

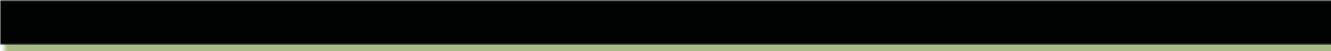
Annual Report 2011

West Virginia Division of Rehabilitation Services

Empowering People



to work



West Virginia Division of Rehabilitation Services Annual Report 2011

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Introduction

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 2011 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 14,735 West Virginians with disabilities in fiscal year 2011, a 17 percent increase from the previous year. More than 92 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 2,537 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 117 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

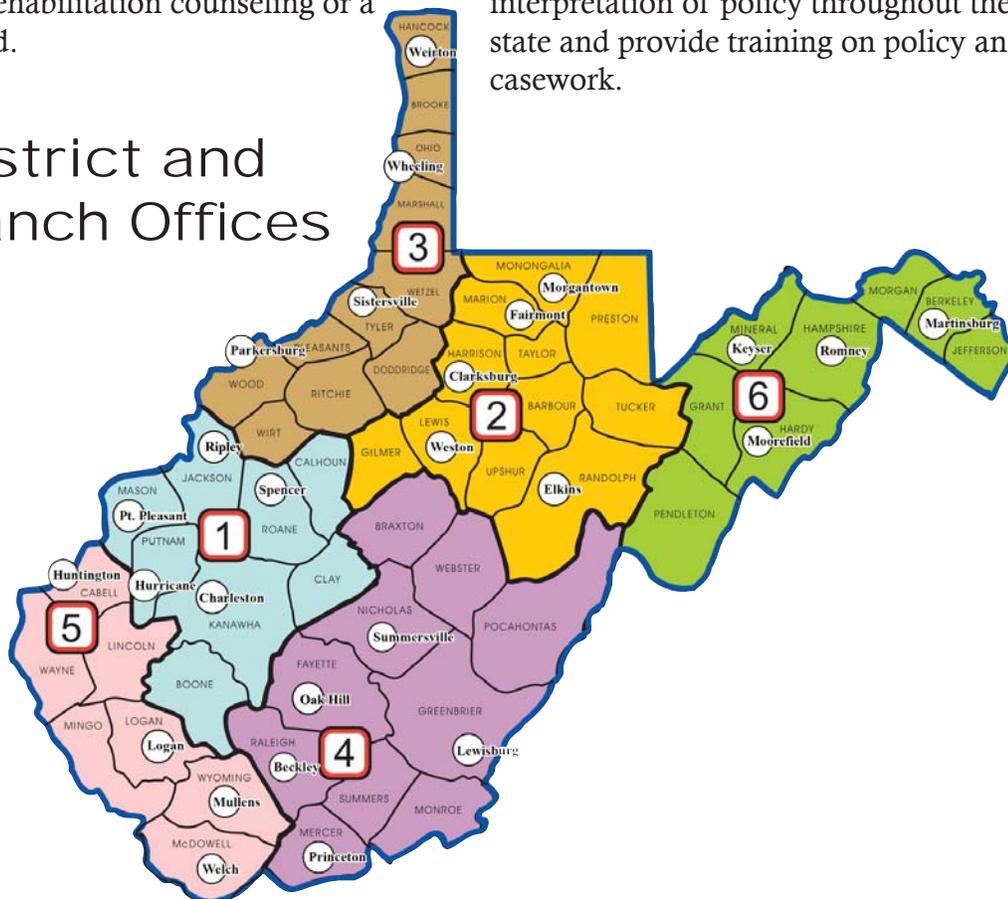
One-to-one effective personal service is what clients receive from DRS. In 31 field offices across the state, DRS rehabilitation counselors carefully evaluate clients' skills and interests. Vocational success is achieved by providing the services and comprehensive support each client needs for successful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

DRS employs approximately 126 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



