Connections that Work!

West Virginia Division of Rehabilitation Services

2013 Annual Report
# Table of Contents

- Introduction .................................................................................................................. page 2
- Mission Statement ........................................................................................................ page 3
- Highlights .................................................................................................................... page 4
- Field Services ............................................................................................................... page 5
- Vocational Rehabilitation Process .............................................................................. page 6
- Available Services ........................................................................................................ page 7
- Program Data ................................................................................................................ page 8
- Evaluation Standards and Performance Indicators ...................................................... page 13
- Programs and Services ................................................................................................. page 15
- Disability Determination Section ................................................................................ page 20
- Partnerships .................................................................................................................. page 21
- Ability Works Success Stories ....................................................................................... page 24
- Employer Recognition Program .................................................................................... page 29
- Financial Report ........................................................................................................... page 31
- Contact Information ..................................................................................................... page 32
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 2013 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 16,826 West Virginians with disabilities in fiscal year 2013. More than 91 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 3,831 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 50 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
Director
Division of Rehabilitation Services

2
Mission Statement

To enable and empower individuals with disabilities to work and to live independently
Highlights

Vocational Rehabilitation Program

- 16,826 individuals with disabilities served
- 3,831 successfully rehabilitated into employment
- 91 percent of individuals served had significant disabilities
- 50 percent increase in average annual earnings due to rehabilitation services
- Increased client services budget by 399 percent over the last five years, focusing on customer service improvements for vocational rehabilitation services throughout West Virginia
- Spent more than $10 million in tuition and other college expenses, helping 2,936 students get the education needed to meet their work-related educational goals
- Met all required federal benchmarks for program evaluation standards and performance indicators

Disability Determination Section

- Cleared 48,498 disability claims
- Met all productivity goals established by the Social Security Administration
- Processed 7.5 percent more cases than last year
- Implemented the use of video conferencing equipment to conduct disability hearings on medical cessations, resulting in both time and travel costs savings
- Significantly improved medical evidence of record payment processing from a two to four week timeframe to within two days of invoice receipt
- Installed a new mail machine that has allowed DDS to automate its notice process
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 to meet his or her employment goal.

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 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 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.
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 the individual can reach his or her employment goal.

Each IPE is tailored to assure the client receives the services necessary to achieve his or her goals. The anticipated outcome of the individual’s vocational rehabilitation program is competitive employment in a career of the individual’s choice.

Depending on the services needed, the individual’s involvement with DRS 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

To help them achieve their employment goals, DRS is able to provide a variety of services to eligible individuals. The client and the vocational rehabilitation counselor work together to determine the necessary and appropriate services to enable 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 be provided, if necessary.

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

Economic Impact of Vocational Rehabilitation Services for Consumers

West Virginians served by district

- Charleston: 2,689
- Clarksburg: 2,612
- Wheeling: 2,942
- Beckley: 3,280
- Huntington: 2,967
- Martinsburg: 2,336

Total served: 16,826
Educational Attainment of Individuals Vocationally Rehabilitated

<table>
<thead>
<tr>
<th>Education Level</th>
<th>Before Rehabilitation</th>
<th>After Rehabilitation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bachelor's degree</td>
<td>300</td>
<td>480</td>
</tr>
<tr>
<td>Associate's degree</td>
<td>453</td>
<td>715</td>
</tr>
<tr>
<td>Post-secondary education, no degree</td>
<td>538</td>
<td>514</td>
</tr>
<tr>
<td>High school graduate or GED</td>
<td>1,434</td>
<td>1,387</td>
</tr>
<tr>
<td>Special education certificate</td>
<td>118</td>
<td>116</td>
</tr>
<tr>
<td>Secondary education, grades 9-12</td>
<td>233</td>
<td>780</td>
</tr>
<tr>
<td>Elementary education, grades 1-8</td>
<td>84</td>
<td>91</td>
</tr>
<tr>
<td>No formal schooling</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

