enable:
verb, to make able; give power, means, competence, or ability to; to make possible; to make ready

See also:
West Virginia Division of Rehabilitation Services
2012 Annual Report
To enable and empower individuals with disabilities to work and to live independently
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Dear Colleagues:

The Office of the Secretary for West Virginia’s Department of Education and the Arts and the West Virginia Division of Rehabilitation Services (DRS) are pleased to present this 2012 Annual Report. We are proud of the accomplishments reflected herein, and the DRS mission of enabling and empowering individuals with disabilities to work and live independently.

Once again, this report highlights the partnerships that assist DRS in serving West Virginians with disabilities. These include strong relationships with secondary and post-secondary schools, WorkForce West Virginia, Community Rehabilitation Programs, the Statewide Independent Living Council and the State Rehabilitation Council.

This report also emphasizes how the essential partnerships developed with West Virginia employers play a crucial role in empowering people with disabilities to work.

Through these affiliations and hard work, DRS and its valued employees provided vocational rehabilitation services to 17,077 West Virginians with disabilities in fiscal year 2012, a 16 percent increase from the previous year. More than 89 percent of those served were individuals with significant disabilities, a federally mandated priority of the Rehabilitation Act Amendments of 1998.

We acknowledge with pride the 3,393 determined individuals who, after receiving services from DRS, secured employment during the past year. These new on-the-job citizens represent the powerful impact of vocational rehabilitation with an average increase in annual earnings of 71 percent! In difficult economic times, we are enormously encouraged by this success.

Through continued dedication of resources for positive change, DRS is assisting West Virginians with disabilities in achieving successful, integrated employment and better lives.

Sincerely,

Kay Goodwin
Cabinet Secretary
Department of Education and the Arts

Donna L. Ashworth
Acting Director
Division of Rehabilitation Services
Field Services

One-to-one effective personal service is what clients receive from DRS. In 31 field offices across the state, DRS rehabilitation counselors carefully evaluate clients’ skills and interests. Vocational success is achieved by providing the services and comprehensive support each client needs for successful employment.

DRS employs approximately 140 extensively trained vocational rehabilitation counselors who work directly with individuals with disabilities throughout the vocational rehabilitation process. Vocational rehabilitation counselors are required to meet a stringent certification criterion, which requires a Master’s level degree in rehabilitation counseling or a related field.

Each of the field offices has a supervisor who, in addition to providing leadership and guidance to employees, takes the lead in developing partnerships with area employers, workforce centers, schools and other public and private service agencies within the community.

Through our statewide quality assurance program, DRS strives to ensure that the same level of high quality services is delivered to individuals with disabilities throughout West Virginia. Quality assurance specialists, located in each DRS district, work in their districts and as a team to develop client services policy, review casework practices, assure consistent interpretation of policy throughout the state and provide training on policy and casework.

District and Branch Offices
Highlights

Vocational Rehabilitation Program

- 17,077 individuals with disabilities served
- 3,393 successfully rehabilitated
- 89 percent of individuals served had significant disabilities
- 71 percent increase in average annual earnings due to rehabilitation services
- Increased client services budget by 194 percent over the last four years, focusing on customer service improvements for vocational rehabilitation services throughout West Virginia
- Served 16 percent more people in fiscal year 2012 than in 2011
- Expanded the availability and utilization of community rehabilitation provider services throughout the state, dramatically increasing payments to community rehabilitation providers by 308 percent over the last five years
- Spent more than $9.6 million in tuition and other college expenses, helping 3,009 students get the education needed to meet their work-related educational goals
- Met all required federal benchmarks for program evaluation standards and performance indicators
- Developed and entered into a standardized Memorandum of Understanding with the six local Workforce Investment Boards in order to strengthen collaboration with partners and to better serve mutual customers
- Created a new online system for client service vendors to look up payments from DRS and match them to invoices submitted for payment, improving efficiency and reducing costs for DRS

Disability Determination Section

- Cleared 45,126 disability claims
- Met all productivity goals established by the Social Security Administration
Vocational Rehabilitation Process

The vocational rehabilitation process begins when an individual applies for DRS services. An application is completed and an intake interview is held to explore the individual's medical, social, financial, educational and vocational experiences. This is an opportunity to explore the applicant's skills, abilities and interests and to understand his or her specific vocational rehabilitation needs. Further assessment of the individual's employment barriers is conducted when necessary to establish eligibility for services.

Once eligibility is established, the client and his or her vocational rehabilitation counselor work together to develop an individualized plan for employment (IPE). This plan describes the services that will be needed so that the individual can reach his or her employment goal.

Each client's program is individually tailored to assure that the services necessary to achieve his or her goals are provided. The anticipated outcome of the individual's vocational program is competitive employment in a career of the individual's choice.

Depending on the services needed, the program can last anywhere from a few months to several years. Follow-up services are provided by the rehabilitation counselor to assure that the individual's employment is stable and satisfactory. Advocacy and support services are available through the Client Assistance Program throughout the term of the individual's involvement with DRS.
Available Services

DRS is able to provide a variety of services to eligible individuals to help them achieve their employment goals. The client and the vocational rehabilitation counselor work together to determine which services are necessary and appropriate for the client to meet his or her identified employment goal. The services provided to any eligible individual are determined by his or her unique employment barriers, his or her chosen employment goal and his or her individual circumstances. DRS services include:

**Evaluation and diagnostic services** may be provided to determine eligibility and the services needed for the individual to become employed.

