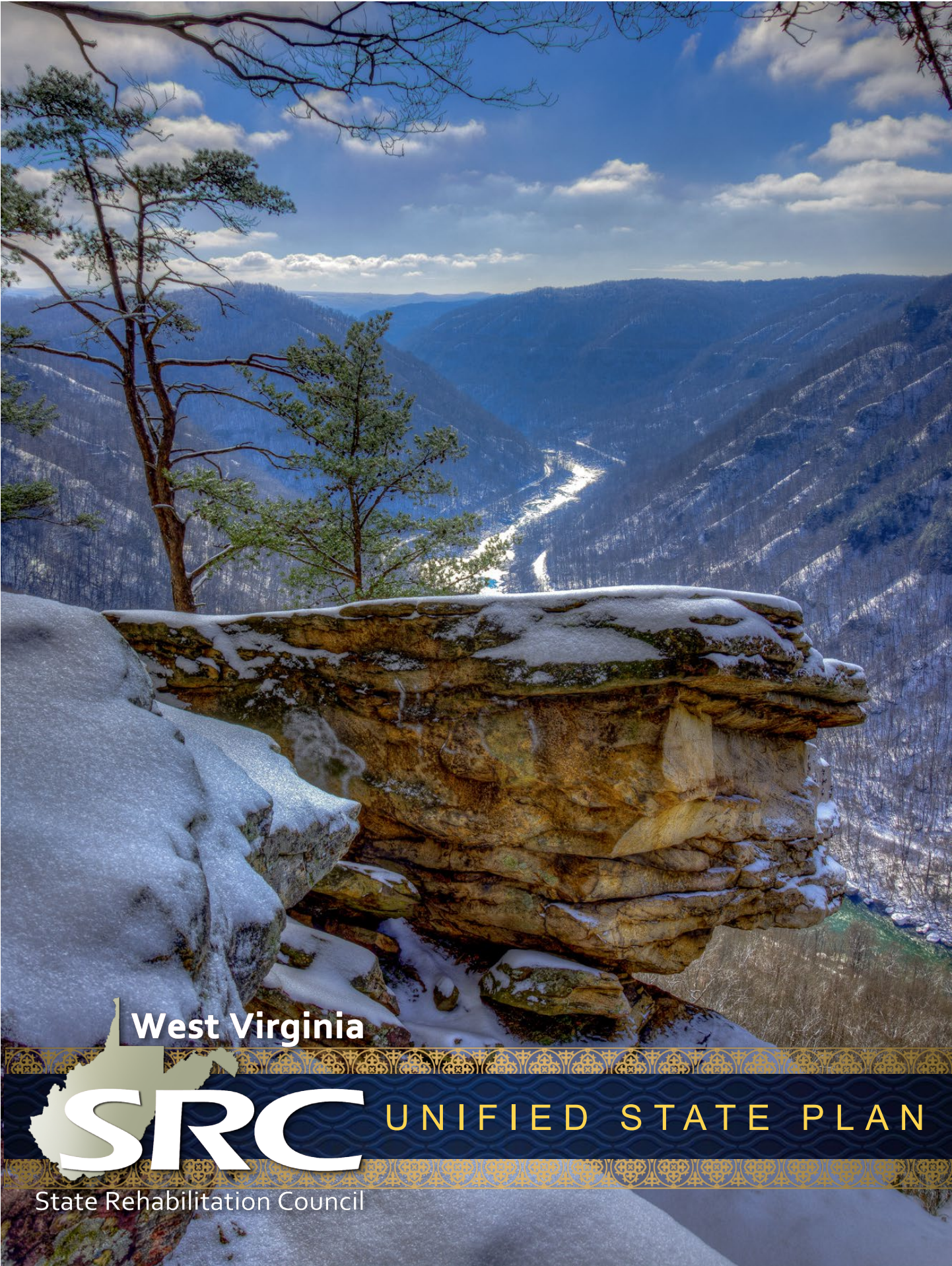
Services include:

- Career exploration activities
- Vocational training
- College assistance
- Work-based learning experiences
- Job coaching
- On-the-job training, internships or apprenticeships
- Résumé development
- Job search assistance
- Assistive technology
- Workplace accommodations

DRS also supports employers in their quest to include people with disabilities in the workforce.

DRS' rehabilitation professionals also aid West Virginia's businesses and employers by being their leading employment resource to include or to retain people with disabilities in their workforce. DRS can help with staffing, job retention and disability-related employment issues, as well as accessibility evaluations of businesses and worksites.