Age of Individuals Vocationally Rehabilitated

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Before Rehabilitation</th>
<th>After Rehabilitation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Younger than 20</td>
<td>670</td>
<td>670</td>
</tr>
<tr>
<td>20-34</td>
<td>598</td>
<td>598</td>
</tr>
<tr>
<td>35-44</td>
<td>514</td>
<td>514</td>
</tr>
<tr>
<td>45-64</td>
<td>1,658</td>
<td>1,658</td>
</tr>
<tr>
<td>65+</td>
<td>391</td>
<td>391</td>
</tr>
</tbody>
</table>
Gender of Individuals Vocationally Rehabilitated

![Bar chart showing gender distribution]

Race of Individuals Vocationally Rehabilitated

<table>
<thead>
<tr>
<th>Race</th>
<th>FY 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>3,650</td>
</tr>
<tr>
<td>Black or African American</td>
<td>136</td>
</tr>
<tr>
<td>American Indian or Alaska Native</td>
<td>16</td>
</tr>
<tr>
<td>Asian or Pacific Islander</td>
<td>14</td>
</tr>
<tr>
<td>Hispanic or Latino</td>
<td>15</td>
</tr>
<tr>
<td>Total</td>
<td>3,831</td>
</tr>
</tbody>
</table>
Occupations of Individuals Vocationally Rehabilitated

- Office & Administrative Support: 407
- Management: 345
- Production: 342
- Transportation & Material Moving: 312
- Sales & Related: 265
- Building & Grounds Cleaning & Maintenance: 254
- Construction & Extraction: 222
- Healthcare Practitioners & Technicians: 207
- Education, Training & Library: 205
- Food Preparation & Serving Related: 202
- Healthcare Support: 201
- Installation, Maintenance & Repair: 198
- Personal Care & Service: 195
- Community & Social Services: 124
- Protective Service: 93
- Business & Financial Operations: 54
- Architecture & Engineering: 47
- Computer & Mathematical: 38
- Arts, Design, Entertainment, Sports & Media: 32
- Legal: 29
- Life, Physical & Social: 24
- Farming, Fishing & Forestry: 20
- Military: 8
- Unpaid Family: 7

0 50 100 150 200 250 300 350 400 450
Referral Sources of Individuals Vocationally Rehabilitated

- Other Sources: 690
- Educational Institution Elementary/Secondary: 543
- Educational Institution Post-secondary: 107
- Physician or other Medical Personnel or Medical Institutions: 1,294
- Welfare Agencies: 35
- Community Rehabilitation Programs: 74
- One-stop Employment Training Centers: 74
- Social Security Administration: 9
- Self-referral: 1,005

Primary Disability of Individuals Vocationally Rehabilitated

- Psychological Impairments: 353
- Visual Impairments: 121
- Cognitive Impairments: 588
- Physical Impairments: 1,172
- Hearing Impairments: 1,597
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 2013 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)

FY 2013 – 3,831
FY 2012 – 3,393
FY 2011 – 2,537
FY 2010 – 2,169

**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%)

FY 2013 – 75.4%
FY 2012 – 74.8%
FY 2011 – 74.3%
FY 2010 – 70.5%
**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 2013 – 98.4%
- FY 2012 – 98.7%
- FY 2011 – 98.7%
- FY 2010 – 96.1%

**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 2013 – 82.1%
- FY 2012 – 80.6%
- FY 2011 – 88.7%
- FY 2010 – 91.3%

**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 2013 – .68
- FY 2012 – .64
- FY 2011 – .62
- FY 2010 – .63

**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 differences)

- FY 2013 – 36.8%
- FY 2012 – 43.9%
- FY 2011 – 54.2%
- FY 2010 – 58.1%

**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 2013 – .828
- FY 2012 – .817
- FY 2011 – .837
- FY 2010 – .811
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:

- 7,170 students (ages 16 to 21) with disabilities served, which is 42.6 percent of the total number of individuals served by DRS.
- 5,212 transition students were referred directly from the schools to DRS.
- 1,348 students with disabilities developed individualized plans for employment.
- 770 transition clients gained employment, which is 20 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 2,936 students with college education services they needed to meet their work-related educational goals.
- Authorized expenditures of more than $10 million in tuition and other college expenses.
Community Rehabilitation Programs

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, job coach training, work adjustment and/or life skills training. These services are commonly purchased by DRS to assist individuals with significant disabilities to achieve successful employment outcomes. There are 63 DRS-acknowledged CRPs with 92 total service locations throughout 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.

