Study confirms VR funding contributes to economic development

From the event that you ever question whether your work has value, consider printing this article and posting it on your refrigerator.

The numbers are in, and they show that the more people succeed at vocational rehabilitation, the more we all benefit from their success. Two studies recently published in peer-reviewed journals measure vocational rehabilitation’s dramatic contribution to West Virginia’s economic well-being.

The first study, “Economic Impacts of West Virginia Division of Rehabilitation Services on Consumers with Significant Disabilities: Realistic Return-on-Investment Models for State-Federal VR Programs,” was published in the Journal of Rehabilitation (Volume 77, Number 3). The study developed two conservative, practical three-year return-on-investment models. The streamlined model uses the vocational rehabilitation consumers’ wages, while the inclusive model incorporates federal and state tax revenue as well as Social Security savings.

The second study, “Estimating Work Life Return on Investment of WVDRS Youth and Older Consumers with Significant Disabilities,” was published in the Journal of Rehabilitation Administration (Volume 35, Number 1). This research expanded on the streamlined return-on-investment model developed in the first study to include not only the consumer’s first three years of wages, but the potential work-life earnings for those who receive public vocational rehabilitation services.

Based on the most conservative streamlined model, each dollar invested in vocational rehabilitation is repaid more than 13 times over the working life of the average client. This payback begins immediately, with a 186 percent return in the year after initial employment and a 551 percent return after three years.

For those who seek vocational rehabilitation early in life – many of them students ranging from 16 to 24 years old – the average lifetime return on investment is $19.42 for every dollar spent on vocational rehabilitation. That’s almost 20 times the initial investment. In the past two fiscal years, about 30 percent of successful vocational rehabilitation clients in West Virginia were younger than 20 when they applied for services.

These studies were produced by the Division’s State Plan and Program Evaluation Unit, which developed new methods to calculate the efficiency and overall return on investment for the public vocational rehabilitation program. Looking first to the federal requirements to measure gains in competitive employment, the Division took the initiative to assess the broader economic impact of empowering West Virginians with disabilities to gain or maintain employment.

“Every federally funded program must be accountable,” noted Pisnu Bua-Iam, who coordinated the research and who leads the State Plan and Program Evaluation Unit, “and we decided this was the best way to do it.”

submitted by Jeff Seager
DRS promotes employer services through Library Commission Television Network

DRS is promoting its employer services through a statewide television show which airs on the Library Commission Television Network.

Access for All — Supports and Services in Your Community is a 30-minute talk show hosted by WVU Center for Excellence in Disabilities and the Library Commission.

Acting Director Donna Ashworth; Stephanie Decker, Employer Services Program Supervisor and Lisa Wayman, Employment Specialist were interviewed on Jan. 16.

The interview focused on the services that DRS can provide to West Virginia employers and businesses. They also showcased real examples of workplace accommodations, using photographs provided by the DRS Rehabilitation Technology Unit.

The show began airing in the Charleston area on Jan. 21. It will continue to air in the Charleston area four times a week for a month. It will then be distributed for airing on 17 affiliate stations throughout the state. A list of stations can be found at the Library Commission Television Network’s website http://wvlc.lib.wv.us/html/ltn/index_ltn.html. The show also will be available to view on the CED website, http://cedwvu.org/, in late February.

submitted by Tracy Carr

from the Charleston District

The Charleston District Office has had an event-filled year. We have relocated and are settled in new offices. Charleston District office also has established a new branch office in Teays Valley. Staffing changes have included retirement, transfers as well as new hires. Two staffers became new mothers this year — Beth Ann Swann and Kendra Small. Congratulations to you both. And congratulations to Cindy Tucker, Richard Ward and Angela Walker upon their completion of the Emerging Leaders Program. Finally, our Teays Valley Branch took part in the Secret Santa program during Christmas to provide for those less fortunate.

submitted by Regina Wright
Disability Mentoring Month in Huntington District

During October 2011, we had a lot of activity in the Huntington area for Disability Mentoring Month.

Lisa Wayman, Tim Bowens and Clint Poston were invited to Sam’s Club to give an informational talk about DRS services. We discussed job retention services and the purpose of disability mentoring activities. We received a very positive response, especially in regard to job retention services, and provided them with DRS contact information.

Debbie Baisden-Fields, Randy Bridgette and Clint Poston, along with seven DRS clients, were invited to an informational luncheon at Red Lobster hosted by restaurant manager Jeremy Louden. As a result, one client may soon be starting a job as a hostess. A client who was born with no arms was offered an opportunity to work a couple of days as a host, taking orders and putting them into the computer with assistive devices. A third client who will be graduating from the culinary school at MCTC in May was offered a job with the opportunity to transfer to her hometown when she graduates. Manager Jeremy Louden has also hired a baker with a hearing impairment, and another person who has Down’s Syndrome to roll silverware. He and his staff are very excited about hiring people with disabilities, and Lisa and Tim have been invited back.

Also, Olive Garden, as it has also done in the past, generously donated lunch for 30 people at our office. One referral for a job retention case has resulted from our contact with Olive Garden, and we have been informed that others plan to apply for services as well.

submitted by Clint Poston

DRS gives back

In January 2011, a small group of employees at the State Office came up with the idea of turning a hobby of making fleece blankets for gifts for family and friends into a community project for the homeless. The idea was to make one blanket a week during their lunch hour, with a goal of 50 blankets by Christmas 2011. The idea was put on hold due to the moving of the State Office. Once folks were settled in, the project picked up again.

Not only are blankets made, but the scraps are used for cat toys and scarves. The scarves also are given to the homeless, and the cat toys are donated to the local animal shelter. The blankets cost around $20 for the materials. Any donation is appreciated. The Spencer Office staff donated funds for a blanket in honor of fellow employee Kristy Toney’s birthday.

A total of 21 blankets were made, and on December 23rd donated to the Patchwork Shelter, a temporary shelter for homeless teens in Charleston. Many of the teens will not come into the shelter, so the staff has to go to them. The staff at Patchwork said the blankets would be perfect for those teens.

The blanket project will continue this year with a goal of 100 blankets. One blanket per lunch hour is usually how long it takes to get the blanket cut and tied. The blanket crew would like to express their appreciation to those who donated funds and time in making this project a reality. If you are interested in assisting with this project contact Linda Brown or Julie Daff.

submitted by Julie Daff
New DRS YouTube channel hits the ‘net

The DRS YouTube channel was born in December 2011 and now features the success stories of the 2010 and 2011 Ability Works recipients. The channel will expand to include videos that explain agency services and show more positive images of people with disabilities at work.

“I am excited about the opportunity for us to use multimedia to support the DRS mission,” said Yvonne Shepard, Communications Manager. “This is a very powerful way to reach people, using the skills and equipment we already have with a free resource that millions of people use.”

Simplicity of use and no cost are the two main benefits of having a DRS YouTube channel. After videos are added to the channel, DRS can link to those videos or embed the videos in the agency website.