West Virginia



UNIFIED STATE PLAN

State Rehabilitation Council

# 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.





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



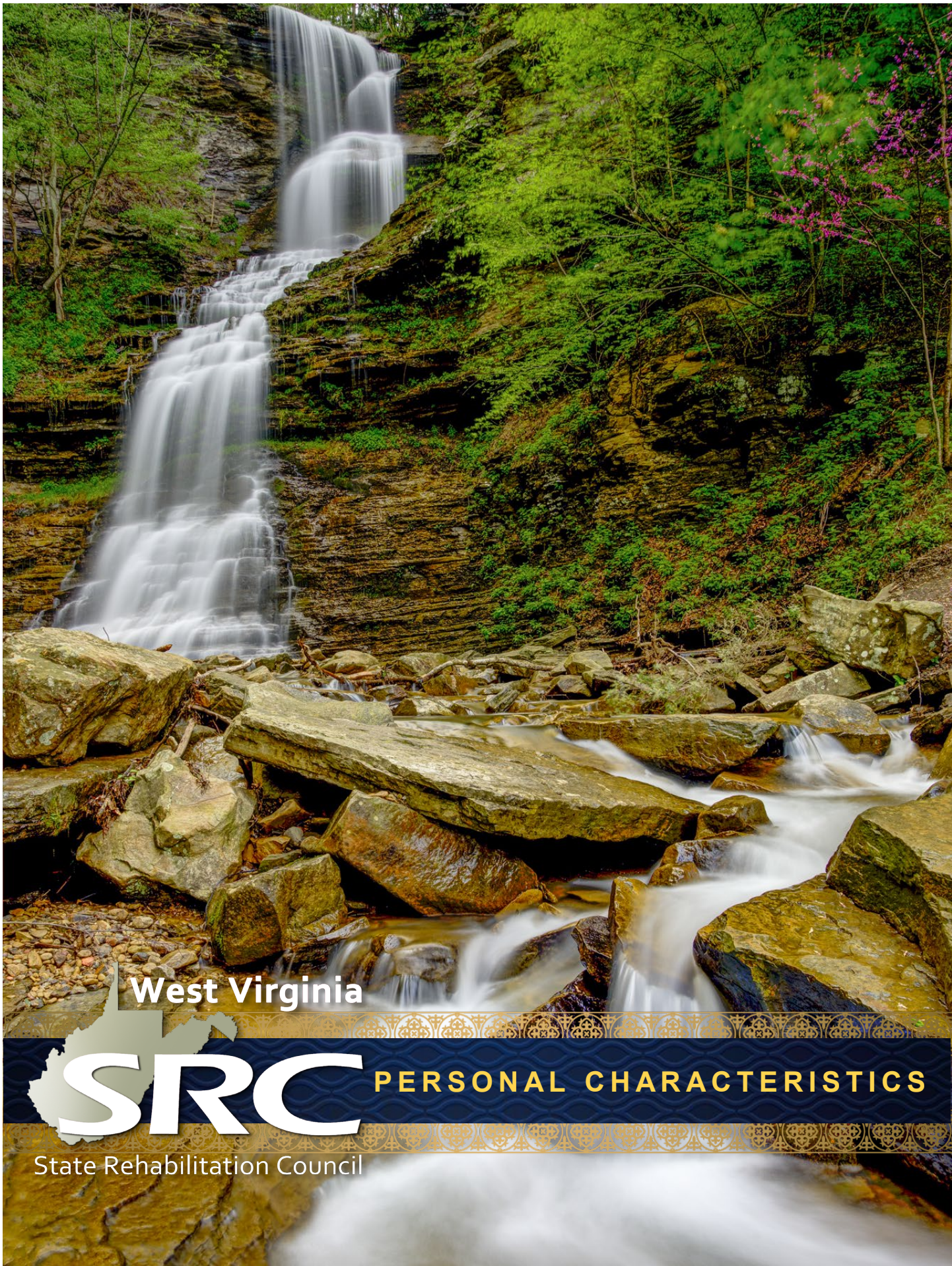
Sharing agency data regarding programs, services, policy, fiscal status or other pertinent issues is invaluable to the success of the agency and Council. WV DRS provides informative education when making presentations to our membership during each meeting or as needed. We greatly appreciate the WV DRS 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 Acting Director Pisnu Bua-lam, Assistant Director 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 the 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.





West Virginia



PERSONAL CHARACTERISTICS

State Rehabilitation Council





## **PERSONAL CHARACTERISTICS OF STATE REHABILITATION CONSUMERS IN FEDERAL FISCAL YEAR 2021**

Number of consumers from each district served in FFY 2021

<b>DISTRICT</b>	<b>NUMBER OF CLIENTS FFY 2021</b>
District 1	1,170
District 2	881
District 3	789
District 4	1,303
District 5	1,482
District 6	647
<b>TOTAL / STATE</b>	<b>6,272</b>

# PERSONAL CHARACTERISTICS

## Education at time of individualized plan for employment (IPE) of consumers vocationally rehabilitated

EDUCATION LEVEL – FFY 2021	NUMBER OF CONSUMERS	PERCENT
Secondary Education Not Completed (includes students enrolled in high school at time of IPE)	156	18.73%
Special Education Certificate	13	1.56%
Secondary School Equivalency	49	5.88%
Secondary School Diploma	395	47.42%
Some Post-secondary Education	83	9.96%
Associate's Degree	39	4.68%
Post-secondary Certification, License or Certificate	22	2.64%
Bachelor's degree	39	4.68%
Degree above a Bachelor's Degree	37	4.44%





## PERSONAL CHARACTERISTICS

Age at application of consumers vocationally rehabilitated:

AGE	FFY 2021
Less than 20	334
20 through 34	134
35 through 44	67
45 through 64	242
65 and over	56
<b>Total</b>	<b>833</b>

Race of consumers vocationally rehabilitated:

RACE	FFY 2021
White	785
Black or African American	36
American Indian or Alaska Native	4
Asian	4
Native Hawaiian Pacific Islander	0
Hispanic or Latino	2
Other	2
<b>Total</b>	<b>883</b>

Gender of consumers vocationally rehabilitated:

GENDER	FFY 2021
Male	381
Female	451
Did Not Self Identify	1
<b>Total</b>	<b>883</b>

# PERSONAL CHARACTERISTICS

## Referral source of consumers vocationally rehabilitated:

SOURCE	FFY 2021
Adult Education and Literacy	1
Centers for Independent Living	2
Community Rehabilitation Programs	5
Consumer Organizations or Advocacy Groups	1
Corrections/Other (Adult 18+ not Direct Referral By WV Corrections to DRS / Corrections Program)	2
Educational Institutions (elementary/secondary)	235
Educational Institutions (post-secondary)	31
Employers	6
Family/Friends	91
Intellectual and Developmental Disabilities Providers	2
Medical Health Provider (Public or Private)	76
Mental Health Providers (Public or Private)	14
Other One-Stop Partner	6
Other Sources	12
Other State Agencies	2
Other VR State Agencies	2
Other WIA Funded Programs	3
Public Housing Authority	1
Self-referral	331
Social Security Program (DDS)	5
Wagner-Peyser Employment Service	2
Welfare Agency (State or Local Government)	3
<b>TOTAL</b>	<b>833</b>

# PERSONAL CHARACTERISTICS

Primary disabling condition of consumers vocationally rehabilitated:

SENSORY / COMMUNICATION IMPAIRMENTS	FFY 2021	PERCENT
Blindness	8	0.96%
Other visual impairment	11	1.32%
Deafness, Primary Communication Visual	8	0.96%
Deafness, Primary Communication Auditory	10	1.20%
Hearing Loss, Primary Communication Visual	2	0.24%
Hearing Loss, Primary Communication Auditory	288	34.57%
Other Hearing Impairments (Tinnitus, Meniere's Disease, hyperacusis, etc.)	2	0.24%
Deaf-Blindness	2	0.24%
Communicative Impairments (expressive/receptive)	3	0.36%