Two specially trained DRS employees, one in northern West Virginia and the other in the southern region, generate ongoing communication between DRS and CRPs. They also address ongoing training needs for new CRPs and existing CRP staff.

DRS continues to monitor past expansion investments throughout the state in order to ensure necessary services are available to meet client service needs.

Training services through a local Community Rehabilitation Program helped Kyle Gray to improve his work skills and learn specific job tasks.
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 825 people with blindness or significant vision impairments.
- 149 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.

VISIONS 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 2013, 1,114 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 3,184 clients who listed hearing impairments as their primary or secondary disability, which includes people who are deaf or deaf-blind.
- 1,912 clients with hearing impairments achieved their employment goals.

During 2013, three DRS rehabilitation counselors for the deaf completed the rehabilitation counseling for the deaf and hard of hearing training program at Western Oregon University. This in-depth training focused on American Sign Language, as well as deaf culture and providing vocational rehabilitation services specific to deaf and hard of hearing individuals.
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 (WVCDHH) that allowed interpreters to apply for assistance with exam fees and travel costs to take the test to become a certified interpreter.

Additionally, DRS provided a grant to WVCDHH to provide smoke alarms to people with hearing impairments. The West Virginia Accessible Smoke Alarm Project provides free smoke alarms to homeowners who are deaf or hard of hearing.

Given the state's rural nature and the limited number of certified interpreters, DRS has partnered with Purple Communications which means DRS clients and counselors can access nationally certified interpreters using video remote interpreting services.

Employment Services Program

DRS employs a team of employment specialists who provide business owners and employers critical business options and assistance in staffing, employee retention strategies, education on disability-related issues, job accommodations and information about financial incentives for employers who hire individuals with disabilities.

Employment specialists are the link between DRS clients and employers. They specialize in providing instruction on résumé preparation, interviewing and job seeking skills, networking and local labor information to DRS clients as they prepare for and enter the workforce.

Technical skills and ongoing education are vital to providing high quality employment services. To better serve employers and DRS clients, DRS employment specialists received training from the George Washington University Technical Assistance and Continuing Education Center and are now certified National Employment Services Professionals. The program's curriculum is approved by the National Association for Community Rehabilitation Educators and is designed to increase knowledge and skills of the employment workforce to support job seekers with disabilities.
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 2013, one individual who is legally blind was trained and licensed through the program.

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 628 people, providing 1,251 services which included 179 rehabilitation engineering services, 465 assistive technology services, 291 driver rehabilitation services, 83 environmental modification services, 59 bioptic driving services and 174 visually impaired services.
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 $18.6 million to fund DDS for fiscal year 2013.

DDS cleared 48,498 claims in fiscal year 2013, exceeding budgeted workload projections while also meeting SSA quality and processing time goals. DDS achieved this performance despite losing 18 employees with authorization from SSA to replace only seven of those losses.

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.
Partnerships

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 2013, 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.
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.

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.

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.

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 also conducts the Disability History Essay Contest, which is open to all West Virginia high school seniors. This is a collaborative initiative of DRS, the Statewide Independent Living Council and the State Rehabilitation Council.

Consumer Affairs Committees

DRS has nine Consumer Affairs Committees that support its 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 open to all persons wishing to participate, whether or not they are people with disabilities and are volunteers. All meetings are open to the public.

Community Living Services Program

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 373 consumers remained on waiting lists for CLSP services as of June 30, 2013, with a projected average waiting time of at least two years.

In state fiscal year 2013, a total of 321 consumers were successfully enabled to remain in their own homes at an average cost of $6,775 per consumer. At least 85 of the successful consumers were at risk of institutionalization. Services to those at-risk consumers represent an estimated savings of $1.7 million in long-term care costs for the year.