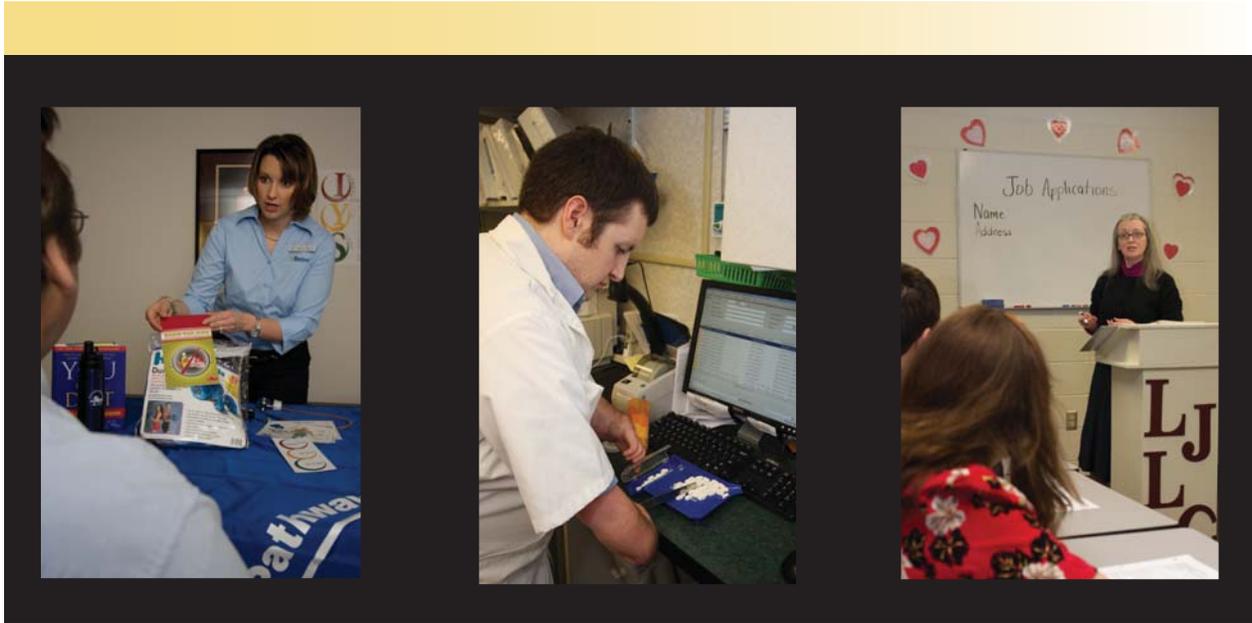


Fiscal Year 2011 Highlights

Vocational Rehabilitation Program



- 14,735 individuals with disabilities served
- 2,537 successfully rehabilitated
- 93 percent of individuals served had significant disabilities
- 117 percent increase in average annual earnings due to rehabilitation services
- Increased client services budget by 165 percent over the last four years, focusing on customer service improvements for vocational rehabilitation services throughout West Virginia
- Served 17 percent more people in fiscal year 2011 than in 2010
- 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 four years
- Since 2009, DRS has invested approximately \$8 million in expanding services that assist individuals with disabilities in preparing for employment and obtaining jobs throughout West Virginia, awarding 88 grants to Community Rehabilitation Programs to provide services throughout the state
- Spent more than \$8.3 million in tuition and other college expenses, helping 2,729 students get the education needed to meet their work-related educational goals
- Exceeded the federal benchmarks for all program evaluation standards and performance indicators



- Received special recognition from Lynnae Ruttledge, Rehabilitation Services Administration Commissioner, for seizing the opportunity and fully utilizing American Recovery and Reinvestment Act (ARRA) funds to create jobs and help revitalize the economy
- Opened a Northern Rehabilitation Technology Unit to more efficiently and effectively provide rehabilitation technology services to DRS clients from West Virginia's Northern regions

Disability Determination Services

- Cleared 50,694 disability claims, exceeding budgeted workload projections by 3,461 cases
- Met workload, processing time and accuracy goals
- Processed 98.7 percent of its disability claims electronically



The 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 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:

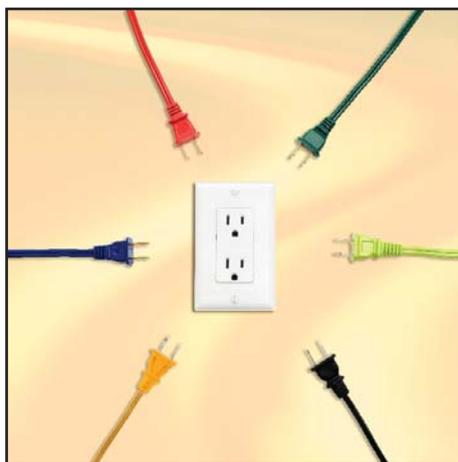
Evaluation and diagnostic services may be provided to determine eligibility and the services needed for the individual to become employed.