**Vocational rehabilitation counseling and guidance** is provided directly by a vocational rehabilitation counselor during the client’s plan of services to accomplish a variety of objectives leading to successful employment.

**Training services** may be provided to meet the employment goal and may include vocational training, college or other academic training, personal and vocational adjustment training, job coaching, on-the-job training, job seeking skills training, and books, tools and other training materials.

**Rehabilitation technology services** may include assistive technology devices, driver evaluation and education services, assistive technology services and rehabilitation engineering services to address barriers encountered by an individual in obtaining or retaining employment.

**Physical and mental therapeutic services** may be provided to correct or substantially modify an individual’s physical or mental condition.

**Specialized services** for individuals who are blind, deaf and deaf-blind may include orientation and mobility training, interpreter services, note-taking services and reader services.

**Placement services** may be provided to assist an individual with a disability to find adequate and suitable employment in his or her chosen field.

**Support services** such as maintenance, transportation assistance, personal care assistance and services to family members may also be provided if necessary.

**Post-employment services** may be provided to previously rehabilitated individuals when needed to maintain or regain suitable employment.
Program Data

*based on preliminary data submitted to the federal Rehabilitation Services Administration

West Virginians served by district

<table>
<thead>
<tr>
<th>City</th>
<th>Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charleston</td>
<td>2,837</td>
</tr>
<tr>
<td>Clarksburg</td>
<td>2,570</td>
</tr>
<tr>
<td>Wheeling</td>
<td>3,029</td>
</tr>
<tr>
<td>Beckley</td>
<td>3,226</td>
</tr>
<tr>
<td>Huntington</td>
<td>3,179</td>
</tr>
<tr>
<td>Martinsburg</td>
<td>2,236</td>
</tr>
</tbody>
</table>

Total served 17,077

Economic Impact of Vocational Rehabilitation Services for Consumers

Income at referral: $48,388,652

Income after rehabilitation: $82,670,432

71 percent increase in average earnings
Educational Attainment of Individuals Rehabilitated

Before Rehabilitation  After Rehabilitation

- Master's degree: 211 167
- Bachelor's degree: 261 408
- Associate's degree or technical certificate: 367 652
- Post-secondary education, no degree: 471 434
- High school graduate or GED: 1,220 1,145
- Special education certificate: 134 118
- Secondary education, no diploma (grades 9-12): 235 839
- Elementary education (grades 1-8): 60 60
- No formal schooling: 2 2

Age of Individuals Vocationally Rehabilitated

- 65+: 234
- 45-64: 1,341
- 35-44: 493
- 20-34: 572
- Younger than 20: 753
Gender of Individuals Rehabilitated

<table>
<thead>
<tr>
<th></th>
<th>FY 2012</th>
<th>FY 2012 (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Women</td>
<td>1,542</td>
<td></td>
</tr>
<tr>
<td>Men</td>
<td>1,851</td>
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</tbody>
</table>

Race of Individuals Rehabilitated

<table>
<thead>
<tr>
<th>Race</th>
<th>FY 2012</th>
<th>FY 2012 (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>3,195</td>
<td>94.2</td>
</tr>
<tr>
<td>Black or African American</td>
<td>142</td>
<td>4.2</td>
</tr>
<tr>
<td>American Indian or Alaska Native</td>
<td>18</td>
<td>0.5</td>
</tr>
<tr>
<td>Hispanic or Latino</td>
<td>27</td>
<td>0.8</td>
</tr>
<tr>
<td>Asian or Pacific Islander</td>
<td>11</td>
<td>0.3</td>
</tr>
<tr>
<td>Total</td>
<td>3,393</td>
<td>100</td>
</tr>
</tbody>
</table>

success: noun, the accomplishment of one’s goals
Occupations of Individuals Rehabilitated

Office & Administrative Support: 429
Production: 337
Transportation & Material Moving: 265
Sales & Related: 243
Management: 237
Food Preparation and Serving-Related: 208
Building & Grounds Cleaning & Maintenance: 198
Healthcare Practitioners & Technical: 183
Healthcare Support: 168
Construction & Extraction: 165
Installation, Maintenance & Repair: 157
Personal Care & Services: 154
Education, Training & Library: 152
Community & Social Services: 135
Protective Services: 118
Business & Financial Operations: 70
Architecture & Engineering: 37
Arts, Design, Entertainment, Sports & Media: 31
Farming, Fishing & Forestry: 25
Computer & Mathematical: 24
Life, Physical & Social Science: 21
Legal: 19
Homemaker: 12
Military-Specific: 4
Unpaid Family Worker: 1
Referral Sources of Individuals Rehabilitated

- Educational Institutions, Elementary/Secondary: 587
- Educational Institutions, Post-secondary: 111
- Self-referral: 868
- One Stop Employment/Training Centers: 88
- Social Security Administration: 12
- Welfare Agencies: 28
- Community Rehabilitation Programs: 101
- Other Resources: 564

Primary Disability of Individuals Rehabilitated

- Physical Impairments: 1,085
- Cognitive Impairments: 681
- Other Mental Impairments: 27
- Psychosocial Impairments: 349
- Visual Impairments: 112
- Hearing Impairments: 1,139
The Rehabilitation Act Amendments of 1998 require the federal Rehabilitation Services Administration to establish program evaluation standards and performance indicators that DRS is expected to annually meet. To successfully meet these requirements, DRS must pass four of the six employment outcome indicators (Indicators 1.1 to 1.6) and pass two of the three primary indicators (Indicators 1.3, 1.4 and 1.5). DRS must also pass the equal access indicator (Indicator 2.1).