23
Jean Shepard is legally blind due to a condition called diabetic retinopathy and she has diabetic neuropathy, which makes standing on her feet for long periods of time difficult.

For 57-year-old Shepard, the onset of her blindness was devastating. She had to give up her driver’s license; she was afraid of losing her mobility and independence.

To help her compensate for her vision loss, Shepard received orientation and mobility services from DRS.

“I thought my life was over, and they let me know my life was not over,” explained Shepard. “It was only just beginning.”

“I learned to be able to go downtown, to cross the streets safely, to board a bus, know when to get off the bus, know how to find my way back to the office when left a few blocks away,” she said.

Working with her counselor, Shepard enrolled in DRS’ Randolph-Sheppard Program, which provides training in food service management to eligible DRS clients who are legally blind. Successful participants become self-employed, ultimately operating and managing vending and/or snack bar locations in government buildings.

Shepard worked one-on-one with Randolph-Sheppard Program business counselors and mentored with other licensed vendors at their business locations to learn the specific job requirements. She participated in financial training with a certified accountant/auditor for the program and had to complete and pass a food handling and safety course.

Shepard is now the owner/operator of Lady Bug Café and Lady Bug Vending. Her café is in the Ohio County Courthouse in Wheeling and she provides vending services at several locations in the Wheeling area.

DRS provided Shepard with some adaptive equipment, including a talking cash register and a money identifier, so she could run her business successfully. In addition to her disability-related issues, Shepard is a domestic abuse survivor.

Shepard admits that she used to have self-esteem problems, but that’s no longer true. She is proud that she overcame being an abused
woman, knowing who she is and leaving behind any bitterness.

Shepard is proud to be a contributing, productive member of society.

“I never dreamed that I would have a business, basically of my own creation,” explained Shepard. “I have chosen the name. My heart’s in it. I have found contentment I thought I would never have.”

Kyle Gray, Charleston District

Kyle Gray grew up in Ranson, attending Jefferson County High School. Like most students approaching graduation, Gray was not sure what he wanted to do with his life.

In school, Gray experienced difficulty in reading, spelling and math. To help her son prepare for the world after high school, Gray’s mother referred him to DRS.

Not long after graduation, Gray relocated to Hurricane with his family. After the move, Gray and Patty Babbitt, DRS rehabilitation counselor, began working together to prepare him for employment.

Gray had no real work experience and found the job application process to be extremely difficult.

HRDF, a community rehabilitation program that DRS uses to provide direct services to clients, arranged for Gray to participate in work adjustment training at a local FoodFair grocery store.

Gray’s work adjustment training helped him improve his work skills and learn specific job tasks including straightening merchandise on the shelves, returning items misplaced by customers, stocking new items, rotating items by date and cleaning shelves.

According to Babbitt, Gray’s primary obstacles to getting a job were things like completing résumés and interviews. Job placement assistance helped Gray land his job at Walmart.

According to Jerry George, Walmart assistant manager, “Kyle takes care of our shopping carts for our customers. And anything that we need him to do, he jumps right on it.”

“Kyle is a good worker,” said Babbitt. “He tries his best at everything he does. And I am proud of him.”
Eliot Watson, Clarksburg District

Eliot Watson, 28, grew up in Terra Alta, graduating from Preston County High School. He went on to attend West Virginia University, earning a degree in mechanical engineering.

That same year, Watson sought out DRS. According to Debbie Riggie, a DRS senior rehabilitation counselor, "Eliot has disorganized type schizophrenia." The new diagnosis caused him to have difficulty with social interaction, getting along with peers and maintaining organizational and planning skills.

Watson was looking for assistance that would help him get back on his feet so he could find his purpose in life.

Watson’s ultimate goal was engineering, explained Riggie. “When he became ill, he wasn’t able to do that… He just wanted to get back into the world of work.”

Community based assessment and work adjustment training services through Horizon Goodwill Industries in Md. helped Watson to develop and enhance his soft skills and become more employment ready. An application to Walgreens resulted in a job there as photo specialist in 2012.