DRS Communications Specialist Rod Woods is working on employer-centered video shorts that will highlight DRS services they used and how the services benefited them. The footage also will be used to produce a longer video that may be used by employers to encourage employees to use DRS services and to build a more diverse workplace. Many other projects are planned.

Visitors to the DRS website can find the index to the success stories via a link on the home page. The DRS YouTube channel can be found at http://www.youtube.com/user/WVDRS.

If you know of a client who would be interested in sharing his or her success story in a video, or an employer who is happy with DRS services and willing to share his or her impressions, please e-mail Yvonne Shepard after getting the approval of your supervisor.

submitted by Jeff Seager

New online system gives vendors instant access

Providers of case services now have instant access to payment information after they’ve billed the West Virginia Division of Rehabilitation Services, thanks to an online system developed by Fiscal Services.

The secure online Explanation of Benefits (EOB) is available to all vendors who provide case services to the Field Services and Disability Determination programs, according to Michelle James, the Division’s Chief Financial Officer.

“Our goal with the new online Explanation of Benefits system is to streamline the reconciliation process for our case service vendors,” James said. “Instead of telephoning our Fiscal Unit with questions about a payment, those vendors now can log on to the EOB system and get the information they need online in seconds, rather than days.”

The EOB system allows case service vendors immediate access to payment details, eliminating the wait time between the arrival of the mailed check and the mailed statement. The new system is likely to reduce the number of calls from case service vendors seeking information to resolve accounting questions, James said. Payments from multiple invoices are bundled into one payment.

The former wait time was a result of the check and the statement being sent from different agencies. The new system eliminates that communications lag and the paper statements that were a necessary part of the old way of doing business. Paper statements will cease altogether after March 1. The system was made available to vendors for the first time on Jan. 6.

James expects the EOB system to improve efficiency and reduce costs for DRS and for its case service vendors, who can access the new system free at www.apps.wv.gov/Rehab/EOB.

The EOB system was developed at no cost to the Division through the State of West Virginia’s self-funded electronic government program. For information about that program, visit www.wv.gov/partner. For more information about other state resources and services available online visit www.wv.gov/Pages/services.aspx.

submitted by Michael Meadows
New Office Assistant II named for Weirton Branch

The Weirton Branch Office welcomes Ms. Cynthia (Cindy) Brown as the new Office Assistant II. Cindy began on Dec. 1, offering much needed support to the office and greeting visitors. Cindy came to DRS from the business office of Weirton Medical Center, where she assisted patients in finding financial resources for treatment. She became very familiar there with DRS medical services for job retention. Cindy has excellent customer service skills and enjoys the interactions with clients and visitors. The staff is delighted to have Cindy as part of the team.

submitted by Debbie Williams

New Office Assistant III at Keyser Branch Office

Nicole Piraino is the new office assistant III in the Keyser Branch office. Nicole earned an Associate in Business Technology degree from Potomac State College. She is married to Devin Piraino. Nicole is the Treasurer of their National Guard Family Readiness Group, loves hunting and fishing, basically anything outdoors, and shares that the Pirainos are big-time Mountaineer fans.

submitted by Nicole Piraino

A familiar face joins the Deaf and Hard of Hearing program

Rachel Gill joined the Deaf and Hard of Hearing program in November, moving from her previous job as Oak Hill branch office manager to become a Rehabilitation Program Specialist at the state office.

Rachel has a Bachelor of Arts degree in psychology and a Master of Science degree in rehabilitation counseling from West Virginia University. She is a certified rehabilitation counselor who has completed “Orientation to Deafness” training at the University of Tennessee.

Rachel has worked for DRS for five years. As manager of the Oak Hill office, she also managed the deaf caseload for five counties in the Beckley District. Before coming to DRS, she managed a workers’ compensation caseload in a private rehabilitation setting and served for three years as a job placement specialist with the Human Resource Development Foundation.

Her interest in deaf services began when she was working in Beckley as a school counselor at Woodrow Wilson High School, and was gathering information about deaf services for a student. Rachel became very interested in deaf services and culture. She enthusiastically embraced the challenge to learn American Sign Language.

“Working with deaf and hard of hearing individuals is so rewarding,” Rachel said. “They are very appreciative when someone can communicate with them in their language.”

Her career has benefited from good mentors. One is Becky Morris, author of “On the Job with Hearing Loss” and owner of Beyond Hearing Aids. Becky travels the country as a training provider. Rachel also credits Barb King, who retired from DRS in 2010 after more than 35 years of service, as a mentor whom she could count on to provide advice and guidance for tough cases. This advice helped her give quality services to her clients.

Residents of Crab Orchard, Rachel and her husband Mickey have been married for 16 years. They have two daughters: McKenna, 10, and DeLeah, 6. Both girls are active in Girl Scouts, and their parents stay very busy as Girl Scout volunteers.

submitted by Yvonne Shepard
Huntington, MU branch offices offer public service recognition

Uno’s Chicago Grill was the location for the Huntington Branch Office and Marshall University Branch Office Public Service Recognition luncheon on September 13. Cookies and fruit were provided for a reception during afternoon break when we recognized three of our coworkers who had reached milestones with their state employment: Anne Moncer, 30 years; Patricia Williams, 35 years; and Carol Newberg, 50 years.

submitted by Jill M. Kelley

Salvation Army Bundle-Up project warms Weirton

Each Christmas, Weirton Branch Office contributes to a local organization. For 2011, the staff at WBO made the decision to help keep children warm. WBO contributed $100, coats, hats and gloves for the Brooke and Hancock County Salvation Army Bundle-Up Project, ‘Coats for Kids’. Alicia Kusic and Nicole Fankhouser made the presentation to Captain Edward Long of the Salvation Army in Weirton.

Submitted by Debbie Williams

Christmas tree sale benefits Tri-State Big Brothers/Big Sisters

Selling Christmas trees to benefit the local Big Brothers/Big Sisters organization has become an annual Christmas tradition in the Huntington District for one group of employees. Susan Weinberger started this tradition in the mid-1980’s, and was joined by a group of faithful “elves” as they each joined the agency. Jill Kelley started in 1989, Anne Moncer in 1997, and Teryl Jones in 2003. Other elves have helped throughout the years too, but those four have remained steady volunteers for a very worthwhile organization. Through the years, they have sold trees in snow, rain and very cold weather, but this year they had a beautiful sunny afternoon to sell trees, and sold 13 trees and 3 wreaths totaling almost $900 for BB/BS!!!

submitted by Jill M. Kelley

New office assistant joins the Morgantown Branch Office

Cindy Wade is the newest office assistant for the Clarksburg District working out of the Morgantown Branch Office. Cindy has worked for the agency since September 16, 2011 and says that she loves her job, really likes the people she works with, and enjoys getting up every morning and going to work. Cindy was born and raised in West Virginia, but lived in the state of Washington for 21 years prior to moving back to West Virginia. She now resides in Core with her two teenage daughters and enjoys spending time with family.

submitted by Charlene Smyth
DDS personnel receive SSA Regional Honor Awards

SSA has recognized Disability Determination Section employees from both the Charleston and Clarksburg offices with Social Security Administration’s 2011 Philadelphia Region Honor Awards. The Regional Commissioner presents these awards annually to SSA and DDS employees to recognize exemplary personnel’s accomplishments, talents and contributions to SSA.