Fiscal year 2012 data shows that DRS exceeded the required federal benchmarks. Federal performance requirements assure a trend of successful employment outcomes for West Virginians with disabilities, benefiting taxpayers and rehabilitation clients alike.

**Evaluation Standard 1 – Employment Outcomes.** DRS assists eligible individuals to obtain, maintain or regain high quality employment.

**Performance Indicator 1.1 — Change in Employment Outcomes**

The number of individuals who achieved an employment outcome in the current year must equal or exceed the number from the previous year. (Federal Requirement – equal to or greater than prior year)

<table>
<thead>
<tr>
<th>Year</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 2012</td>
<td>74.8%</td>
</tr>
<tr>
<td>FY 2011</td>
<td>74.3%</td>
</tr>
<tr>
<td>FY 2010</td>
<td>70.5%</td>
</tr>
<tr>
<td>FY 2009</td>
<td>69.0%</td>
</tr>
</tbody>
</table>

**Performance Indicator 1.2 — Percent of Employment Outcomes**

The percentage of individuals exiting the program during the current year who have achieved an employment outcome after receiving services. (Federal Requirement – 55.8%)

<table>
<thead>
<tr>
<th>Year</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
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</tr>
<tr>
<td>FY 2009</td>
<td>69.0%</td>
</tr>
</tbody>
</table>
Performance Indicator 1.3 — Competitive Employment Outcomes

The percentage of individuals who achieved an employment outcome and are earning at least the minimum wage. (Federal Requirement – 72.6%)

FY 2012 – 98.7%
FY 2011 – 98.7%
FY 2010 – 96.1%
FY 2009 – 83.6%

Performance Indicator 1.4 — Significance of Disability

Of those earning at least the minimum wage, the percentage who have significant disabilities. (Federal Requirement – 62.4%)

FY 2012 – 80.6%
FY 2011 – 88.7%
FY 2010 – 91.3%
FY 2009 – 92.2%

Performance Indicator 1.5 — Earnings Ratio

The ratio of the average hourly earnings of all individuals earning at least the minimum wage to the average hourly earnings of all employed individuals in the state. (Federal Requirement – Ratio of .52)

FY 2012 – .640
FY 2011 – .620
FY 2010 – .630
FY 2009 – .680

Performance Indicator 1.6 — Self-Support

Of those earning at least the minimum wage, the difference in the percentage of individuals who at program entry reported their income as the largest single source of support, and the percentage that reported their personal income as the largest single source of support at program exit. (Federal Requirement – 53% mathematical difference)

FY 2012 – 43.9%
FY 2011 – 54.2%
FY 2010 – 58.1%
FY 2009 – 61.5%

Evaluation Standard 2 – Equal Access to Services. DRS must ensure that individuals from minority backgrounds have equal access to services.

Performance Indicator 2.1 — Minority Background Service Rate

The service rate for individuals with disabilities from minority backgrounds as a ratio to the service rate for all non-minorities with disabilities. (Federal Requirement – Ratio of .80)

FY 2012 – .817
FY 2011 – .837
FY 2010 – .811
FY 2009 – .847
Programs and Services

Transition Program

A successful and seamless transition from high school into appropriate vocational training, post-secondary education or employment is the goal of the transition program. DRS transition counselors begin working with students with disabilities in the 11th grade to help them determine their vocational and career directions and to prepare for employment.

DRS maintains cooperative agreements with the state Board of Education, each of the 55 county school systems and the WV Schools for the Deaf and the Blind to ensure effective collaboration for school-aged youth with disabilities. Throughout West Virginia, 66 rehabilitation counselors are assigned to work with public and private schools, 32 of whom serve local education agencies full time.

Comprehensive vocational rehabilitation services and careful planning that involved students, their families and school personnel garnered the following results:

- 7,135 students (ages 16 to 21) with disabilities served, which is 41.8 percent of the total number of individuals served by DRS.
- 5,187 transition students were referred directly from the schools to DRS.
- 1,594 students with disabilities developed individualized plan for employment.
- 849 transition clients gained employment, which is 25 percent of the total number of rehabilitation closures.

College Education Services

A college education provides increased opportunities for vocational success and independent living. DRS counselors are assigned liaison responsibilities with public and private colleges and universities throughout West Virginia.

- Assisted 3,009 students with college education services they needed to meet their work-related educational goals.
- Authorized expenditures of more than $9.6 million in tuition and other college expenses.
The state network of Community Rehabilitation Programs (CRP) is critical to the effective and efficient delivery of vocational rehabilitation services to West Virginians with significant disabilities.