“He picked his goal and wanted to go for it,” said Riggie. “He has difficulty with social interaction at times, so it was hard for him at first, but he is determined and motivated. He’s got such a good personality. He’s a good asset for any company.”

Since Watson had received the services he needed to overcome the barriers that were keeping him from getting a job, DRS closed his case.

But, Watson wanted to work in the engineering field and he didn’t give up on that goal.

At a career fair hosted by West Virginia University, Watson met the owner of Specialized Engineering. The contact paid off and he’s now employed by the company.

“It feels like when I’m working, I have a purpose, something that I can really show that I’m active and that I was put here to do something,” said Watson.

Fritz Zacher, Beckley District

Fritz Zacher, 26, is described by medical professionals as having Asperger's syndrome. But, this extremely bright and artistically talented young man describes himself as the gatekeeper of his own destiny.

According to Nancy Harris, DRS rehabilitation counselor, Zacher has a slightly different perspective than most people, which made things difficult for him socially and vocationally.

From the time he was very young, Zacher demonstrated strong artistic abilities. His parents encouraged his artistic talents, but wanted him to find a job that would support him.

“It was our goal to provide opportunities for Fritz to grow. So, we provided opportunities for him to develop his skills and abilities and build confidence and a sense of competence," said Harris.

An on-the-job training experience translated into a real job with Monroe County Schools, but it was only part-time, sporadic work. A search began to help Zacher find a second part-time job or a full-time job that fit his abilities.

continued on next page
Mercer County Opportunity Industries (MCOI) in Princeton was looking for someone to work as an assistant in its print shop. They needed a detail-oriented person with an artistic eye, who was capable of doing exacting, tedious and repetitious work.

Keith Frey, MCOI print and sign shop manager, describes Zacher as very coordinated and very task oriented. “Those skills really make him a great fit in the print shop,” said Frey.

Presently, Zacher works two part-time jobs. “Fritz is really very amazing, being able to balance two jobs,” said Harris. “And MCOI has been especially helpful because they’ve allowed him to, at any time, work his custodial job whenever he is called and make up his time at MCOI on other days.”

According to Zacher, “I still have goals for my future that I want to set, ladders to climb, figuratively speaking.”

Steven Blanton, Huntington District

A dramatic change in Steven Blanton’s life forced him to try and find a way to start all over again.

In 2001, Blanton was living in Florida and working in the masonry field. A devastating assault left Steven with a traumatic brain injury, which resulted in permanent loss of his ability to speak, as well as limited use of his right hand.

Due to the severity of his injuries, Blanton spent time recuperating in a rehabilitation center in Florida. Blanton’s family ultimately brought him home to Ceredo, West Virginia, where he currently resides.

According to Mary Klein, senior rehabilitation counselor, communication was Blanton’s most significant barrier to becoming employed. As vocational goals and service needs were discussed, Blanton’s mother assisted and spoke on her son’s behalf.

But, to get a job, a more permanent solution to Blanton’s inability to verbally communicate would have to be found. “He had to be able to communicate with his supervisor, with his coworkers,” Klein explained.

Ultimately, a DynaVox communication device was recommended and purchased for him. The device is like a computer and can be programmed with different phrases to help Blanton communicate his needs.

To enhance and develop his job skills, Blanton participated in work adjustment training through Goodwill Industries in Huntington.

Job placement assistance through Mountain State Center for Independent Living led to a job with Sodexo Food Service in Marshall University’s Harless Dining Hall.

One-on-one job coaching services helped Blanton become familiar with his required job duties, supervisor and coworkers.

Blanton, 47, is happy to be working and self-sufficient again.
Danielle Richardson, Martinsburg District

Danielle Richardson, 29, is a person with profound bilateral hearing loss. She’s also self-motivated and goal-oriented and she wanted to get her education.

After graduating from West Virginia Schools for the Deaf and Blind, Richardson sought out DRS for assistance. Barry Hill, rehabilitation counselor, explained that Richardson had been accepted into Potomac State College.