PHYSICAL IMPAIRMENTS	FFY 2021	PERCENT
Mobility Orthopedic/Neurological Impairments	41	4.92%
Manipulation/Dexterity Orthopedic/Neurological Impairments	4	0.48%
Both mobility and Manipulation/Dexterity Orthopedic/Neurological Impairments	10	1.20%
Other Orthopedic Impairments (e.g., limited range of motion)	18	2.16%
Respiratory Impairments	10	1.20%
General Physical Debilitation (fatigue, weakness, pain, etc.)	25	3.00%
Other Physical Impairments (not listed above)	45	5.40%

MENTAL IMPAIRMENTS	FFY 2021	PERCENT
Cognitive Impairments (impairments involving learning, thinking, processing information and concentration)	197	23.65%
Psychosocial Impairments (interpersonal and behavioral impairments, difficulty coping)	137	16.45%
Other Mental Impairments	12	1.44%

<b>TOTAL</b>	<b>833</b>	<b>100%</b>
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# PERSONAL CHARACTERISTICS

West Virginians receiving rehabilitative services by county FFY 2021:

COUNTY	CONSUMERS	PERCENT
Barbour	10	1.2
Berkeley	18	2.2
Boone	21	2.5
Braxton	3	0.4
Brooke	23	2.8
Cabell	58	7.0
Calhoun	1	0.1
Clay	1	0.1
Doddridge	1	0.1
Fayette	17	2.0
Gilmer	3	0.4
Grant	8	1.0
Greenbrier	15	1.8
Hampshire	17	2.0
Hancock	29	3.5
Hardy	15	1.8
Harrison	19	2.3
Jackson	12	1.4
Jefferson	6	0.7
Kanawha	82	9.8
Lewis	11	1.3
Lincoln	10	1.2
Logan	17	2.0
Marion	29	3.5
Marshall	12	1.4
Mason	10	1.2
McDowell	19	2.3
Mercer	38	4.6

COUNTY	CONSUMERS	PERCENT
Mineral	10	1.2
Mingo	10	1.2
Monongalia	47	5.6
Monroe	4	0.5
Morgan	1	0.1
Nicholas	6	0.7
Ohio	16	1.9
Pendleton	1	0.1
Pleasants	3	0.4
Pocahontas	5	0.6
Preston	9	1.1
Putnam	20	2.4
Raleigh	34	4.1
Randolph	22	2.6
Ritchie	2	0.2
Roane	2	0.2
Summers	5	0.6
Taylor	5	0.6
Tucker	4	0.5
Tyler	4	0.5
Upshur	10	1.2
Wayne	13	1.6
Webster	1	0.1
Wetzel	9	1.1
Wirt	3	0.4
Wood	30	3.6
Wyoming	13	1.6
Out of State	39	4.7
<b>TOTAL</b>	<b>833</b>	<b>100%</b>

# PERSONAL CHARACTERISTICS

## Occupation of consumers vocationally rehabilitated:

OCCUPATION	FFY 2021 - # of Rehabilitants	Average Hourly Wage
Architecture and Engineering Occupations	12	\$24.75
Healthcare Practitioners and Technical Occupations	106	\$21.63
Computer and Mathematical Occupations	14	\$20.50
Business and Financial Operations Occupations	16	\$19.81
Legal Occupations	5	\$19.80
Education, Training and Library Occupations	77	\$19.05
Life, Physical and Social Science Occupations	13	\$18.85
Management Occupations	37	\$18.73
Construction and Extraction Occupations	24	\$18.29
Arts, Design, Entertainment, Sports and Media Occupations	16	\$17.78
Installation, Maintenance and Repair Occupations	27	\$16.56
Community and Social Services Occupations	52	\$15.90
Office and Administrative Support Occupations	63	\$15.10
Farming, Fishing and Forestry Occupations	6	\$13.67
Protective Service Occupations	18	\$13.50
Transportation and Material Moving Occupations	74	\$13.27
Production Occupations	73	\$12.90
Healthcare Support Occupations	36	\$12.64
Personal Care and Service Occupations	28	\$12.48
Building and Grounds Cleaning and Maintenance Occupations	40	\$12.33
Sales and Related Occupations	53	\$12.04
Food Preparation and Serving Related Occupations	43	\$10.39
Military Specific Occupations	0	0
Randolph-Sheppard Vending Facility Clerk	0	0
Randolph-Sheppard Vending Facility Operator	0	0
<b>TOTAL</b>	<b>833</b>	<b>\$15.94</b>