The Regional Commissioner’s Citation is granted to an individual or team for outstanding contributions to the Social Security Administration. Two DDS casework units received this award to recognize their “outstanding service to the Philadelphia Region by providing assistance to the Maryland DDS.”

Units supervised by James Graff in Charleston and Miranda Carpenter in Clarksburg received the citations. Disability Evaluation Specialists in Graff’s unit were Marcia (Brockwell) Schultz, Christopher Hull, James Kirk, Charl Loudin, Robert Ross, Jim Thacker and Martha Watson-Kessinger. Disability Evaluation Specialists in Carpenter’s unit were Jennifer Anderson, Cindy Burke, Kevin Hardman, Jeremy Louk, Daniel Martin, Nelson McCloy and Christine Sias.

The Quality Service Award is granted to an individual employee or group of employees for original, unique, or creative approaches in communication/service delivery that improve communication/service to the public.

Brenda McCune, Senior Disability Evaluation Specialist in Charleston, received this award for “superior performance as a Senior Disability Evaluation Specialist and mentor in a training unit.”

The Quality Assurance Unit (QA), under supervision of Jim Taylor, also received the award for “superior performance in maintaining quality while assisting in the growth of new staff which leads to continued excellent service to the citizens of West Virginia.” The QA team consists of employees in Charleston and Clarksburg. Team members are QA Specialists Jean Burnworth, Patricia Campbell, Leesa Chalmers, Debbie Davis, Jo Ellen Grass, Michael Mick, and Jamie Stratton, Medical Consultants Holly Clark, M.D. and Raymond Lim, M.D. and Rehabilitation Services Associate, Susan Shaffer.

The Excellence in Service Award is granted to an individual employee for exceptional contributions that reflect the Agency’s commitment to high quality public service.

Jordan Long and Cheryl Turnes, Disability Evaluation Specialists in Clarksburg and Charleston, were recognized for “demonstrating superior performance in providing timely, accurate decisions to disabled West Virginia citizens.”

Janet Snyder, Secretary to the DDS Assistant Director, was recognized for “exceptional daily performance, going ‘above and beyond’, and working tirelessly to support the West Virginia DDS Director and Administrative staff.”

The Philadelphia Region Group Achievement Award is an honorary recognition bestowed upon a group of SSA or DDS employees for notable contributions in furthering the mission of SSA, achieved through the spirit of teamwork.

The Rehabilitation Services Associates team in the Clarksburg DDS was recognized for “providing invaluable assistance to the Disability Evaluation Specialists in Clarksburg through high quality case development and abstracting.”

submitted by Drema Clark
Huntington and Marshall branch offices - Casual For a Cause

The Huntington and Marshall Branch offices contributed $226 for Casual for a Cause for the last quarter of 2011. The Huntington Area Food Bank was the chosen charity for the quarter. Teryl Jones, Judy Patton, Lorrie Levi and Teresa Swecker went shopping at Aldi’s, thinking that the most items could be purchased there with the contributed money. Items purchased included macaroni and cheese, peanut butter, tuna, beef stew and individual packs of fruit. LeAnn, from the Food Bank, noted to Judy Patton that these items “were the ones most needed” and would be “greatly appreciated”.

submitted by Judy Patton and Teresa Swecker

Beckley District clerical meeting held on December 13

Beckley District clerical staff had their clerical meeting on December 13th at the Beckley District Office. All clerical staff attended. Items on the agenda included the introduction of new staff, general issues, such as the State of the Agency and State of the District as well as any concerns, and praises, all which were presented by Beckley District Manager, Jeanette Ratcliffe.

District Secretary, Sherry Hamilton, conducted the next portion of the meeting which included information regarding CAPS and signature requirements on the WV 16, 16A, and 17, purchase card requests and a discussion about the updating of the clerical manuals, as well as many other items.

All District offices had been asked to provide updates of the hospitals in their areas so that the Hospital Manual could be updated. These were provided to Ms. Hamilton and there was a short discussion regarding authorizing and paying surgery and hospitalization, and a review of instructions from the State Conference 2010. There was also a discussion of possible topics for the 2012 Spring Conference for Administrative and Field Office Assistants/Secretaries.

We enjoyed lunch at Tamarack and returned to the District Office where we enjoyed a Gift Exchange and a short craft session compliments of our District Manager.

submitted by Wanda Galford

Beckley District Casual for a Cause

This year Beckley District collected $2,744.00 from their Casual for a Cause program. This money went to the following charities: Angel Tree, Dr. Eckley’s 2nd Grade Dental Program, CASA (Court Appointed Special Advocates for children) of the 11th Judicial Circuit, Experience Works, Bower Hospice House and Children’s Home Society. Way to go District 4!

submitted by Jeanette Ratcliffe
DRS uses data and technology to better address potentially underserved minority populations

Serving qualified applicants for vocational rehabilitation is critically important for the West Virginia Division of Rehabilitation Services, and the State Plan for Vocational Rehabilitation ranks “developing strategies for outreach efforts to minority populations” as a high-priority goal.

That goal is being addressed as never before with research aided by U.S. Census data combined with tracking tools developed by the U.S. Postal Service, and the agency’s own historical data that points to minority-rich areas within the state that may be underserved.

“We want to make sure that every person in West Virginia knows about DRS services, and that they receive them if they are eligible and if they want these services,” said Donna Ashworth, the agency’s Acting Director. “Our goal is to reach out to anyone and everyone who may need vocational rehabilitation. Fairness and equity are principles we value highly.”

Working with data from the U.S. Census Bureau and the agency’s Electronic Case Management System, the State Plan and Program Evaluation Unit of DRS used geographic information system software (ArcGIS 10) to identify areas of the state with potentially underserved minority populations. The DRS researchers then used online tools and services of the U.S. Postal Service to select 21 mail routes serving those areas.

The agency’s Governmental and Public Relations Unit then employed the services of a community rehabilitation program to mail 7,914 brochures about the agency’s vocational rehabilitation services to every residence within those local routes. The postal routes selected were in or near the communities of Brandywine, Delbarton, Elkview, Summersville, Sutton, Huttonsville, Salem, Grafton, Kingwood, and Gerrardstown.

With some success, the agency in past years has participated in minority-related festivals, consulted with various representatives of other organizations serving minorities, and regularly monitored the agency’s program performance data to assess our progress in serving persons with disabilities who are members of minority groups. The current innovation aims to build on these and other efforts at minority outreach, Ashworth noted.

For purposes of the agency’s outreach efforts, minority populations are defined using the U.S. Census standard of self-identification as African American, Asian, Native American, Hispanic, and Hawaiian or Pacific Islander.
St. Jude’s needs your used greeting cards

Instead of discarding your Christmas cards, please think about sending them to St. Jude’s Ranch for Children. St. Jude’s Ranch for Children is an organization for abused, abandoned, and neglected children. The children earn money removing the fronts of donated cards to make new ones sold in packets of 10.