With college financial assistance from DRS, Richardson graduated from Potomac State in December 2006, with an associate’s degree in early childhood education. And in May 2011, Richardson achieved her bachelor’s degree in child development from American Public University.

She got a job as education specialist at West Virginia Schools for the Deaf and Blind in January 2012.

According to Christine Frye, director of student living at West Virginia Schools for the Deaf and Blind, “Dani’s job responsibilities are to facilitate and bring education into the dorm for the students. She works on critical skill development for those students who are struggling.”

Some of Richardson’s strongest qualifications, explained Frye, are her degree, training in American Sign Language and her own life experiences of having lived as a person who is deaf.

Richardson admits that trying to find a job was frustrating. “I applied for some positions where they would ask me, ‘How are you going to communicate with us?’” She believes increased awareness of the technology available to accommodate and compensate for communication barriers, as well as increased exposure to deafness, will help discourage these stereotypical attitudes.

Richardson is working on her next big goal, taking graduate classes and working toward her master’s degree.

Richardson never dreamed she’d be working at the school she attended for so many years. But, she loves being there and being a role model for the students. She wants the kids to say, “Dani can do this, therefore, I can do that myself.”

An on-the-job training experience sponsored by DRS helped Fritz Zacher successfully land a job as a substitute custodian with Monroe County Schools.

Services from DRS helped Steven Blanton overcome communication barriers that were preventing him from getting a job. He’s employed by Sodexo Food Service at Marshall University.
Employer Recognition Program

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.

Kmart, Charleston
Charleston District
Employer of the Year

Kmart consistently demonstrates its willingness to provide employment opportunities to DRS clients. Kmart 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 award recipients:

- Charleston Area Medical Center, Charleston
- Mountain State Oral & Maxillofacial Surgeons, Huntington
- Smith’s Foodfair, Elkview

Walmart, Clarksburg
Clarksburg District
Employer of the Year

Walmart is an essential employment partner of DRS. The Clarksburg supercenter has hired several DRS clients, reinforcing Walmart’s commitment to supporting inclusion and local communities. They maintain an open and willing attitude toward providing accommodations for employees with varying disabilities, frequently going above and beyond what is required.

Distinguished Employer award recipients:

- Morgantown Orthotic & Prosthetic Center, Inc., Morgantown
- Hall Neighbors’ House, Buckhannon
- Benchmark Hospitality of Stonewall Resort, Roanoke
- Blackwater Falls State Park, Davis
Ace Hardware, Moundsville
Wheeling District
Employer of the Year

This local Ace Hardware store took the company promise of “helping you is the most important thing we have to do today” to heart when the operating manager provided employment to a person with a disability. Ace Hardware has made many appropriate accommodations for this employee to perform the job successfully.

Distinguished Employer award recipients:

- Foodland, Parkersburg
- Kmart, Weirton

Food Lion, Beckley
Beckley District
Employer of the Year

DRS is proud to have an established and ongoing employment partnership with this local Food Lion store. The store willingly worked with DRS to develop a job for a client, focusing on the individual’s capabilities rather than the limitations. The employer voluntarily provided workplace accommodations, which enabled the employee to be a productive member of the store’s workforce.

Distinguished Employer award recipients:

- Wobo Used Motor Sales & Repairs, Inc., Oak Hill
- Wendy’s, Summersville
- Kmart, Bluefield
- Foodland, Marlinton

Walmart, Kimball
Huntington District
Employer of the Year

Walmart and DRS have a strong employment partnership. This store is committed to providing job opportunities to DRS clients. Walmart’s human resources manager provides employment opportunities to people with disabilities whenever possible.

Distinguished Employer award recipients:

- Mingo County Board of Education, Williamson
- Pullman Plaza Hotel, Huntington

Glory Days Grill, Ranson
Martinsburg District
Employer of the Year

Glory Days Grill and DRS have built a strong partnership. The restaurant has previously hired DRS clients, but most recently agreed to become a work skills assessment site for a client. Glory Days Grill employees provided job skills training to this individual and will provide an opportunity for employment when a position becomes available.