# PERSONAL CHARACTERISTICS FFY 2021

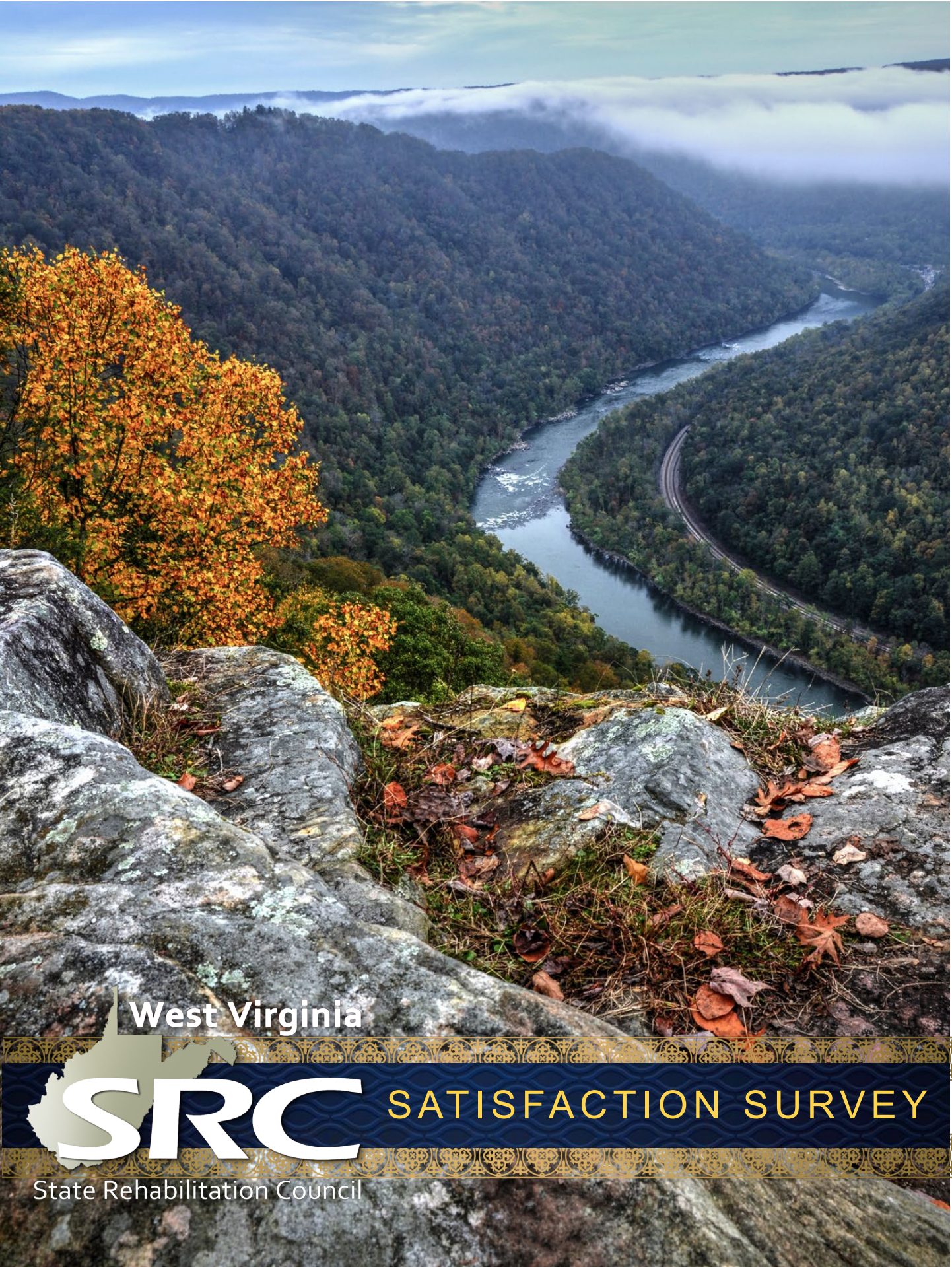
- Number of consumers rehabilitated (with an employment outcome): **833**
- Number (percent) of vocationally rehabilitated consumers placed in competitive employment: **833 / 100%**
- Percentage of consumers with significant disabilities served: **90.5%**
- **Percentage of youth served: 65%**
- Total number of consumers served: **6,272**

**Total estimated annual earnings of those consumers receiving vocational rehabilitation services FFY 2021:**

At Referral	\$18,608,876
After Rehabilitation	\$25,292,540
Percentage increase in annual earnings due to rehabilitation	36%







West Virginia



SATISFACTION SURVEY

State Rehabilitation Council

# CONSUMER SATISFACTION SURVEY 2021

The WV State Rehabilitation Council coordinated with the WV Division of Rehabilitation Services (DRS) to conduct 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 closure) during September 2020 to August 2021. The Council also wanted to examine the pattern of responses for transitioning youth and color coded the surveys so that youth could be identified.

There was a total of 120 surveys were surveys. As a subset of DRS consumers, the surveys were distributed to "transitioning youth" during the year so that the Council could examine the pattern of responses for that population. A total of 38 surveys coded as "transitioning youth" were returned. This report also summarizes those responses of those youth and describes the findings from the survey.

## DEMOGRAPHIC INFORMATION

This report includes 120 survey responses from people whose cases were closed between September 2020 and August 2021. The responses represent each of the six districts of West Virginia and 41 of the 55 counties in the state. Districts 4 and 3 had the highest levels of representation in this sample (22% and 18% respectively). Each of the other Districts represented at least 13% of the responses that were received.

DISTRICT ADULTS	NUMBER OF RESPONSES	% OF TOTAL RESPONSES RECEIVED
District 1	14	13%
District 2	21	17%
District 3	21	18%
District 4	28	22%
District 5	18	15%
District 6	18	15%

## 2021 SATISFACTION SURVEY (CONTINUED)

The transitioning youth respondents represent each of the six districts of West Virginia and 24 of the 55 counties in the state. If there were equal numbers of responses from each district, you would expect to see about 17% of the responses to come from each of the six districts. In this sample, District 3 represented 21% of the sample. Each District had at least 10% of the responses. There were 33 individuals who reported county information. There was at least one response from 24 of the 55 counties in WV.

DISTRICT TRASITINING YOUTH	NUMBER OF RESPONSES	% OF TOTAL RESPONSES RECEIVED
District 1	7	18%
District 2	4	11%
District 3	8	21%
District 4	7	18%
District 5	6	16%
District 6	6	16%

### TYPE OF DISABILITY

Consumers were asked about their disabling condition. Half of the responses were from people who reported having a hearing impairment (50%). Cognitive impairments were reported by 17% of responders and Motor disabilities were reported by about 10% of the responders. Other disabilities (e.g., Narcolepsy, seizures) represented about 9% of the sample (for those who reported their disabling condition). Combinations of disabilities were reported by about 14% of the sample (e.g., Cardiac/hearing; Enlarged heart / HBP / Asthma / Allergies).

TYPE OF DISABILITY ADULT	RESPONDENTS	% OF TOTAL
Hearing	51	50.0%
Cognitive	18	17.6%
Motor	10	9.8%
Various	14	13.7%
Other	9	8.8%

## 2021 SATISFACTION SURVEY (CONTINUED)

Transitioning Youth respondents were asked about their disabling condition. In this sample, Cognitive disabilities were the most frequently reported (48%). This is typical for the Transitioning Youth sample across the years. There were 33 youth who listed a disabling condition (e.g., ADHD) or a description of their disability (e.g., joint problems). There were 16 youth (48.5%) who reported a **Cognitive** disability. Six youth reported having **Motor-related** impairments such as Juvenile Arthritis or Height (18.2%). The **Various** category included 6 reports of multiple impairments and the **Other** category included disabilities such as Anxiety or Hearing loss (15.2%).