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.

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

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.

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.

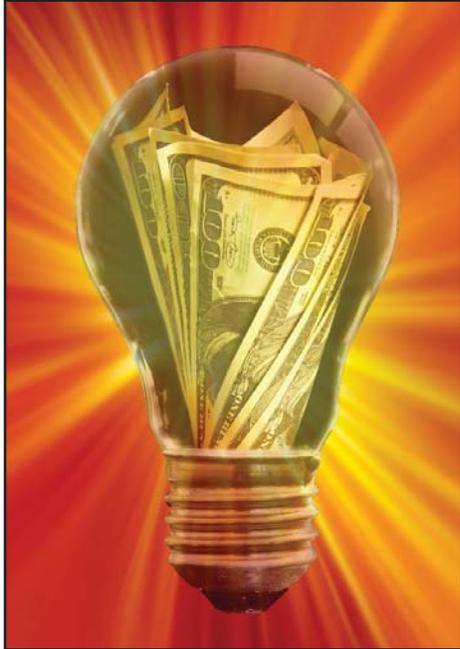


Rehabilitation technology services may include assistive technology devices, driver evaluation and education services, assistive technology services and rehabilitation engineering services to address barriers encountered by an individual in obtaining or retaining employment.

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.



Economic Impact and Return on Investment

DRS' State Plan and Program Evaluation Unit developed new methods to calculate the overall return on investment for the public vocational rehabilitation program in West Virginia. The innovative methods were incorporated into two studies that were published in peer-reviewed rehabilitation research journals during fiscal year 2011.

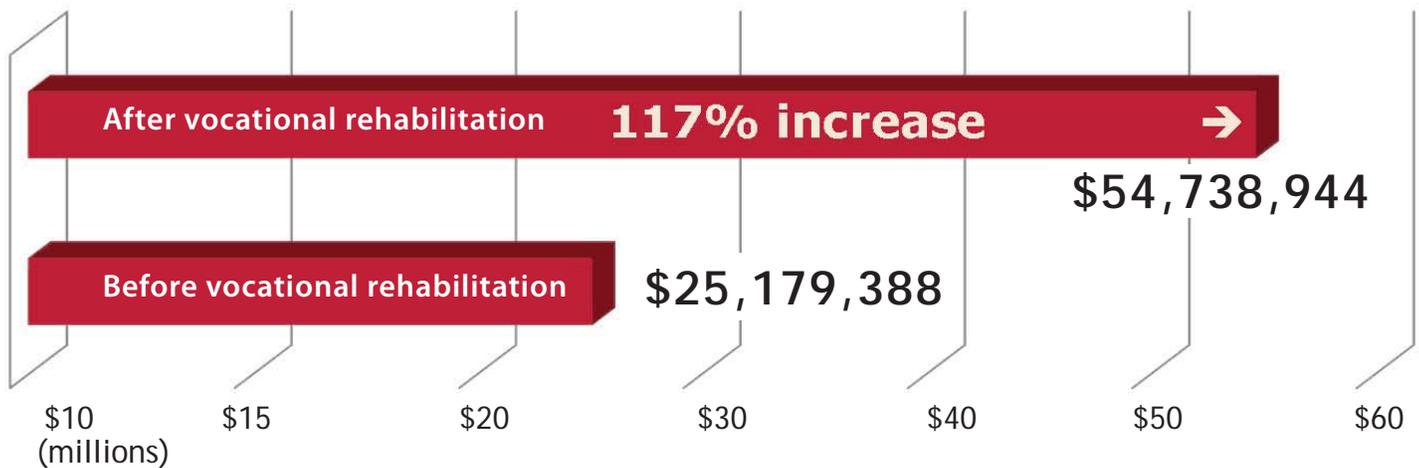
The first study, "Economic Impacts of West Virginia Division of Rehabilitation Services on Consumers with Significant Disabilities: Realistic Return-on-Investment Models for State-Federal VR Programs," was published in the *Journal of Rehabilitation* (Volume 77, Number 3). The study developed conservative,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

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

Even using the conservative methodology, the major finding is that West Virginia's public vocational rehabilitation program not only pays for itself, but continues to contribute to the economy for years to come.



Economic Impact of Vocational Rehabilitation Services for Consumers



The results of both studies translate into the following economic benefits.