The card recycling program began more than 30 years ago when the children decided to use the previous year’s Christmas cards they received, and make them into “new” cards for the next season. The “new,” recycled cards were sent out to their supporters. The recipients were so delighted with their unique “thank you,” they requested the children sell them the special cards. And so, the St. Jude’s Ranch Recycled Card Program was born. Since then, the program expanded to include all occasion greeting cards. People from all over the world have sent the ranch their used cards!

The Ranch established the Kids’ Corp., a program for the children at St. Jude’s Ranch, to learn entrepreneurship skills. The children participate by removing the front of old cards and attaching a new back. The result is a beautiful new card made by the children and volunteers. The benefits are two-fold: customers receive “green” holiday cards for use and the children receive payment for their work and learn the benefits and importance of “going green”.

Card Donating Tips:
• All types of greeting cards, including Christmas, are used.
• Only the card front can be used (please check to be sure the back side of the card’s front is clear of any writing, etc.)
• The following cards cannot be accepted due to the companies not permitting the recycling of their product -- Hallmark, Disney or American Greeting cards.
• 5" x 7" size or smaller is preferred.

Please send cards to:
St. Jude's Ranch for Children
Recycled Card Program
100 St. Jude's Street
Boulder City, NV 89005

submitted by Jeanette Ratcliffe

Beckley District awards, training held at Tamarack

Prior to a training provided by Marshall University on Cultural Considerations, WVDRS Beckley District Manager Jeanette Ratcliffe recognized employees for their achievements for the previous year’s work at a recent ceremony at Tamarack in Beckley, WV. The awards were given to employees for meeting MAPS goals as well as verbal recognition for service tenure. Those who received the award for meeting their goals included: Susan Baldwin, Kevin Maynus, Kelli White, Rachel Gill, Jeremy Styles, Michael Scott, Carla Cole, Margie Cordle, and Mandy Garcia. Office assistance recognized for their assistance to counselors for meeting goals were as follows: Brenda Beard, Leann Rudd, Crystal Cole, Terressa Wood, Angela Finley, Wanda Galford, Judy Hess, Luann Jeffries, Nancy Simmons, and Rebecca Payne. RSAs recognized for their public service were Jackie Cook, Sonja Cool, and Jodie Gilkerson. Employment specialists recognized for their public service were Karen Bainer, Patricia Moody, and Kathy Bowling. Employees recognized for the longest tenure were Brenda Beard, Patricia Moody, Sherry Hamilton and Susan Baldwin.

Our special thanks to all employees for their hard work and congratulations to all employees recognized for their excellent service delivery and commitment to our clients.

submitted by Chris Baker
Fayette County College Days

Diana Dobbins, Emily Johnson and Bud Schuman participated in the Fayette County College Days, providing information and taking referrals on high school juniors and seniors. Over one hundred surveys were disseminated in the two days with thirty direct referrals taken.

Also, a survey of the college representatives indicated a lack of knowledge of DRS services. Information was provided to 21 representatives. As a result, the Fayette County staff was invited to join the Association of College Recruiters and Admissions Counselors (WVACRAO) by Christopher Jackson, association president.

The Fayette county staff was also invited to attend the associations fall conference and present information on DRS services prior to the start of college recruiting.

Brandon Hughes, CFWV college access program liaison invited the Fayette County Staff to attend a training that followed on Nov. 29. Mr. Hughes indicated that CFWV wanted to work closely with the Fayette County Staff in utilizing the assessment tools which are free to students. The assessments could be used in vocational counseling and guidance, as well as IPE development.

submitted by Eugene D. Schuman

Beckley District meets with local CRPs, school personnel

For the past year and a half the Division has prioritized enhancing communication and strategic planning between DRS school counselors, CRP service providers and high school personnel in an effort to strengthen the wrap around assistance for all transitioning students with disabilities and to reduce dropout rates. From their recent meeting at Tamarack on Nov. 15, 2011 each counties group discussed accomplishments, current needs as well as activities and ideas they are working on to enhance student career acquisition. Each county team has been able to gain ideas from other teams and duplicate efforts that gain success towards the transition team goals.

Key themes that emerged from the transition meeting were identification of a service provider information brochure for greater access to necessary services, credit recovery programs in all district counties, transition & community resource training, CRP providers attending senior exit meetings, earlier student involvement by DRS, career connection fairs and job clubs, disability awareness forums, and job service field trips. These accomplishments and ideas were just part of the identified topics that are in place or being developed for entire team. Several needs were identified that continue to create barriers for transitioning students. The primary needs that emerged from the meeting were transportation, increased involvement with students, school directed vocational fairs in some counties with increased CRP presence with fairs and forums, individual county team meetings on a regular basis, program funding and resources, as well as CRP services in under served areas such as Pocahontas County.

The next meeting will be held on March 28 at Tamarack starting at 9 a.m. The district will hold a training or informational presentation of some kind as a training component to the transition team efforts.

submitted By Chris Baker
Lewisburg Branch Office welcomes new RSA Karen Jones

Karen Jones has joined the district IV team as an RSA in the Lewisburg Branch Office. Mrs. Jones is a native of Lewisburg and was a 1989 graduate of Greenbrier East High School. She went on to earn her Bachelors of Arts degree in psychology from Concord University in 1994. She began working for the VOCA Corporation as a residential habilitation direct care worker while in college and continued working for VOCA from 1993-1994. Karen became an early intervention worker for the Birth to Three program in 1994 in McDowell County West Virginia until 1999. In 1998, she completed her master’s degree in Community Health Education from West Virginia University and began working for Timberline Health Group in 1999 as Regional Director until 2004. In 2004 she began working as a service coordinator for the Birth to Three program in addition to working as the preschool teacher for Old Stone Presbyterian Church. She plans to pursue a master’s degree in rehabilitation counseling in the near future.

Karen is married to Ed Jones, a local psychologist. She enjoys the outdoors as well as reading in her spare time. She has a younger brother, Jeff, who is a jazz musician in Tokyo Japan and has an older sister, Kim, who is a nurse at Greenbrier Valley Medical Center in Fairlea, West Virginia.

Her philosophy is “give people the tools they need and you empower them for the rest of their lives.” Lewisburg Branch Office is pleased to have Karen join the Division and looks forward to working with her for many years to come.

Mary C. Goebel joins Princeton office as counselor

Mary Goebel joined Beckley District team as a General Field Counselor on Dec. 1. Mary earned her bachelor’s degree in Elementary Education from Concord College. She earned her Master of Social Work from WVU in 2008. Mary was previously employed with ResCare for two years as a Therapeutic Consultant and with Children’s Home Society of WV for 13 years in a variety of case management and supervisory positions.

Mary resides in Athens with her husband, Herb, and their five children, Autumn, Stephen, Savannah, Dakota and Logan. She enjoys music, art and craft festivals, yard sales, looking through clearance racks in any store and learning alternative healing modalities.