DISABILITY OF TRISIONING YOUTH	RESPONDENTS	% OF TOTAL
Cognitive	16	48.5%
Mobility	6	18.2%
Various	6	18.2%
Other	5	15.2%



# 2021 SATISFACTION SURVEY (CONTINUED)

## WORK STATUS OF RESPONDENTS

Of the 106 people who provided age range information, 54% indicated that they were between 51 and 70 years of age. Seventy percent of the 106 people who provided a work status reported that they were working at the time they completed the survey.

Of these, 25 indicated they were 24 years or younger. Each of the under 25 group members were Transitioning Youth. Twenty-three people reported being in the 25 to 50 age group; 44 were between 51 to 70 years old, and 14 reported being more than 70 years of age. There is a trend over the past few years toward older respondents. Again this year, more than half of the respondents reporting they were more than 50 years old at the time they completed the survey. Thus, the responders were slightly older than samples in previous years and a greater proportion of the consumers were working.

WORK STATUS - ADULTS	CONSUMERS	PERCENT
Working	74	70.5%
In School / Training	9	8.6%
Retired	9	8.6%
Looking for Work	8	7.5%
Unable to Work	4	3.8%
Don't Want Work	1	1%
<b>TOTAL</b>	<b>105</b>	<b>100%</b>



## 2021 SATISFACTION SURVEY (CONTINUED)

There were 34 transitioning youth responses to the item about work status. Of these, 53% indicated they were working at the time of the survey, 26% were in school, 12% were looking for work, 6% reported that they are unable to work and one person indicated that they do not want to work.

### TRANSITIONING YOUTH BY REPORTED WORK STATUS:

WORK STATUS - YOUTH	PARTICIPANTS	PERCENT
Working	18	53%
School	9	26%
Looking	4	12%
Unable	2	6%
Don't Want Work	1	3%



# 2021 SATISFACTION SURVEY (CONTINUED)

## RIGHTS INFORMATION

This year, about 83% of the people in the sample reported that they were given specific information about their rights (or at least 1 right) as a client. Consumers who reported that their rights were explained, most often were told about their right to “Participate in developing my rehabilitation plan” (91%). Consumers reported that they were least often told about their right to “Request another DRS counselor” (41%). These findings are similar to previous survey responses.

### RIGHTS EXPLAINED TO CONSUMERS (Adults)

Type of rights information	Consumers	%
Participate in developing my plan	90	91%
Choose how my services were provided	82	83%
Choose who provided my services	78	79%
Appeal any decision about my case	54	55%
Know about all the services that were available	77	78%
Request another DRS counselor	41	41%
Appeal any decision about my services	49	49%
Contact CAP for help in resolving differences	42	42%

There were 31 transitioning youth (82% of the sample) who reported been told rights information. As in previous reports, consumers indicated that they were most often made aware of their right to "Participate in developing my rehabilitation plan" (94%), and they least often reported awareness of their right to "Request another DRS counselor" (45%) along with "Contact CAP for help in resolving differences (45%).



## 2021 SATISFACTION SURVEY (CONTINUED)

### SATISFACTION ITEMS

This year's responses continue to be higher than they were prior to 2017-18. The mean rating across the ten satisfaction items was 86% this year (2019-20) as compared to 86% for 2019-20, 80% for 2018-19, 78% for 2017-18, and 76% in the 2016-17 program year. Since the response rate was relatively low, comparisons across groups such as successful versus unsuccessful closures were not computed this year. However, the hearing disability group had an overall satisfaction level of 100%. The impact of hearing-related services, including the purchase of hearing aids, is critical to successful employment for the consumers who need them. The ability of WVDRS to provide hearing-related services contributes greatly to the ability of older West Virginians to remain in the workforce.

SATISFACTION ITEM	% Agree or Strongly Agree			
	2018-2019	2019-2020	2020-2021	
			#	%
1. The eligibility requirements and process for receiving services were clearly explained by DRS staff.	84%	93%	111	93%
2. My questions were answered clearly by DRS staff.	83%	91%	113	90%
3. My DRS counselor helped me identify an appropriate career.	73%	83%	44	70%
4. My DRS counselor and I developed a plan for employment.	74%	77%	49	76%
5. I was made aware of the steps and my responsibilities to achieve my employment goal.	85%	84%	56	82%
6. My DRS counselor stayed in contact with me, so I knew what was happening with my services.	79%	87%	104	89%
7. I received the services needed to reach my employment goal.	72%	83%	87	89%
8. I am satisfied with the services provided by DRS.	75%	84%	111	87%
9. My counselor treated me with respect.	89%	93%	112	95%
10. My counselor told me about job opportunities.	78%	76%	50	72%
RATING ITEM	% Above Average or Excellent			
1. How would you rate the accessibility at your local DRS office?	89%	92%	99	93%
2. How would you rate your counselor?	83%	89%	103	91%
3. How would you rate your overall experience with DRS?	79%	88%	104	90%



# 2021 SATISFACTION SURVEY (CONTINUED)

## TRANSITIONING YOUTH

Transitioning youth responses indicated that eight of the 13 items were rated at 70% agreement or higher and 5 items were rated at 80% or higher. For the Satisfaction items, the highest level of agreement was, “My counselor treated me with courtesy and respect” at 91% agreement. For the Rating items, 85% rated their counselor as 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 2019-2020. This year, it dipped to 76%.