1. Vocational rehabilitation services increase the current and potential earnings of West Virginians with disabilities.
2. Post-vocational rehabilitation earnings produce increased tax revenues for state and federal governments.
3. Consumers with disabilities who are vocationally rehabilitated become more financially independent, resulting in reduced Social Security benefit payments (SSI and SSDI).

Based on the most conservative streamlined model, every vocational rehabilitation dollar spent in West Virginia

results in a return on investment of \$1.86 just one year after an individual receives vocational rehabilitation services. Three years after receiving services, the return on investment increases to \$5.51.

When projecting the future earnings of vocational rehabilitation consumers over their work life, the anticipated return on investment increases to \$19.42 for youth (ages 16-24) who received services from DRS. Older consumers with disabilities who received services resulted in a \$13.39 return on investment over their work life.

DRS is pleased to demonstrate that West Virginia's public vocational rehabilitation program is an efficient and accountable economic development program with a tremendous positive impact for the state.



Evaluation Standards and Performance Indicators



The Rehabilitation Act Amendments of 1998 require the Rehabilitation Services Administration to establish program evaluation standards and performance indicators that DRS is expected to annually meet. Fiscal year 2011 data indicates that DRS exceeded the federal benchmarks for all indicators. 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 2011 – 2,537

FY 2010 – 2,169

FY 2009 – 1,867

FY 2008 – 1,773

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 2011 – 74.3%

FY 2010 – 70.5%

FY 2009 – 69.0%

FY 2008 – 70.8%



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 2011 – 98.7%

FY 2010 – 96.1%

FY 2009 – 83.6%

FY 2008 – 85.6%

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 2011 – 88.7%

FY 2010 – 91.3%

FY 2009 – 92.2%

FY 2008 – 92.4%

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 2011 – .620

FY 2010 – .630

FY 2009 – .680

FY 2008 – .676

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 2011 – 54.2%

FY 2010 – 58.1%

FY 2009 – 61.5%

FY 2008 – 65.2%

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 services 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 2011 – .837