Oak Hill Branch Office celebrates with a Christmas luncheon

The Oak Hill Branch Office, along with Jeanette Ratcliffe, District Manager, and Rachel Gill, Specialty Counselor for the Deaf, celebrated the holiday with their Christmas luncheon on Dec. 21, 2011. There was lots of delicious food, yummy sweets and great fellowship. Way back in January, it’s hard to believe that another year has come and gone, those wishing to participate, randomly picked a Sunshine Pal. The purpose of this activity is to brighten your co-workers’ day with cards and thought gifts. The cards and gifts truly helped those that were having a bad day. It was nice coming into your office and finding a card that you needed at just that moment, a bouquet of flowers, holiday items, goodies, etc. The Sunshine Pals were revealed today during the luncheon. It was a lot of fun guessing who you thought your Sunshine Pal was. We are doing this again in 2012.
Jerri Cullopp, new Office Assistant II in Beckley

Beckley District welcomes new OA II, Jerri Cullopp. Jerri came to DRS after working in her family business for the past 32 years. She resides in Beckley and attends church at the United Methodist Temple, where she also sings in the choir. Jerri has 2 grown sons and is very excited because her eldest son is getting married in April. She enjoys reading, gardening and decorating. Jerri is also very busy right now with the upcoming wedding. When asked how she feels about DRS she replied “the work is challenging, but I can handle it.” The Beckley Branch Office feels very fortunate to have Jerri on board.

submitted by Jeanette Ratcliffe

Cheryl Crews, new Office Assistant II, joins Beckley office

Cheryl Crews is a new addition to the Beckley Branch Office. Cheryl knows firsthand what DRS does for their clients. She was a client of Rachel Gill’s approximately 2 years ago and was a successful closure! Cheryl was born in Indiana and was raised in Pipestem, WV. She obtained AA Degrees in office technology and also secretarial administration. Cheryl resides in Sullivan with her 13 year-old son. She attends church at Victory Baptist. In her free time, she enjoys working puzzles, cross stitch, and her 13 year-old’s activities. The Beckley Branch Office feels that Cheryl is a great addition to our staff.

submitted by Jeanette Ratcliffe

Jamie Williams is new Rehabilitation Services Associate for the Princeton Branch Office

Jamie Williams came to DRS in October 2011 to become our first Rehabilitation Services Associate for the Princeton Branch Office. She received a bachelor’s degree in Social Science with a concentration of psychology from Bluefield State College. She plans to pursue a master’s degree in Rehabilitation Counseling in the near future.

She resides in Princeton with her two wonderful daughters, Josie and Hazel. She enjoys spending time with her girls, family and friends. She also enjoys reading, making people laugh and watching the newest Disney show episodes with her girls. She donates blood at least twice a year to the American Red Cross and takes time to volunteer for Emma’s Touch, a childhood cancer awareness organization, on a regular basis.

submitted by Judy Hess

Carrie George joins Clarksburg District as counselor

Carrie George is the newest rehabilitation counselor the Clarksburg District, working out of the Clarksburg Branch Office. Carrie received a degree in Criminology and Investigations from West Virginia University and in August of 2011, she attained her Master’s Degree in Counseling from Marshall University. Before coming to DRS on Nov. 16, 2011, Carrie worked for two years for the Disability Determination Section in Clarksburg and one year at the Industrial Home for Youth. Carrie is from Charleston, West Virginia and now resides in Jane Lew with her fiancé and two dogs, Bella who is a yorkie and Joey who is a Maltichon. Carrie is engaged to be married on Oct. 11, 2012 at Daytona Beach, Florida.

submitted by Charlene Smyth
Michelle DeWitt, Rehabilitation Counselor, Princeton

Michelle DeWitt joined the Beckley District team as a rehabilitation counselor on December 1st. Michelle received her bachelor’s degree in psychology with a minor in Counseling and Rehabilitation from Marshall University. She received her Master’s of Education with a concentration in Human Development and Mental Health from Lindsey Wilson College of Counseling. Michelle was previously employed with the Coordinating Council for Independent Living, in Beckley, as a Service Coordinator working with the MR/DD population. Michelle is originally from Princeton and she currently resides there with her two daughters, Kyndra and Khara. Michelle enjoys reading and watching movies during her leisure time. She is family oriented and also enjoys spending time with her friends and family.

submitted by Judy Hess

Princeton office donates to Salvation Army Angel Tree

The Princeton Branch Office spent a total of $951.66 on eleven Angels from the Salvation Army tree. The money was contributed by the PBO employees for the Casual for A Cause campaign. Some of the money was contributed by former employees Carol Brewster, Lauren Barrett and Russell Crump. Susanne Taylor with WVU/Center for Excellence in Disabilities also, made a very generous contribution. The gifts were picked up by the Salvation Army on December 9th. Thanks everyone for your generosity.

submitted by Judy Hess

Princeton office offers Basket of Hope for women in need

The Princeton Branch Office was once again asked to participate in providing health and beauty aids and personal supplies for the women at SAFE (Stop Abusive Family Environments) by WISE. The W.I.S.E. Women’s Centers were established to provide a safe place for all women to spend time to establish a plan for reaching their goals and resolving obstacles. W.I.S.E. is a nonprofit corporation founded in March 2005 to aid women in defining the issues and then developing a strategy that will work them through the path to completely reach their goal in their personal plan for success. Some of the services offered include: skills analysis, education planning and referral, health planning and referral, housing, financial management, self-defense, image consulting, wardrobe, resume, hair, dress professional for the interview, substance abuse alternative, legal counsel, childcare and transportation. W.I.S.E. advises their clients on all the many wonderful resources in existence and encourages them to remember that everyone has value and purpose. Both SAFE and WISE are very active in the community.

Our staff once again contributed towards this worthwhile cause and brought in shampoos, conditioner, soaps, towels, lotions and many other toiletries. Margie Cordle, Rehabilitation Counselor, assembled the basket and delivered it to the SAFE office in Welch. Thanks to all who participated. Once again, you have demonstrated the Christmas spirit.

submitted by Wanda Galford
Lewisburg Branch Office goes GREEN

The Lewisburg Branch Office has gone GREEN as they have recently begun to receive services from Greenworks Recycling, a Lewisburg-based business operated by people with disabilities. Greenworks Recycling was started from a grant by Open Doors, Inc. in September 2009 and has gained local area attention as it offers fee based recycling pickup services. The service includes providing recycling bins to account holders in addition to pickup services. The business charges for monthly pickup and bin placement which can be shared by business owners who pay only a portion of the expense. The service offers recycling for the following items: Plastic - #1 and #2, glass, aluminum, tin cans, newspapers, shredded paper, cardboard, magazines, office paper, and electronics. The grant provided for a recycling truck that travels to each recycling bin location and picks up recycling at a frequency agreed upon by a contract between Greenworks and the customer. As an example of the cost of the services provided, residential per truck load pick up fees cost $15.00 per month or $25.00 with glass. Higher costs can be paid for commercial pickup services according to the company information.