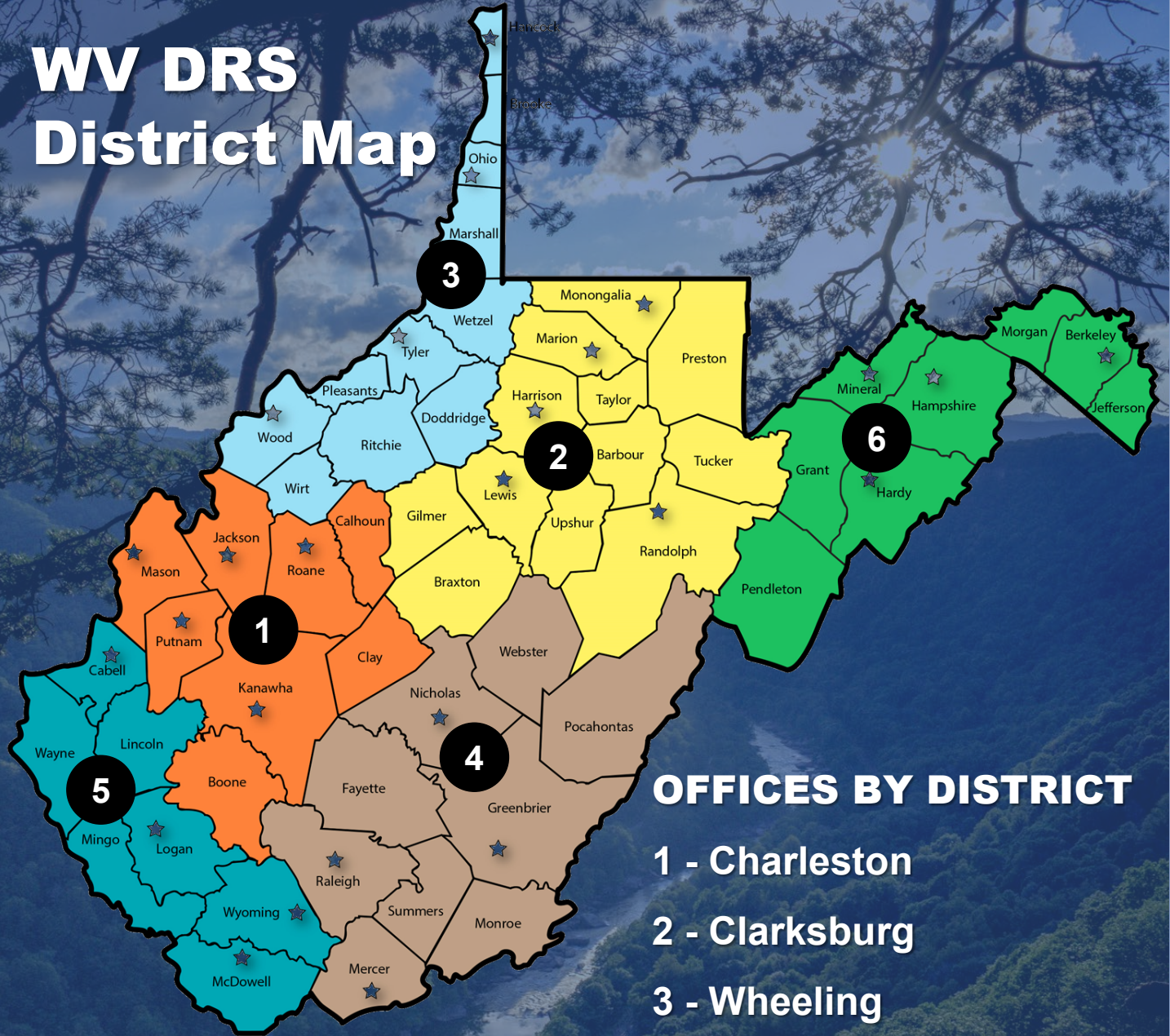
Reported Satisfaction by Transitioning Youth	% A4gree or Strongly Agree			
	2018-2019	2019-2020	2020-2021	
			#	%
1. The eligibility requirements and process for receiving services were clearly explained by DRS staff.	83%	86%	33	88%
2. My questions were answered clearly by DRS staff.	78%	88%	33	82%
3. My DRS counselor helped me identify appropriate employment opportunities.	74%	83%	19	63%
4. My DRS counselor and I developed a plan for employment.	75%	74%	24	71%
5. I was made aware of the steps and my responsibilities to achieve my employment goal.	86%	78%	23	70%
6. My DRS counselor stayed in contact with me, so I knew what was happening with my services.	76%	84%	29	79%
7. I received the services needed to reach my employment goal.	73%	79%	27	70%
8. I am satisfied with the services provided by DRS.	77%	82%	32	75%
9. My counselor treated me with respect.	90%	92%	33	91%
10. My counselor told me about job opportunities.	79%	75%	21	54%
RATING ITEM	% Above Average or Excellent			
1. How would you rate the accessibility at your local DRS office?	85%	90%	26	81%
2. How would you rate your counselor?	83%	84%	27	85%
3. How would you rate your overall experience with DRS?	77%	81%	28	79%

## 2021 SATISFACTION SURVEY (CONTINUED)

Given the on-going pandemic, there was a relatively low response rate for this survey. Therefore, care should be taken not to over-interpret changes noted in this survey. The individual comments, however, may be useful to clarify issues and concerns of consumers.



# WV DRS District Map



## OFFICES BY DISTRICT

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



# DISTRICT 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**

## **District 1: Charleston**

- Charleston District & Branch Office  
601 57th Street SE, Charleston, WV 25304  
304-356-2371
- Point Pleasant Branch Office  
2807 Jackson Ave. Ste. 200, Point Pleasant, WV 25550  
304-675-0867
- Ripley Branch Office  
206 Stone Drive, Ripley, WV 25271  
304-373-0313
- Spencer Branch Office  
321 Market Street, Spencer, WV 25276  
304-927-0954
- Teays Valley Branch Office  
115 Liberty Square, Hurricane, WV 25526  
304-760-7082

## **District 2: Clarksburg**

- Clarksburg District & Branch Office  
153 West Main St. Suite F. Clarksburg, WV 26301  
304-625-6044
- Elkins Branch Office  
1025 North Randolph Ave., Elkins, WV 26241  
304-637-0205
- Fairmont Branch Office  
416 Adams St., Suite 240, Fairmont, WV 26554  
304-367-2714
- Morgantown Branch Office  
Sabraton Plaza 1415 Earl Core Rd.  
Morgantown, WV 26505  
304-285-3155
- Weston Branch Office  
306 Market Place Mall, Weston, WV 26452  
304-269-0547