Distinguished Employer award recipients:

- County Pride Foods, Romney
- West Virginia Division of Highways, Burlington
- Pilgrim’s Pride Corporation, Moorefield
# Financial Report

Statement of Funds and Expenses for the year ended June 30, 2013

## Source of Funds

<table>
<thead>
<tr>
<th>Source of Funds</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>State Appropriations</td>
<td>14,275,682</td>
</tr>
<tr>
<td>Federal Grants</td>
<td>67,223,217</td>
</tr>
<tr>
<td>Program Income</td>
<td>1,176,236</td>
</tr>
<tr>
<td>Special Revenue</td>
<td>12,996</td>
</tr>
<tr>
<td><strong>Total Funds</strong></td>
<td><strong>82,688,131</strong></td>
</tr>
</tbody>
</table>

## Expenditure by Program Category

**Administration**

- Rehabilitation Services: 11,654,490
  - Case Services: 34,333,911
  - Counseling, Guidance and Placement: 12,601,821

**Disability Determination Program**

- 18,418,549

**Other:**

- Employment Attendant Care Program: 199,613
- Benefits Planning: 61,351
- Independent Living: 959,319
- Older Blind (VISIONS): 484,492
- Randolph-Sheppard Program: 733,378
- Ron Yost Personal Assistance Fund: 388,698
- Staff Development: 32,556
- Supported Employment: 363,685
- Supported Employment Extended Services: 345,498
- Workshop Development: 2,110,770

**Total Expenditures**

- **82,688,131**

## Classification of Expenditures

<table>
<thead>
<tr>
<th>Classification of Expenditures</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal Services</td>
<td>28,503,068</td>
</tr>
<tr>
<td>Current Expense</td>
<td>9,860,315</td>
</tr>
<tr>
<td>Repairs &amp; Alterations</td>
<td>174,344</td>
</tr>
<tr>
<td>Equipment</td>
<td>284,232</td>
</tr>
<tr>
<td>Grants</td>
<td>4,136,761</td>
</tr>
<tr>
<td>Purchased Case Services</td>
<td>39,729,411</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>82,688,131</strong></td>
</tr>
</tbody>
</table>
## Contact Information