DRS maintains strong working relationships with CRPs in West Virginia that provide supported and direct employment, community-based assessment, jobsite training, work adjustment and/or extended employment assessment. These services are commonly purchased by DRS to assist individuals with significant disabilities to achieve successful employment outcomes. There are 56 DRS-acknowledged CRPs in West Virginia.

To better meet the needs of DRS and its clients, DRS works closely with the CRPs and other local community providers to expand programs, such as pre-vocational training, employment-readiness services and job coaching.

DRS continues to collaborate with the CRPs and other local community providers to identify needs, available resources, training opportunities and best practices to enable positive changes to assist West Virginians with disabilities to achieve successful, integrated employment outcomes.

Over the last four years, DRS has invested significant funding into expanding services that assist individuals with disabilities in preparing for employment and obtaining jobs throughout West Virginia. These expansion opportunities were offered to CRPs through grants awarded using a competitive request for proposals process. DRS encouraged proposals targeting areas of the state where services have been limited or unavailable.

This initiative began with the assistance of the West Virginia Legislature through a supplemental appropriation during the 2008 Legislative Session. Since then, DRS has invested approximately $8 million in this initiative using federal vocational rehabilitation funds, as well as American Recovery and Reinvestment Act (ARRA) funds.

DRS continues to monitor these expansion investments throughout the state in order to ensure necessary services are available to meet client service needs.
Blind and Visually Impaired Services

DRS has specially trained rehabilitation counselors to meet the vocational rehabilitation needs of people with blindness and significant vision impairments.

- Served 820 people with blindness or significant vision impairments.
- 158 people obtained or retained employment after completing their vocational rehabilitation programs.

DRS offers individualized and intensive training to those clients who need to learn skills to effectively compensate and live independently with blindness or limited vision. This training may include orientation and mobility, computer literacy and access technology, Braille, home economics, activities of daily living, individual and group counseling and career development.

In addition to compensatory skills training, blind and visually impaired clients may receive job training, job placement or access technology to assist in training or to help them function on the job.

DRS also administers and operates the Visually Impaired Seniors In-home Outreach and Networking Services (VISIONS) program, through an independent living grant from the federal Rehabilitation Services Administration.

This program serves individuals age 55 and older with vision loss, providing individualized services such as low-tech adaptive aids and hand-held low vision aids, along with training in activities of daily living, orientation and mobility, computer-access technology, community integration and more. In fiscal year 2012, 1,060 consumers were served through the VISIONS program.

Hearing Services

DRS has specially trained rehabilitation counselors to meet the vocational rehabilitation needs of people who are deaf and hard of hearing.

- Served 1,966 clients who listed hearing impairments as their primary or secondary disability, which includes people who are deaf or deaf-blind.
- 743 clients with hearing impairments achieved their employment goals.

in-de-pen-dence:

noun, freedom from the control, influence, support, aid, or the like, of others
In conjunction with the West Virginia Commission for the Deaf and Hard of Hearing, DRS serves on a taskforce chartered by the West Virginia Legislature to develop a certification process for sign language interpreters throughout the state.

With the goal of increasing the number of certified interpreters in the state, DRS provided a grant to the West Virginia Commission for the Deaf and Hard of Hearing that allowed interpreters to apply for assistance with exam fees and travel costs to take the test to become a certified interpreter.

DRS has partnered with Purple Communications to provide video phones in each DRS District Office, enabling the rehabilitation counselor and the client to communicate directly using American Sign Language. Through this partnership, DRS plans to obtain video remote interpreting services, which can provide nationally certified interpreters for offices especially those in rural parts of our state where these services can be difficult to obtain.

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**goal:**

**noun, the result or achievement toward which effort is directed; aim; end**

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**Employment Services Program**

DRS employs a team of employment specialists who work statewide to help DRS clients achieve competitive employment. To meet this mission, DRS employment specialists assist business owners and employers in finding solutions to disability-related issues. Employment specialists can provide critical business options and assistance in staffing, education, job accommodations and information about financial incentives for businesses that hire individuals with disabilities.

Employment specialists are a link between job seekers and employers. They provide instruction in résumé writing and preparation, interviewing skills, networking, job leads and labor market assistance to DRS clients as they prepare for and obtain employment.

Employment specialists are active in their communities. They participate in job fairs, economic development groups and employer advisory councils, as well as civic and service organizations.
Randolph-Sheppard Program

DRS serves as the State Licensing Agency for the Randolph-Sheppard Program in West Virginia. The purpose of the Randolph-Sheppard Act is to provide profitable employment for individuals who are blind. In carrying out the intent of Congress and the West Virginia Legislature, the Randolph-Sheppard Program promotes economic opportunity and profitability through self-employment for people who are legally blind.

The Randolph-Sheppard Program provides training in food service management to DRS clients who are blind and who meet eligibility requirements under the Randolph-Sheppard Act. These individuals are referred to the vending training program by DRS rehabilitation counselors. Other services include upward mobility training, in-service training, food service training, maintenance of equipment and inventory management.

Randolph-Sheppard vendors are self-employed and must possess the aptitude and abilities required to function as a business owner and manager. In fiscal year 2012, four individuals who are legally blind were trained and licensed through the program.