FY 2010 – .811

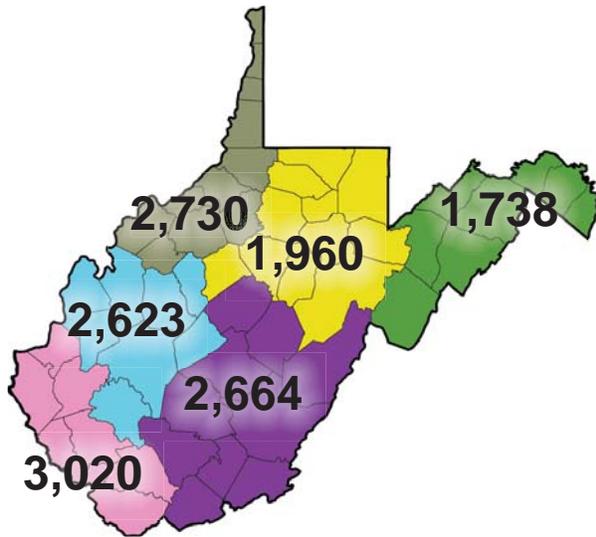
FY 2009 – .847

FY 2008 – .977



Fiscal Year 2011 Data

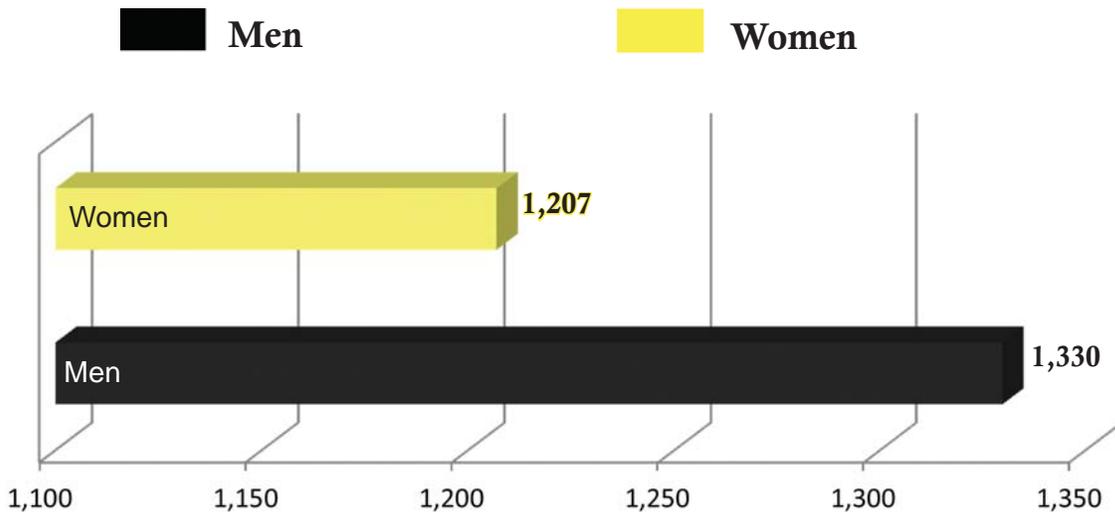
West Virginians served by district



Charleston	2,623
Clarksburg	1,960
Wheeling	2,730
Beckley	2,664
Huntington	3,020
Martinsburg	1,738