Mr. Jaime Lafferty was the recycling coordinator from Open Doors who was responsible for the business start-up in addition to his duties as the job development person for the company. Mr. Lafferty created the name of the company, the logo design, and helped secure an array of contracts from the local Osteopathic School to small businesses in the downtown area and all businesses in between. Mr. Lafferty began by purchasing the recycling truck and then acquiring several weather sustainable bins to fulfill client contracts. To date the business has received multiple contracts in Greenbrier County. Mr. David Esteppe has taken over the program as the new job development staff at Open Doors. Mr. Esteppe states, “Greenworks Recycling in Lewisburg, WV is proud to be a part of helping to keep West Virginia green, beautiful and community aware by employing people with disabilities. All of us at Greenworks Recycling would like to thank the office and employees of the West Virginia Division of Rehabilitation Services in Lewisburg, WV for supporting recycling efforts in our community and our Greenworks Recycling company."

Employees at the Division Branch Office are excited about the service as staff members were taking recycling to the Ronceverte, WV recycling center after work. Now, this is a service that takes the recycling for them. Counselor Ginny Ramos states, “It’s good to see our office doing our part to recycle while helping people with disabilities.” Nancy Harris commented, “it’s nice to help people with disabilities while helping our office be greener.”

To find out more information about Greenworks Recycling, visit their website at www.greenworksrecycling.biz or call Open Doors, Inc. at 304-645-2130 ext. 338 and ask for David Esteppe.

submitted by Chris Baker

Beckley District presents spirit awards at recent training

Beckley District Division of Rehabilitation Services highlighted its spirited staff members in their respective offices around the district. The Spirit of DRS award winners were Stephen Dickerson from the Princeton branch office, Bud Schuman from the Oak Hill branch office, Crystal Lively from the Summersville branch office, and Chris Baker from the Lewisburg branch office. The office personnel voted on who they thought exhibited the most spirit and commented on why they voted for that person. The award winners received a star-topped trophy engraved with their names and years of service.

Congratulations to all employees for their spirit award and keeping the offices lively and spirited while we tirelessly serve our clients to the best of our abilities. Keep up the spirit!

submitted by Chris Baker
Patricia “Trish” Tolliver, Rehabilitation Counselor, joins the Beckley Branch Office

The Beckley Branch Office is excited to welcome its newest Rehabilitation Counselor, Patricia “Trish” Tolliver. Trish was previously a substance abuse therapist with Seneca Mental Health Services. She obtained her master’s degree in social work from Radford University. Trish has also been a member of the National Guard for the past 15 years. She and her husband were married on Jan. 13. She currently resides in Daniels with her husband and 2 stepchildren, ages 16 and 17. In her spare time, Trish enjoys reading, taking walks, and photography. The Beckley Branch Office is proud to have her on our staff!

submitted by Jeanette Ratcliff

New ad tells employers about DRS Employer Services

Designed to complement the health care theme of the newest issue of West Virginia Executive Magazine, this ad informs employers about some important benefits of using DRS services: job recruitment and retention services. For some employers, the ad may be the first opportunity to learn that DRS exists and has services relevant to them.

As a conversation starter for employment specialists, the ad supports their credibility and helps launch a persuasive conversation about the agency in a way that recognizes what matters to employers.

submitted by Yvonne Shepard
Wheeling District adopts a family in need

The Wheeling District Office is wrapping up the year by not only providing great services to clients but also to members of the community. Times are tough right now, and many families struggle to make ends meet. With the holidays upon us, we wanted to help a family that truly needed our help. That’s when we decided to adopt a family for Christmas.

We discussed the possibilities and who we would like to sponsor, and then our wonderful Office Assistant, Terry Shafer, found a family in dire need of our help. This family went through some very tough times and basically had nothing but the clothes on their backs. Terry visited with the family and compiled a wish list for each of the three children. Mom’s only wish was for her children to have a good Christmas, so Wheeling staff members pulled together as a team and made sure that all of the family members had just that! Shopping began as each of us contributed in our own way, and on Dec. 16, the team got together for a food and wrapping extravaganza!

After all of “Santa’s” work, the bags were filled to the brim and delivered to Mom, giving her time to hide them while the children were at school. On Christmas Day, Terry’s phone rang more than once in deep appreciation from the family. It is truly a humbling experience to see how harsh life can be, but so rewarding when you know that you have brought smiles and comfort to people in need.

submitted by Kimberly Locy

Wheeling Branch Office hosts coat drive

With the start of the cold season upon us, the Wheeling Branch Office staff decided to help warm up the community by hosting a Coat Drive. After notifying the community of the event, the donations began to stream into the office. To date, with everyone’s contributions, we have collected approximately 75 coats for men, women, and children. The nice warm coats were then delivered to Wheeling Park High School and the Salvation Army to hand out to individuals in need. We are hoping the coats help warm up their new owners and giving them has warmed our hearts.

Planned future events for the Wheeling office staff include, but are not limited to, volunteering at the local soup kitchen in Wheeling, participating as “Nick’s Team” in the Walk for Autism being held on May 19, 2012, and the Relay for Life in August 2012. We are also making plans for a spectacular floating machine to put in the water for the “Anything That Floats” being held in Wheeling in September 2012. We hope to continue to share the fun things we are doing to participate in our community. Let’s all get out, give somebody a hand, and have some fun!

submitted by Kimberly Locy

Share your news with the DRS family!

Send us news about awards, achievements, degree completion, certifications, engagements, marriages, births, silver and golden anniversaries, participation in charity events and other appropriate things.

Photographs should have a resolution of at least 250 ppi.

Send materials via email to: Tina.R.Namay@wv.gov cc: Yvonne.Shepard@wv.gov
Disability Mentoring Day – Oct. 19, 2011

Disability Mentoring Day, a national program that provides mentoring and hands-on career exploration opportunities for students and job seekers with disabilities was observed on Oct. 19, 2011. Objectives of the program are to encourage individuals with disabilities to think early about their careers and to develop the skills necessary to compete in today’s workplace.

Under auspices of the American Association of People with Disabilities, the mentoring program connects employers and nearly 20,000 students and job seekers together in a mutually rewarding fashion. Mentees, assisted by their local DRS Disability Mentoring Day Coordinators, may spend from 2 hours to a full days period of time job shadowing with Mentors, to be actively involved in a businesses activity or be provided with an internship program leading to possible employment.

By congressional action, Disability Mentoring Day is held on the third Wednesday of October each year, and is celebrated in every US State and territory. The West Virginia Division of Rehabilitation Services is the lead agency in West Virginia for the Disability Mentoring Day program. Next year’s program will be celebrated on Oct. 17, 2012.