The program has 19 licensed, self-employed blind vendors providing concession services to 190 governmental facilities throughout the state. The average income for vendors in West Virginia was $35,959 for fiscal year 2012.

Rehabilitation Technology Services

The Rehabilitation Technology Unit travels statewide to provide services to improve DRS clients’ independence in the workplace, home and community. This unit consists of a group of experienced engineers, computer specialists, driving instructors, mobility specialists and technicians who specialize in job accommodations, custom-designed assistive technology, product fabrication and driver education, including bioptic driving training, a specialized program for drivers whose vision falls below the normal legal limits that allows them to qualify for a Class G driver’s license.

- Served 568 people, providing 1,156 services which included 177 rehabilitation engineering services, 423 assistive technology services, 325 driver rehabilitation services, 88 environmental modification services, 86 bioptic driving services, and 57 visually impaired services.
Disability Determination Section

Under contract with the Social Security Administration (SSA), Disability Determination Section (DDS) makes eligibility determinations on disability claims filed by West Virginians for Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI). SSA, which fully funds DDS, authorized $18.2 million to fund DDS for fiscal year 2012.

DDS cleared 45,126 claims in fiscal year 2012, meeting budgeted workload projections while also meeting SSA quality goals and reducing claims processing time from fiscal year 2012. DDS achieved this performance despite a loss of 20 employees. A federal hiring freeze prohibited DDS from replacing these employees.

SSDI and SSI disability benefits have a significant economic impact for West Virginians with disabilities and their families. In 2010, an estimated 170,000 disabled West Virginians and 24,000 spouses and dependent children of disabled workers received $2 billion in Social Security and/or Supplemental Security Income payments based on disability or blindness.

Individuals eligible for SSI disability payments also receive Medicaid, and those eligible for Social Security disability payments for more than 24 months receive Medicare. The $2 billion in cash payments and the health insurance entitlement significantly affect the state’s economy and the quality of life for recipients.

determination: noun, firm or fixed intention to achieve a desired end
Partnerships

partnership:

noun, an association of persons joined as a team with a common goal

WorkForce West Virginia

DRS is one of eight state agencies represented on the Interagency Collaborative Team (ICT) of WorkForce West Virginia. As the ICT identifies ways to more effectively serve citizens seeking employment and employers who need trained and qualified workers, DRS involvement ensures that people with disabilities are given due consideration.

During fiscal year 2012, the ICT continued its focus on expanding business services teams so that all seven workforce regions can better serve employers by coordinating visits and sharing resources. All DRS employment specialists are members of those teams, and they offer their unique abilities and expertise in helping individuals with disabilities to become employed and self-sufficient.

DRS actively supports and assists WorkForce West Virginia in honoring the commitment of seamless access to employment services for all citizens. Formal agreements among DRS and its WorkForce partners specify how DRS will contribute needed expertise, share costs and otherwise support the WorkForce West Virginia infrastructure.
State Rehabilitation Council

The West Virginia State Rehabilitation Council (SRC) is a federally mandated partner with DRS and assists in the development of goals and priorities, programs and policies. The SRC also contributes toward the development of DRS' State Plan for Vocational Rehabilitation and Supported Employment.

The SRC annually conducts two consumer satisfaction surveys, one of which targets youth with disabilities who are transitioning from high school to post-secondary education or employment and one that targets the remaining DRS client population. The surveys ask consumers to rate the effectiveness of services received through DRS. This information is reviewed and analyzed by an independent consultant and reports are made available annually to DRS staff and the general public.

SRC members are dedicated to helping ensure that people with disabilities identify and achieve their vocational rehabilitation goals and are appointed by the governor, according to the provisions of the Federal Rehabilitation Act Amendments of 1998.

Statewide Independent Living Council

In partnership with DRS, the Statewide Independent Living Council is responsible for jointly planning and submitting the State Plan for Independent Living (SPIL) every three years. The council also monitors and evaluates the implementation and effectiveness of the plan. DRS contracts with the council to administer the Ron Yost Personal Assistance Services Program, which reimburses West Virginians with various disabilities an hourly rate to hire a personal assistant to help them live independently.

The council, in cooperation with DRS and the centers for independent living, coordinates an annual survey of consumer satisfaction of all individuals who receive independent living services. Through collaboration and systems advocacy, the council works to ensure the development of appropriate services and public policies affecting people with disabilities.

The council’s mission is to ensure that people with disabilities have access to community-based resources that promote personal choice and facilitate the fulfillment of their independent living goals.

Community Living Services

The Community Living Services Program (CLSP) assists eligible individuals with disabilities to return to or remain in their homes and communities by enabling them to function more independently.

As provided in the West Virginia State Plan for Independent Living, state and federal funds for this program provide services such as home modifications, assistive devices and equipment, communication services, vehicle modifications and durable medical equipment.

Under administrative oversight by DRS, in partnership with the West Virginia Statewide Independent Living Council, CLSP services are provided statewide through the four state-recognized centers for independent living (CIL) in West Virginia: Appalachian CIL, Mountain State CIL-Beckley, Mountain State CIL-Huntington and Northern West Virginia CIL.