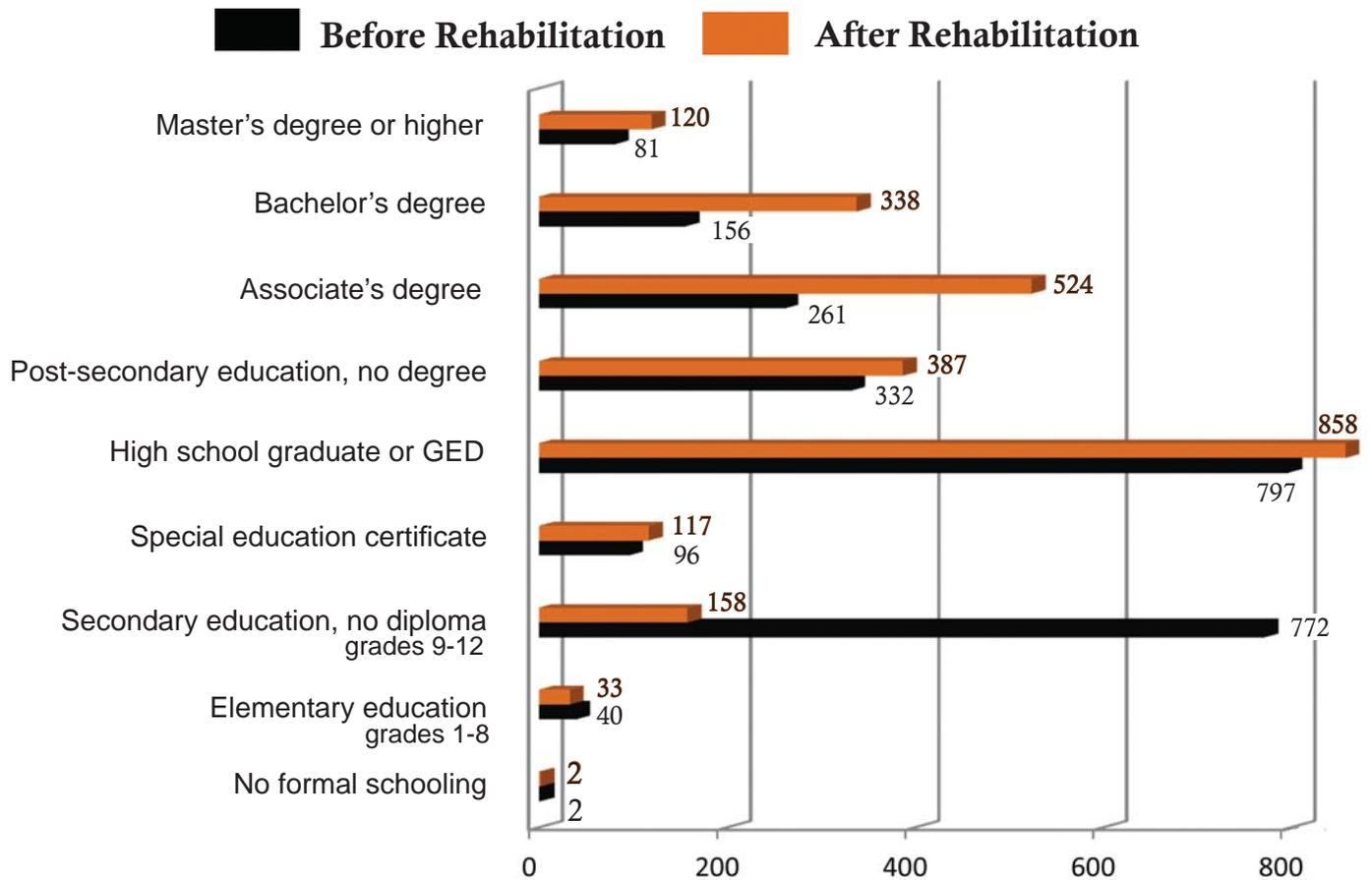
Total served
14,735

Gender of Individuals Rehabilitated

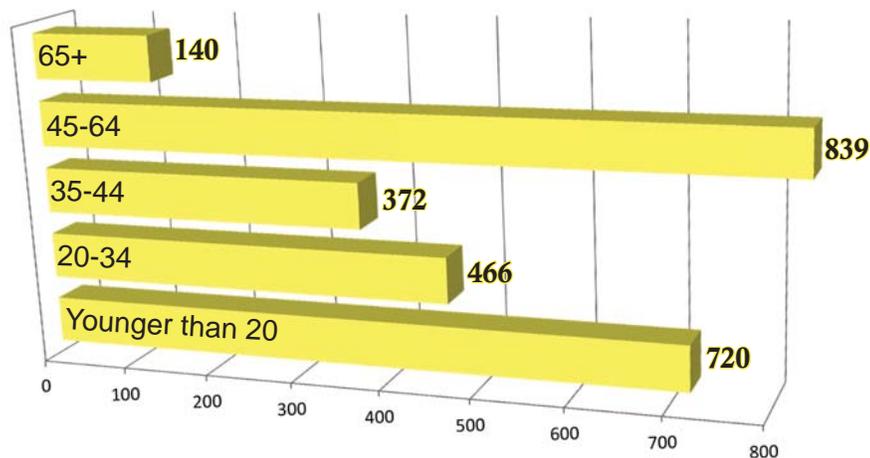




Educational Attainment of Individuals Rehabilitated