For more information, contact the Division’s Consumer Affairs office at 1-800-642-8207.

submitted by Gene Defabio

Reception honors new Acting Director Donna Ashworth

A reception to welcome the new Acting Director Donna Ashworth was held Dec. 16, 2011 at the Division’s Administrative Offices, Capitol Street, Charleston. Co-workers, field services staff, partners, consumers, family and friends enjoyed an afternoon of refreshments, conversations and tours of the new office location. The reception packed the second floor and Ms. Ashworth stated “I am overwhelmed by this response and I look forward to leading the agency.” Ms. Ashworth is well known in the rehabilitation family and communities having served with the Division for 31 years in various positions starting as a Rehabilitation Counselor and most recently as Assistant Director for Field Services. With Best Wishes and Congratulations, we say “Welcome” to Acting Director Donna Ashworth, we look forward to working with you!

submitted by Susan Weinberger

West Liberty University students learn about disability barriers

In October, 2011 Wheeling DRS client and Ms. Wheelchair USA Sara Keedy led a group of West Liberty University students on a journey into the life of someone with a physical disability. In this one-day event Sara challenged students to experience what life is like for someone wheelchair bound or who relies on the use of crutches, a walker or cane for mobility.

Additionally, students could experience that life was like without sight or hearing. Wheeling Counselor Kevin Serig is extremely proud of his client and champions her efforts to educate her fellow classmates at WLU. Sara’s pageant platform is to encourage better ADA accessibility at colleges and universities. Students who participated in the event found it extremely difficult to order food from the snack bar, access dormitories, restrooms and complete classroom assignments. One student found it was extremely difficult to even look into a microscope from a wheelchair perspective.

Sara stated to the press that the WLU event, “opens their eyes to being more aware of things not just on a campus, but everywhere.” Sara and Kevin Serig plan on teaming up to expand her educational efforts in the upcoming months at West Liberty in order to get more community involvement and increase awareness. Their hopes are to not only spread the word about ADA accessibility, but what DRS can offer those facing challenges due to disabilities.

submitted by Angela D. Shaffer
Decisions, Decisions, we all make lots of decisions in our daily work tasks. How do you make the important decisions in case management from the first meeting with the client to the case closure? That was the topic of recent training for DRS Field Services counselors, RSA’s and managers conducted by Donna Ashworth, Marijane Waldron, and Aaron Topping, assisted by the Quality Assurance Unit.

Each district office around the state came together for “Decision Tree” training during Oct-Nov-Dec at a local state park or hotel facility in their respective locations. District staff worked together in small groups with mock cases to address all aspects of case management decisions from interviewing, requesting records, comprehensive assessments, and the rehabilitation process to case closure.

Topics of the training included: communication with clients, determining eligibility, functional limitations and impediments to employment, transferable skills, and selecting vocational goals. While the training was a refresher course for some counselors it was a good opportunity for all counselors to learn, share and gain insight from each other.

Each district was updated on their Community Rehabilitation Program usage by Program Manager, LuAnn Summers. Program Evaluation Manager, Pisnu Bua-iam and Staff, Todd Sink and Joe “Zeke” Hamilton assisted counselors in completing a Service Needs Survey for the Comprehensive Statewide Needs Assessment and had the opportunity to answer counselor questions on RSA data and case work topics.

submitted by Susan Weinberger

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**DRS Clerical Conference**  
May 17-18  
Olgebay Resort and Conference Center, Wheeling  
Contact: Angela Farha, Staff Development

**DRS Consumer Affairs Conference**  
Oct. 11-12  
Holiday Inn and Suites, South Charleston  
Contact: Gene Defabio, Consumer Affairs
Son and daughter-in-law of counselor earn doctoral degrees

Senior Rehabilitation Counselor John W. McCue of the Clarksburg District and his wife, Sue, are pleased and proud to announce that their son, Jamin McCue, and their daughter-in-law, Andrea McCue, have attained their doctorate degrees from Ohio State University. Jamin’s doctorate is in electrical engineering, and Andrea's doctorate is in molecular genetics. This past summer, the couple had the opportunity to study in Russia at Moscow State University. During the summer of 2010, they studied at Hebrew University in Jerusalem. Jamin learned more about military history while Andrea studied the plants so that she can learn more in the hopes of finding a cure for cancer. Jamin and Andrea also had the opportunity to see the sites in both countries as well as learn more about the people and absorb some of the local culture. They both enjoy historical facts. While in Russia, they went to a restaurant operated by the visually impaired and while in Jerusalem, they visited a facility for developmentally delayed adolescents.

submitted by Charlene Smyth

Susan Baldwin is a brand new grandmother

Susan Baldwin, Certified Rehabilitation Counselor in the Beckley Branch Office, became a first time grandmother on Dec. 23, 2011 at approximately 6:30 p.m. Killian Baldwin is the first grandchild born on both sides of his family and Susan anticipates that he will be very spoiled. When asked how she feels about Killian she said “he’s growing, doing great, and I love to hold him.”

submitted by Jodie Gilkerson

Volleyball for Autism will be held on April 28

It’s that time of year again, when we celebrate Autism Awareness month. Last year we helped the Autism Recovery Resource Center by raising $800 for the “Angel Fund.” This fund allows families that do not have the means to afford the biomedical treatment for their child to access these funds to cover the cost of treatment.

Get out your old knee pads and come join us for a day of fun while raising money for a great cause. Volleyball for Autism will be held at “The Place,” part of the United Methodist Temple on Saturday, April 28th. Team check-in begins at 8 am with play to beginning at 9 am. Teams are forming for two divisions. Division I is an all girls school team; Division II is adult co-ed four guys and four girls. Entry fee is $80 a team with trophies for each division. Contact Kelli White in the BBO to pre-register your team.

Don’t move like a spring chicken? That’s fine, we have plenty of places for you to come and help out. Contact Kelli White if you are interested. Make sure to note your t-shirt size.

submitted by: Jeanette Ratcliffe
Beckley District Door Decorating Contest
Beckley District third annual door decorating contest

Beckley District staff held their 3rd Annual Door Decoration Contest during the month of December. There were a lot of creative and traditional entries in all offices. Winners in each office were given a small prize that corresponded with the category they won. As usual, we had a great time being creative and sharing our ideas with our friends in our individual offices and the offices around us.

The winners were as follows:

**Summersville**
- Most Traditional: Linda Sears, OA II
- Original: This was a tie between Becky Payne, OA III and Lisa Morris, Counselor

**Lewisburg**
- Most Creative: Patricia Moody, Employment Interviewer
- Most Traditional: Brenda Beard, OA III
- Most Original: Jeremy Styles, Counselor for Deaf-Hearing Impaired
- Most Humorous: Chris Baker, Counselor

**Beckley**
- Most Creative: Cheryl Crews, OA II
- Most Original: Susan Baldwin, Counselor, and Jackie Cook, RSA
- Most Traditional: Jerri Cullop

**Princeton**
- Most Creative: Wanda Galford, OA II
- Most Original: Margie Cordle, Counselor
- Most Traditional: Carla Cole, BOM
- Most Humorous: Judy Hess, OA III

submitted by Wanda Galford
What is West Virginia Division of Personnel Policy 18?

West Virginia Division of Personnel Policy 18 requires that all supervisors and managers receive specialized training, with specific mandated courses in the first two years of their supervisory service. After two years, the policy requires a minimum of 12 hours per year of continuing education credit in supervision, management and leadership. These contact hours may be attained through completion of free OHRD training events or through other training as approved by your supervisor and DRS director.