When requests are received for services, CIL employees make every effort to locate needed resources, including donations by third parties. If the necessary funds are not available, applicants are prioritized in order of request and are served as funds are received. A total of 369 consumers remained on waiting lists for CLSP services as of June 30, 2012, with a projected average waiting time of at least two years.

In state fiscal year 2012, a total of 250 consumers were successfully enabled to remain in their own homes at an average cost of $3,324 per consumer. At least 32 of the successful consumers were at risk of institutionalization. Services to those at-risk consumers represent an estimated savings of $1.6 million in long-term care costs for the year.

Consumer Affairs Committees

DRS’ eight Consumer Affairs Committees support the Division’s mission by working to empower people with disabilities in making informed choices and achieving equality of opportunity, meaningful employment, independent living, and economic and social self-sufficiency.

With local leadership, the Consumer Affairs Committees work independently as concerned citizens to plan and carry out a wide variety of activities in cooperation with community leaders in business, government, healthcare, education and others. Committee activities address a broad range of shared goals, including public awareness and support for the rights, individual dignity, personal responsibility, full inclusion, equal access, self-determination and community involvement for all people with disabilities.

DRS provides guidance, information and other resources to committees statewide through its Consumer Affairs Office and District Offices. Membership is voluntary and is open to anyone wishing to participate. All meetings are open to the public.
Ability Works Awards

As part of National Disability Employment Awareness Month celebrations, DRS honored six individuals who have benefited from vocational rehabilitation services and have reached their employment goals.

Awards were presented at the annual Ability Works Recognition Ceremony on October 24, with keynote remarks by former West Virginia University Football Coach Don Nehlen.

The ceremony honors six individuals for their abilities and their tremendous determination to achieve. These individuals represent the thousands of West Virginians that DRS rehabilitation professionals work with throughout the year.

Kayla Bland, State Winner, Beckley District

Kayla Bland, 24, works at Appalachian Electronics Instruments, Inc., in Fairlea.

Tremendous personal setbacks did not stop Kayla from getting her education and finding a career.

A devastating motor vehicle accident resulted in severe life-changing injuries. Kayla ultimately recovered from the traumatic brain injury she incurred in the accident, but permanent organ damage necessitated very expensive and life-sustaining medications, as well as a kidney transplant.

Kayla’s attempts at college were quashed twice because of health issues, but her third attempt was a success. DRS assistance helped Kayla earn her associate’s degree in computer science networking and technology and helped to prepare her for an intense job search.

At AEI, Kayla runs a contact machine, which is a parts placement machine that uses computer software to tell her where to put the parts and how they go in correctly. She loves where she works and uses her renewed chance at life to promote organ donation.
Darrel Beasley, 23, works for Goodwill Industries of Kanawha Valley in Charleston as a janitor for its State Capitol Complex work crew.

Darrel has bilateral profound hearing loss and uses American Sign Language to communicate, but he wanted independence. Vocational evaluation services from DRS helped Darrel to identify the type of work he liked to do. Vocational training helped him secure his job at Goodwill.

Transportation was another barrier to employment for Darrel, so he worked with a DRS orientation and mobility specialist to learn how to safely ride the bus to work and to other places he likes to visit, including the mall. Darrel keeps note cards handy so he can communicate with the bus driver.

Darrel is most proud of graduating from high school and getting a job.

Sara Carlstrom, 23, is a registered nurse for West Virginia University Hospitals in Morgantown.

She works 12-hour night shifts, three times a week, and she is pursuing her Bachelor of Science degree in nursing at Fairmont State University.

Hearing loss required Sara to get hearing aids when she was in grade school. Before that, she learned to compensate for her hearing loss by reading lips.

As she pursued her associate’s degree, DRS helped coordinate services that would help Sara with her classes. The large-sized classrooms were her biggest challenge. Accommodations were made for Sara to sit near the front of the class and for someone to help her transcribe notes for better clarification.

Sara’s favorite part about her job is being able to help people.
David Douglas, Wheeling District

David Douglas, 21, knew in high school that he wanted to work in a job where he could help people with disabilities.

A childhood diagnosis of Asperger’s Syndrome and attention deficit disorder caused David to have difficulty with social skills, processing information and remembering things.

DRS arranged for community-based assessment services, which helped David to learn about work and job opportunities of interest to him.

Job training through REM Community Options, a community rehabilitation provider in Williamstown, helped him land his job as a direct service professional at REM, where David provides everyday assistance to people with disabilities.

Former West Virginia University Football Coach Don Nehlen gave the keynote address at the awards ceremony.

Jazz pianist Bob Thompson played the National Anthem at the ceremony.
Hannah Nuce, Huntington District

Hannah Nuce, 26, works at Olive Garden in Barboursville. Hannah has a cognitive disability, which causes her to have some difficulty in learning new tasks and with multi-tasking.

DRS coordinated services to help prepare Hannah for employment, including work adjustment training through Goodwill Industries of KYOWVA, which helped her develop the skills and confidence to pursue a job. Job placement assistance helped Hannah secure her job at Olive Garden, where she prepares silverware for their lunch guests.

Olive Garden’s manager described the work that Hannah performs as tedious, and credits her for taking great pride in what she does.