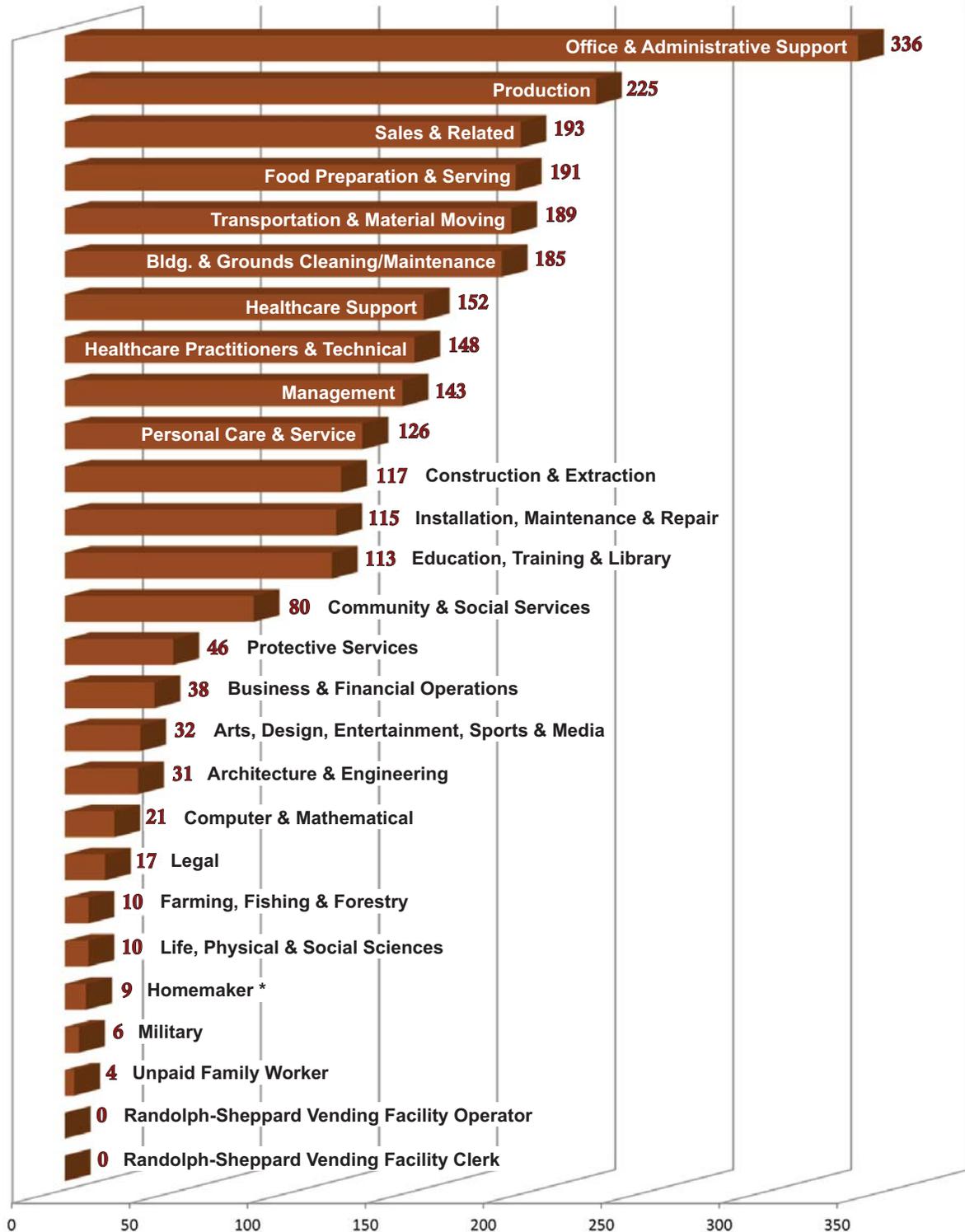


Age of Individuals Rehabilitated





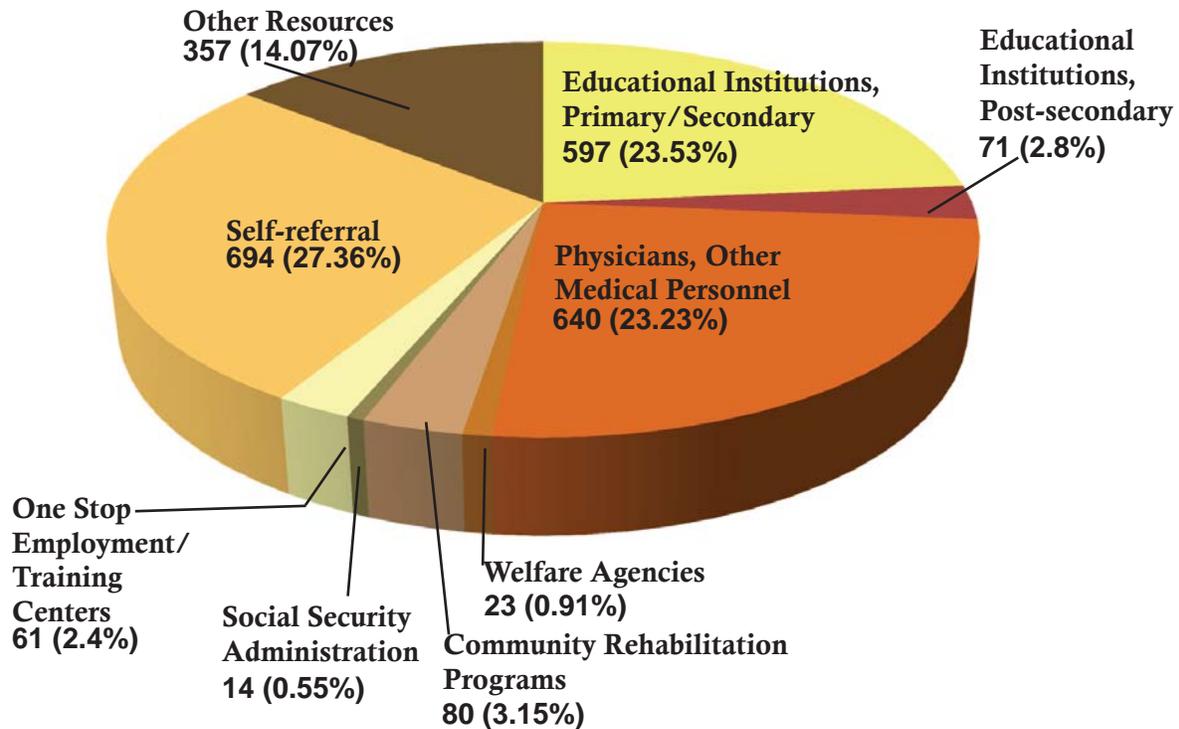
Occupations of Individuals Rehabilitated