Within the three months of appointment, new supervisors and managers must complete Preventing Harassment: A Shared Responsibility (½ day) and The Drug-Free Workplace (½ Day). Within six months, they must attend Managing and the Law (1 day). Those with one year or less of public sector supervisory or management experience are also required to complete Supervising for Success II: Fundamentals of Supervision (3 days) within six months. Additionally, Discipline and Documentation (1 day) should be completed within 12 months.

One of the following classes must be finished within 24 months:

- Personnel Transactions in State Government (1 day) or
- Workplace Safety: Your Responsibility (1 day) or
- Finance for the Non-Financial Manager (2 days).

These requirements and time frames are summarized at http://www.state.wv.us/admin/personnel/emprel/POLICIES/SupvTrg5Summary.pdf.

DOP policy 18 may be viewed at http://www.state.wv.us/admin/personnel/emprel/POLICIES/SupvTrg5PolicyOnly.pdf.

submitted by Yvonne Shepard

Free training available in 2012

Free training is available to DRS employees from the Division of Personnel. Classes at different locations are offered to state employees to improve work skills such as customer service and time management. A variety of courses at locations statewide are available for managers and supervisors to meet the training requirements detailed in DOP Policy 18.

After submitting the DRS training request form and getting approval, DRS employees may register online at http://www.personnel.wv.gov/ohrd/how-do-i/Pages/register.aspx.

List of 2012 Programs

- Accountability: Creating a Culture that Gets Results
- Anyone Can Lead
- Attendance Management
- Bridging the Gap: Communicating with the Deaf and Hard of Hearing
- Business Etiquette and Professionalism
- Coaching and Developing Employee Performance

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- Conflict Management
- Creative Problem Solving
- Customer Service Essentials for Everyone
- Developing Leadership Survival Skills
- Dialogue and Listening: Relationship Building Skills for a New Era
- Discipline and Documentation
- Dealing with Upset and Angry Customers
- Effective Selection Interviewing: Skills Training in Observation and Questioning
- Email Etiquette: Guidelines for Professional Emails
- Employee Performance Appraisal I: Policy and Forms
- Ethics in Action: An Introduction to the WV Ethics Act
- Energy Management: Becoming a Corporate Athlete
- Finance for the Non-Financial Manager
- Harassment in the Workplace: Employee Awareness
- Heading into Retirement: Planning for a Secure Future
- High Performance Work Teams
- HR Planning Essentials: Workforce and Succession Planning
- HR Planning Essentials: Knowledge Management
- Interpersonal Communication: Building Relationships, Improving Performance
- Incivility in the Workplace: How Rudeness and Disrespect are Impairing Performance
- Know Your State Government
- Leadership at the Movies
- Managing and the Law
- Managing for Excellence I
- Managing for Excellence III: Beyond Boundaries
- Managing Remote Workers and the Virtual Workforce: Skills and Strategies
- Navigating Critical Conversations: A Supervisor’s Guide
- New Employee Orientation Online: Welcome to State Government
- Personnel Management in State Government
- Preventing Harassment: A Shared Responsibility
- Professional Telephone Techniques
- Project Management Primer: Communication Essentials
- Providing Exceptional Customer Service
- Running Effective Meetings
- Supervising for Success I: Developing Tomorrow’s Leaders
- Supervising for Success II: Critical Skills for New Supervisors
- Supervising for Success III: Leadership Essentials
- The Drug-Free Workplace
- The Drug-Free Workplace Online
- The Elephant in the (Interview) Room: Conducting Selection Interviews
- The Five Best Things Your Can Do to Manage Your Time
- Thriving at Work: The Art and Science of Stress Management
- Time Management
- Train-the-Trainer: Developing Learning Leaders
- What Video Games Can Teach Us About Performance Management
- Workplace Safety: Your Responsibility
- Writing for Results
Photos From the Field

Beckley District
Costume Parties

Administrative Offices

Graduation Ceremony group pictures of the “Training 4 Our Future” Youth Program

Brooke-Hancock HS

Magnolia HS

Tyler Consolidated HS
2011 DRS Annual Report available

The 2011 Annual Report is available as a booklet and online file. Created to meet a requirement in West Virginia State Code, the report also serves as an agency overview and introduction that can be shared with partners, employers and citizens. Filled with many statistics about services and results, the Annual Report demonstrates DRS credibility and successes.


Printed booklets are being processed for mailing. If you need more copies, you may e-mail Communications Manager Yvonne Shepard at Yvonne.K.Shepard@wv.gov.

Inquiries about the content may be directed to Senior Manager of Public Relations and Public Affairs Tracy Carr at Tracy.J.Carr@wv.gov.

New Employment Services Banner Displays

Stephanie Decker, who oversees employment services, is getting new banner displays to better help employment specialists inform and explain DRS services to the public.

Building a Diverse Workforce

West Virginia Division of Rehabilitation Services

Annual Report 2011

West Virginia Division of Rehabilitation Services

Empowering People to Work

www.wvdrs.org • 1-800-642-8207
DDS launches marketing campaign

With striking imagery and clearly worded examples, the Disability Determination Section (DDS) has stepped up its campaign to inform medical providers and the public about its ongoing efforts to streamline payment processing.

DDS, by agreement with the Social Security Administration, determines medical eligibility for Social Security Disability for West Virginians. These benefits include claims for Social Security Disability (SSDI) and Supplemental Security Income (SSI).

The information and marketing push begins with a series of posters targeting medical providers, conceived by DDS Professional Relations Officer Ken Lim and designed and further developed by Tina Rose Namay, graphic designer in the DRS Communication Unit.

“As in any design, it’s an evolutionary process,” Namay said. “Ken and I met several times throughout the process to talk about their needs and design objectives. He had most of his content already prepared, and that made the graphic design go that much more smoothly because I was able to concentrate on the design elements of the project.”

Namay’s bold and colorful posters feature a new logo for DDS that complements the established logo of the Social Security Administration. The posters focus on medical consultant recruitment and on aspects of electronic claims processing, for which West Virginia’s two DDS offices have earned national acclaim.

Administered in West Virginia by the Division of Rehabilitation Services, with offices in Charleston and Clarksburg, DDS is federally regulated and funded entirely through the Social Security Administration.

submitted by Jeff Seager
**On the move**

submitted by Terry Blair

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<td>Scott Manning</td>
<td>Supervisor 1</td>
<td>10/31/2011</td>
<td>Charleston DDS</td>
</tr>
<tr>
<td>Barbara Oldaker</td>
<td>Office Assistant 2</td>
<td>10/31/2011</td>
<td>Parkersburg BO</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DEATHS</th>
<th>CLASSIFICATION</th>
<th>DATE</th>
<th>LOCATION</th>
</tr>
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<tbody>
<tr>
<td>Raymond Lim</td>
<td>Physician Director</td>
<td>01/17/12</td>
<td>Charleston DDS</td>
</tr>
</tbody>
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*Period covered is Nov. 1, 2011 to Jan. 31, 2012*