## **District 3: Wheeling**

- Parkersburg Branch Office  
State Office Bldg. 400 5th St., Parkersburg, WV 26101  
304-420-4580
- New Martinsville Office  
WV Northern Community College Itinerant Office  
141 Main Street, New Martinsville, WV 26155  
304-455-4688
- Wheeling District & Branch Office  
1324 Chapline St., Suite 200, Wheeling, WV 26003  
304-238-1092
- Weirton Branch Office  
100 Municipal Plaza Suite 200, Weirton, WV 26062  
304-723-5311

## **District 4: Beckley**

- Beckley District & Branch Office  
800 New River Town Center, Beckley, WV 25801  
304-256-6900
- Lewisburg Branch Office  
3293 Jefferson St. N. Suite 105  
Lewisburg, WV 24901-5733  
304-647-7515
- Princeton Branch Office  
195 Davis Street, Princeton, WV 24739  
304-425-1256
- Summersville Branch Office  
830 Northside Dr. Suite 113  
Summersville, WV 26651  
304-872-0813

## **District 5: Huntington**

- Huntington District & Branch Office  
2699 Park Ave. Suite 200, Huntington, WV 25704  
304-528-5585
- Marshall University  
Prichard Hall, Room 113, Huntington, WV 25755  
304-696-2394
- Cabell Midland High School  
2300 US Route 60 East, Ona, WV 25545  
304-743-7496
- Huntington High School  
Highlander Way, Huntington, WV 25701  
304-528-6511
- Logan Branch Office  
130 Stratton St. Suite 231, Logan, WV 25601  
304-792-7060
- Mullens Branch Office  
316 Howard Avenue, Mullens, WV 25882  
304-294-5653
- Welch Branch Office  
110 Park Avenue, Welch, WV 24801  
304-436-3175

## **District 6: Martinsburg**

- Keyser Branch Office  
67 North Tornado Way, Keyser, WV 26726  
304-788-2313
- Martinsburg District & Branch Office  
489 Mid Atlantic Parkway, Suite 2  
Martinsburg, WV 25404  
304-267-0005
- Moorefield Branch Office  
151 Robert C. Byrd Industrial Park RD, Ste 3  
Moorefield, WV 26836  
304-538-2701
- Romney Branch Office  
WV Schools for the Deaf and Blind  
301 E. Main Street, Romney, WV 26757  
304-822-4806



**NCSRC** | National Coalition of State Rehabilitation Councils



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, 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 (2) 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 topics areas in which they would desire more training during conference calls and at each training. 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 list serve.
- The continued maintenance 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 in person conferences or through Zoom are posted on the NCSRC website for Councils to obtain for their use.
- Developed, maintained & disseminated 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 36<sup>th</sup> Institute on Rehabilitation Issues (IRI): The State Rehabilitation Council – Vocational Rehabilitation Partnership* is available on the NCSRC website, published and is available for purchase through Amazon or Lulu.



- The NCSRC gave a verbal report of activities during the Spring and Fall CSAVR Conferences.
- Continuing to mentor 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.
- Training Modules will be launched to SRCs in January 2022.
- Additional SRC will be created and added to the modules being launched in January with information specific for conducting SRC meetings, recruitment, responsibilities and guidelines.
- 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, 58 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.

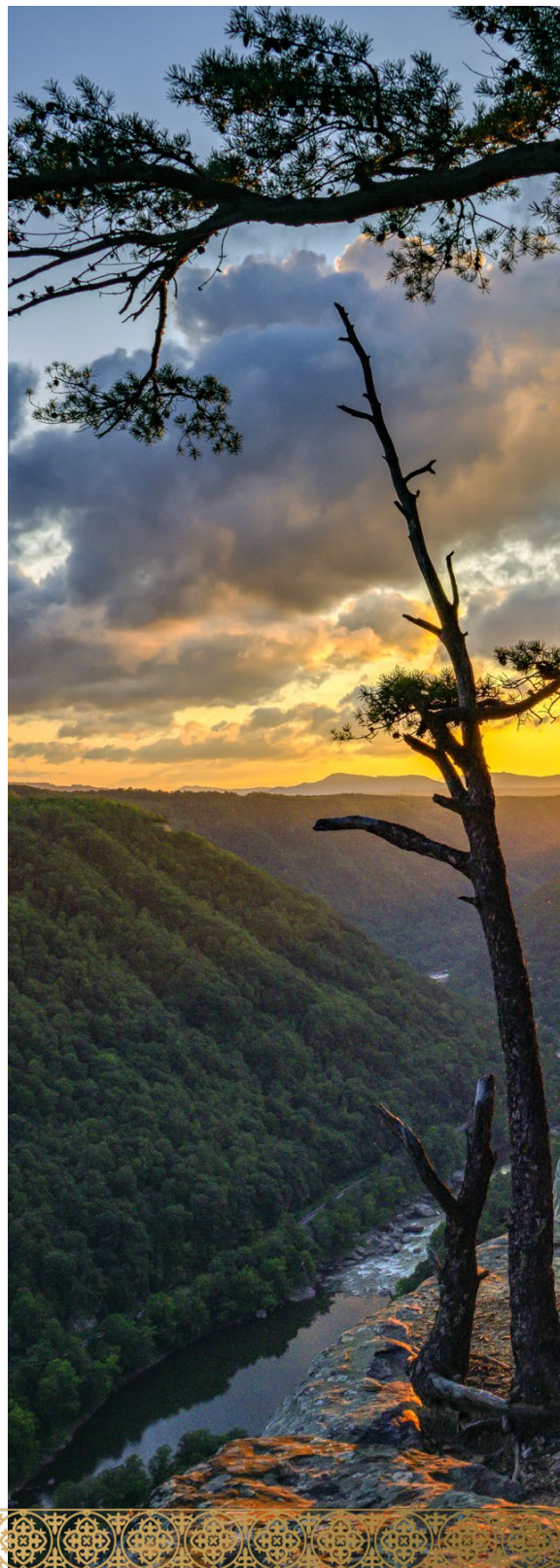
**COMMITMENT** – We support the full implementation and enforcement of disability non – discrimination laws, particularly the Rehabilitation Act of 1973, as amended and the American with Disabilities Act of 1990.