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>DRS Administrative Offices</strong></td>
<td>107 Capitol Street</td>
<td>304-356-2060</td>
</tr>
<tr>
<td>Charleston, WV 25301</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Beckley District</td>
<td>800 New River Town Center</td>
<td>304-256-6900</td>
</tr>
<tr>
<td>Beckley, WV 25801</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cabell Midland High School</td>
<td>2300 US Route 60 East</td>
<td>304-743-7496</td>
</tr>
<tr>
<td>Ona, WV 25545</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Charleston District</strong></td>
<td>4701 MacCorkle Avenue, SE</td>
<td>304-356-2371</td>
</tr>
<tr>
<td>Charleston, WV 25304</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Disability Determination-</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Charleston</strong></td>
<td>500 Quarry Street</td>
<td>304-343-5055</td>
</tr>
<tr>
<td></td>
<td>Suite 500</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Charleston, WV 25301</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Logan Branch Office</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>P.O. Box 896</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Logan, WV 25601</td>
<td>304-792-7060</td>
</tr>
<tr>
<td><strong>Marshall University</strong></td>
<td>One John Marshall Drive</td>
<td></td>
</tr>
<tr>
<td></td>
<td>113 Prichard Hall</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Huntington, WV 25755</td>
<td>304-696-2394</td>
</tr>
<tr>
<td></td>
<td><strong>Martinsburg District</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>489 Mid Atlantic Parkway</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Suite 2</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Martinsburg, WV 25404</td>
<td>304-267-0005</td>
</tr>
<tr>
<td></td>
<td><strong>Moorefield Branch Office</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>151 Robert C. Byrd</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Industrial Park Road</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Suite 3</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Moorefield, WV 26836</td>
<td>304-538-2701</td>
</tr>
<tr>
<td></td>
<td><strong>Morgantown Branch Office</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sabaton Plaza</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1415 Earl Core Road</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Morgantown, WV 26505</td>
<td>304-285-3155</td>
</tr>
<tr>
<td></td>
<td><strong>Mullens Branch Office</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>316 Howard Avenue</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mullens, WV 25882</td>
<td>304-294-5653</td>
</tr>
<tr>
<td></td>
<td><strong>Oak Hill Branch Office</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>549 Mall Road</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Oak Hill, WV 25901</td>
<td>304-465-3025</td>
</tr>
<tr>
<td></td>
<td><strong>Parksburg Branch Office</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>State Office Building</td>
<td></td>
</tr>
<tr>
<td></td>
<td>400 5th Street</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Parksburg, WV 26101</td>
<td>304-420-4580</td>
</tr>
<tr>
<td></td>
<td><strong>Parksburg South High School</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1511 Blizzard Drive</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Parksburg, WV 26101</td>
<td>304-420-4916</td>
</tr>
<tr>
<td></td>
<td><strong>Point Pleasant Branch Office</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>209 5th Street</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Point Pleasant, WV 25550</td>
<td>304-675-0867</td>
</tr>
<tr>
<td></td>
<td><strong>Princeton Branch Office</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>195 Davis Street</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Princeton, WV 24739</td>
<td>304-425-1256</td>
</tr>
<tr>
<td></td>
<td><strong>Putnam County Branch Office</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>WorkForce Building</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Space #20</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Putnam Village</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Hurricane, WV 25526</td>
<td>304-760-7082</td>
</tr>
<tr>
<td></td>
<td><strong>Rehab Tech Department – North</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>5000 Greenbag Road</td>
<td></td>
</tr>
<tr>
<td></td>
<td>F14 and F15</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Morgantown, WV 26501</td>
<td>304-285-3163</td>
</tr>
<tr>
<td></td>
<td><strong>Rehabilitation Programs</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>10 McJunkin Road</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Nitro, WV 25143</td>
<td>304-760-7166</td>
</tr>
<tr>
<td></td>
<td><strong>Ripley Branch Office</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>206 Stone Drive</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ripley, WV 25271</td>
<td>304-373-0313</td>
</tr>
<tr>
<td></td>
<td><strong>Romney Branch Office</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>P.O. Box 94</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Romney, WV 26757</td>
<td>304-822-3957</td>
</tr>
<tr>
<td></td>
<td><strong>Sistersville Branch Office</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>714 Wells Street</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sistersville, WV 26175</td>
<td>304-652-2354</td>
</tr>
<tr>
<td></td>
<td><strong>Spencer Branch Office</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>321 Market Street</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Spencer, WV 25276</td>
<td>304-927-0954</td>
</tr>
<tr>
<td></td>
<td><strong>Summersville Branch Office</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>830 Northside Drive</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Suite 113</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Summersville, WV 26651</td>
<td>304-872-0813</td>
</tr>
<tr>
<td></td>
<td><strong>Teays Valley Branch Office</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>115 Liberty Square</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Hurricane, WV 25526</td>
<td>304-760-7082</td>
</tr>
<tr>
<td></td>
<td><strong>Weirton Branch Office</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>100 Municipal Plaza</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Suite 200</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Weirton, WV 26062</td>
<td>304-723-5311</td>
</tr>
<tr>
<td></td>
<td><strong>Welch Branch Office</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>110 Park Avenue, Suite 200</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Welch, WV 24801</td>
<td>304-436-3175</td>
</tr>
<tr>
<td></td>
<td><strong>Weston Branch Office</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>306 Market Place Mall</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Weston, WV 26452</td>
<td>304-269-0547</td>
</tr>
<tr>
<td></td>
<td><strong>Wheeling District</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Central Union Building</td>
<td></td>
</tr>
<tr>
<td></td>
<td>40 14th Street</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Suite 102</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Wheeling, WV 26003</td>
<td>304-238-1092</td>
</tr>
</tbody>
</table>