Christina Deusenberry, Martinsburg District

Christina Deusenberry, 27, is an accomplished pharmacist for West Virginia University Hospitals in Morgantown. In her job, she covers both the emergency room and the ICU satellite, which services the hospital’s 33 operating rooms.

Severe asthma qualified Christina for DRS services. Christina knew the importance of education and had decided in high school that she wanted to be a pharmacist.

DRS helped Christina by providing counseling and guidance, as well as college financial assistance while she attended West Virginia University.

She is proud of her accomplishments and really enjoys working with the patients.
Employer Awards

DRS annually shows its appreciation to local businesses and employers who support DRS by providing work-related opportunities for individuals with disabilities. Utilizing a nomination process, employers are selected to receive Employer of the Year and Distinguished Employer awards.

These business partnerships are jointly developed and nurtured and serve as the foundation for DRS’ ultimate success. The employers recognized are progressive in their attitudes and they empower people with disabilities by providing them with job opportunities.

One business from each DRS district receives an Employer of the Year award. Each district also presents Distinguished Employer awards through local recognition events.

Charleston District Employer of the Year

United Structural Systems Ltd., Inc., Charleston

Over the past several years, United Structural Systems and DRS have developed a strong partnership. The company has hired several qualified DRS clients for general laborer and crew supervisor positions. United Structural Systems continues to consider DRS client referrals as potential additions to its workforce, providing interview and on-the-job training experience opportunities for many clients.

Distinguished Employer awards were also presented to: Charleston Area Medical Center, Charleston; West Virginia Department of Health and Human Resources, Charleston; Kmart, Charleston; Foodland, Spencer; and Smith’s Foodfair, Elkview.
Clarksburg District Employer of the Year
Kmart, Morgantown

DRS and Kmart have maintained a 20-year cooperative relationship, working together to place individuals with disabilities in jobs at this location. Kmart also has opened its doors as a community based assessment site, which provides a short-term job “tryout” with the goal of discovering vocational strengths and weaknesses, for DRS clients.

Distinguished Employer awards were also presented to: Capital Doors, Inc., Fairmont; Aegis Communications Group, Fairmont; and Eastern Pet Supply Outlet, Bridgeport.
Wheeling District
Employer of the Year

Bureau of the Public Debt, Department of the Treasury, Parkersburg

The Bureau of the Public Debt and DRS are building a collaborative partnership. The Bureau actively seeks qualified DRS clients as potential job candidates and has hired four clients, thus far. They’ve also held mock interviews with clients to provide positive feedback relating to interviewing skills and are a source of potential job leads for DRS.

Distinguished Employer awards were also presented to: Open Hands Seed Project, The Mentor Network/REM Community Options, Paden City; Ponderosa, Calcutta, Ohio; McDonald’s, Weirton; and Trinity Medical Center West, Steubenville, Ohio.

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Beckley District
Employer of the Year

The Resort at Glade Springs, Daniels

The Resort at Glade Springs is proving to be an essential partner to DRS. The Resort has hired three individuals who are deaf. Not only are they open to providing necessary worksite accommodations, but a supervisor is learning sign language in order to better communicate with employees with disabilities.

Distinguished Employer awards were also presented to: Dr. Kelly Pitsenbarger, M.D., Beckley; Ashley Food Pride, Union; Walmart Supercenter, MacArthur and Princeton locations; and Value Plus, Oak Hill.
Huntington District
Employer of the Year

West Virginia Department of Health and Human Resources, Huntington

The Huntington DHHR office utilizes DRS as a referral source for potential employment opportunities. During the past year, they hired three DRS clients through the state’s selective placement program. They have also hired four temporary employees, providing each with an opportunity to be hired permanently.

Distinguished Employer awards were also presented to: Chili’s Grill & Bar Restaurant, Barboursville; Griffith & Feil Pharmacy, Kenova; Logan Regional Medical Center, Logan; Southern West Virginia Community and Technical College, Williamson; and Williamson Memorial Hospital, Williamson.

Martinsburg District
Employer of the Year

Grant Memorial Hospital, Petersburg

Grant Memorial Hospital has a long-standing history of working with DRS. They frequently use DRS as a potential referral source for employment opportunities within their hospital and they are open to working with DRS clients who may need assistance in adapting to a specific job.

Distinguished Employer awards were also presented to: Glory Days Grill, Ranson; West Virginia Weight and Wellness, Inc., Martinsburg; Federal Express Smart Post, Martinsburg; American Red Cross, Kearneysville; and T.J. Maxx, Martinsburg.
### Financial Report

**Statement of Funds and Expenses for the year ended June 30, 2012**

#### Source of Funds

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<th>Source of Funds</th>
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<tr>
<td>State Appropriations</td>
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<td>Federal Grants</td>
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<td>Program Income</td>
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<td>Special Revenue</td>
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<td><strong>Total Funds</strong></td>
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#### Expenditure by Program Category