**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.





West Virginia



MEET OUR MEMBERS

State Rehabilitation Council

# MEMBER ROSTER

## SRC STAFF

Sherry Taylor, Executive Director  
Hurricane, West Virginia

Dawn Embrey-King  
Charleston, West Virginia

Gregory Epps  
Morgantown, West Virginia

## COUNCIL OFFICERS

Michael Casey ~ Chairperson  
Elkview, West Virginia

Scott Gossard  
Petersburg, West Virginia

Sherry Breeden ~ Vice Chairperson  
Charleston, West Virginia

Amber Hinkle  
Lewisburg, West Virginia

Janet Lintala ~ Secretary  
Beckley, West Virginia

Brenda Huffman  
Charleston, West Virginia

Bob Gray ~ Treasurer  
South Charleston, West Virginia

Beverley Jones  
Hurricane, West Virginia

Ray Woods ~ Past Chairperson  
Saint Albans, West Virginia

Brenda Lamkin  
Buckhannon, West Virginia

## COUNCIL MEMBERS

Pisnu Bua-lam, Acting Director  
Division of Rehabilitation Services  
Charleston, West Virginia

Dan Owen  
Charleston, West Virginia

Eric Arnold  
Charleston, West Virginia

Duane Ruggier  
Hurricane, West Virginia

Chris Baker  
Beckley, West Virginia

Deborah Wanzer  
White Sulphur Springs, West Virginia

Nancy Daugherty  
Nitro, West Virginia

Rich Ward, WV DRS Liaison  
Spencer, West Virginia

Shawna White  
Fairmont, West Virginia





ERIC



CHRIS



SHERRY



MICHAEL



NANCY



DAWN



GREG



SCOTT



BOB



AMBER

**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.

**Chris Baker, Beckley**

As a member of WVSRC it is a pleasure to serve with dedicated professionals who strive to promote effective and equal services to all individuals with disabilities so that they may reach their full potential and live their best lives. I look forward to continuing the work of the WVSRC in the coming years.

**Sherry Breeden, Charleston**

It has been an honor and privilege to have served for the past six years on the State Rehabilitation Council. My eyes and heart were opened to the awesome work of the WV Division of Rehabilitation Services ... I will always be grateful that I had the opportunity to serve on a great council alongside amazing colleagues.

**Michael Casey, Elkview**

Serving on the WV SRC and helping to enrich the lives of people with disabilities in WV is very rewarding. I hope I can continue to touch the lives of students I serve and encourage them to utilize the services and programs offered by WV DRS so they can achieve their ambitions.

**Nancy Daugherty, Nitro**

As the past Executive Director of the Kanawha County Workforce Development Board, I have had the honor to serve on the SRC and help bring awareness about the talented staff and persons with disabilities that are qualified and ready to meet the needs of employers.

**Dawn Embrey King, 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 Epps, Morgantown**

I consider it a privilege to serve on the West Virginia State Rehabilitation Council. I am honored to work with the other members, who truly care about making a positive difference in the lives of all people. Collectively we work together to help make sure that appropriate services are being provided to the citizens of West Virginia in need.

**Scott Gossard, Petersburg**

I consider it a privilege to serve on the Council because of the outstanding work the Division of Rehabilitation Services does for the Citizens of West Virginia. The Agency and the Council both are recognized nationally for their work.

**Bob Gray, South Charleston**

Working with the State Rehabilitation Council is very rewarding work. To some extent, we are providing a voice for those who are not often heard.

**Amber Hinkle, Lewisburg**

The working relationship between the State Rehabilitation Council and the WV Division of Rehabilitation is critically important to the success of all who receive services. I'm encouraged to see and be a part of this cooperative spirit.





BRENDA



BEVERLEY



BRENDA



JANET



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SHAWNA



RAY

**Brenda Huffman, Charleston**

The partnership between the WV DRS staff and the Council is unique in the sharing of information, working relationship and the excellent rapport demonstrated throughout the year. Being a member of this team is an invaluable experience helping to shape & enrich the lives of West Virginians.

**Beverley Jones, Hurricane**

I have the honor to be the WVSILC representative for the SRC. I have enjoyed the relationship between the two Councils. I look forward to continuing working with the SRC as the WVSILC representative in the new year.

**Brenda Lamkin, Buckhannon**

Representing WV Parent Training and Information, I am pleased to serve on such a diverse and engaging council for the WVDRS. Each council member brings a unique perspective to the table. The SRC provides an excellent opportunity to collaborate with key stakeholders to provide support to individuals with disabilities.

**Janet Lintala, Beckley**

Being 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.

**Dan Owen, Charleston**

I strongly believe that individuals with disabilities should have an equal opportunity to achieve their employment goals. Serving on the West Virginia State Rehabilitation Council is a privilege. Together we can help West Virginia make sure our state's employment opportunities and programs are more effective.

**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.

**Debora Wanzer, White Sulphur Springs**

As my term on the Council ends and I begin my retirement, serving on the SRC for many years has been a rewarding opportunity. To assist and support in the improvement of rehabilitation services to West Virginia citizens has been an honor and a privilege.

**Rich Ward, Spencer**

In my role as the Division of Rehabilitation Services liaison to the State Rehabilitation Council (SRC), it is an honor to be a part of the important work that we do together.

**Shawna White, Fairmont**

As the representative from the Client Assistance Program on the Council, I strive to give a voice to those who receive services from the Division of Rehabilitation Services as well as unserved populations. SRC plays an important role in addressing systemic issues as well ensuring quality vocational rehabilitation services are provided by the agency.

**Ray Woods, Saint Albans**

It has been an honor and privilege to work with so many talented people, working to expand the boundaries of West Virginia's Rehabilitation Services.



# 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!

Eric Arnold

Sherry Breeden

Nancy Daugherty

Dawn Embrey-King

Deb Wanzer

Ray Woods



State Rehabilitation Council

# 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 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):**

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**I am interested in serving on the Council because:**

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**References:**

Name	Address/Organization	Daytime/Cell Phone
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<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](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

# 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:

WV DRS Acting Director Pisnu Bua-lam

WV DRS Assistant Acting Director  
Zeke Hampton

Rich Ward

Julie Daff

Michelle James

Retired WV DRS Director Marijane Waldron

Retired Assistant Director Susan Weinberger



State Rehabilitation Council



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