**Administration**: 15,196,585

**Rehabilitation Services**: 31,402,145  
- Case Services 31,402,145  
- Counseling, Guidance and Placement 13,057,074  

**Disability Determination Program**: 18,874,245

**Other**: 12,940  
- Assistive Technology 12,940  
- Employment Attendant Care Program 192,383  
- Benefits Planning 253,667  
- Independent Living 1,551,850  
- Medicaid Infrastructure Grant 594,760  
- Older Blind (VISIONS) 258,183  
- Randolph-Sheppard Program 734,502  
- Recreation 52,500  
- Ron Yost Personal Assistance Fund 502,396  
- Staff Development 50,267  
- Supported Employment 68,388  
- Supported Employment Extended Services 99,340  
- Workshop Development 2,008,963

**Total Expenditures**: 84,910,188

#### Classification of Expenditures

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<td>Personal Services</td>
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<td>Current Expense</td>
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<td>Repairs &amp; Alterations</td>
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<td>Equipment</td>
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<td>Grants</td>
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<td>Purchased Case Services</td>
<td>36,423,137</td>
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<td><strong>Total</strong></td>
<td><strong>84,910,188</strong></td>
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# Contact Information

<table>
<thead>
<tr>
<th>Administrative Offices</th>
<th>Huntington District</th>
<th>Oak Hill Branch Office</th>
<th>Sistersville Branch Office</th>
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<tbody>
<tr>
<td>107 Capitol St.</td>
<td>2699 Park Ave., Suite 200</td>
<td>549 Mall Rd.</td>
<td>714 Wells St.</td>
</tr>
<tr>
<td>Charleston, WV 25301</td>
<td>Huntington, WV 25704</td>
<td>Oak Hill, WV 25901</td>
<td>Sistersville, WV 26175</td>
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<tr>
<td>304-356-2060</td>
<td>304-528-5585</td>
<td>304-465-3025</td>
<td>304-652-2354</td>
</tr>
</tbody>
</table>

| Beckley District       | Huntington High School | Parkersburg Branch Office | Spencer Branch Office |
| 800 New River Town     | Highlander Way         | State Office Building    | 321 Market St.         |
| Beckley, WV 25801      | Huntington, WV 25701   | 400 5th St.             | Spencer, WV 25276      |
| 304-256-6900           | 304-528-6511           | 304-420-4580            | 304-927-0954           |

| Cabell Midland High School | Keyser Branch Office | Point Pleasant Branch Office | Summersville Branch Office |
| 2300 US Route 60 East Ona, WV 25545 | 67 North Tornado Way | Pt. Pleasant, WV 25550 | 830 Northside Dr. Suite 113 |
| 304-743-7496             | Keyser, WV 26726      | 304-675-0867             | Summersville, WV 26651  |

| Charleston District     | Lewisburg Branch Office | Princeton Branch Office | Teays Valley Branch Office |
| 4701 MacCorkle Ave., SE | 777 North Jefferson St. Suite 105 | 195 Davis St. Princeton, WV 24739 | 115 Liberty Square Hurricane, WV 25526 |
| Charleston, WV 25304    | Lewisburg, WV 24901    | 304-425-1256            | 304-760-7082             |
| 304-356-2371            | 304-647-7515           |                         |                          |

| Disability Determination-Charleston | Logan Branch Office | Putnam County Branch Office | Weirton Branch Office |
| 500 Quarrier St. Suite 500 | 216 Dingess St. | WorkForce Building Space #20 | 100 Municipal Plaza Suite 200 |
| Charleston, WV 25301 | Logan, WV 25601 | Putnam Village Hurricane, WV 25526 | Weirton, WV 26062 |
| 304-343-5055          | 304-792-7060        | 304-767-0819             | 304-723-5311            |

| Disability Determination-Clarksburg | Martinsburg District | Rehab Tech Department – North | Welch Branch Office |
| Federal Center 320 West Pike St. | 891 Auto Parts Place Suite 131 | 5000 Greenbag Rd. F14 and F15 | 110 Park Ave. Welch, WV 24801 |
| Clarksburg, WV 26301 | Martinsburg, WV 25403 | Morgantown, WV 26501 | 304-436-3175 |

| Clarksburg District 107 Cambridge Place Bridgeport, WV 26330 | Moorfield Branch Office | Rehabilitation Programs 10 McJunkin Rd. Nitro, WV 25143 | Wheeling District Central Union Building |
| 304-842-2951         | 1929-1 State Road 55 Suite 217 | 304-760-7166             | 40 14th St., Suite 102 |
| Elkins Branch Office 1025 North Randolph Ave. Elkins, WV 26241 | Moorfield, WV 26836 | Ripley Branch Office 206 Stone Dr. Ripley, WV 25271 | Wheeling, WV 26003 |
| 304-637-0205          | 304-538-2701         | 304-373-0313             | 304-238-1092            |

| Fairmont One-Stop Branch Office Veterans Square 320 Adams St., Suite 106 Fairmont, WV 26554 | Morgantown Branch Office | Romney Branch Office P. O. Box 943 Romney, WV 26757 | Wheeling District Central Union Building |
| 304-367-2714           | 1415 Earl Core Rd. Morgantown, WV 26505 | 304-822-3957 or 304-822-3233 | 40 14th St., Suite 102 |
|                         | 304-285-3155         |                         | Wheeling, WV 26003      |
|                         | Mullens Branch Office |                         |                         |
|                         | 316 Howard Ave. Mullens, WV 25882 |                         |                         |
|                         | 304-294-5653         |                         |                         |