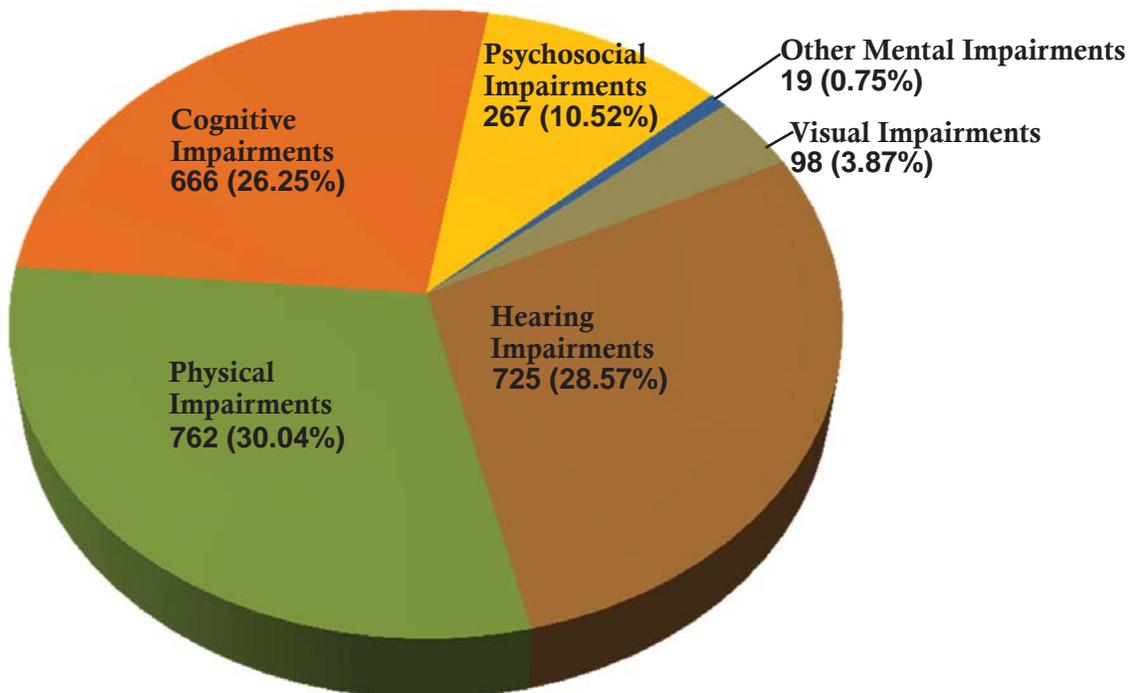
* Occupation outside the competitive labor market



Referral Sources of Individuals Rehabilitated



Primary Disability of Individuals Rehabilitated





Race of Individuals Rehabilitated

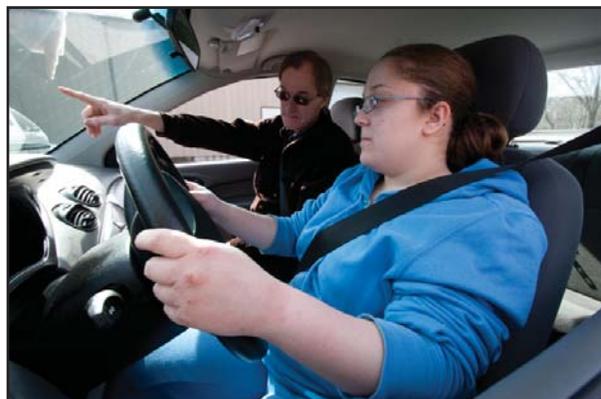
	FY 2011	FY 2011 (%)
White	2,409	94.95
Black or African American	91	3.59
American Indian or Alaska Native	14	0.55
Hispanic or Latino	12	0.47
Asian or Pacific Islander	11	0.43
<i>Total</i>	<i>2,537</i>	<i>100</i>





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 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 each of the 55 county school systems, the state Board of Education and the Schools for the Deaf and the Blind to ensure effective collaboration for school-aged youth with disabilities. Throughout West Virginia, 79 rehabilitation counselors are assigned to work with public and private schools, 33 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:

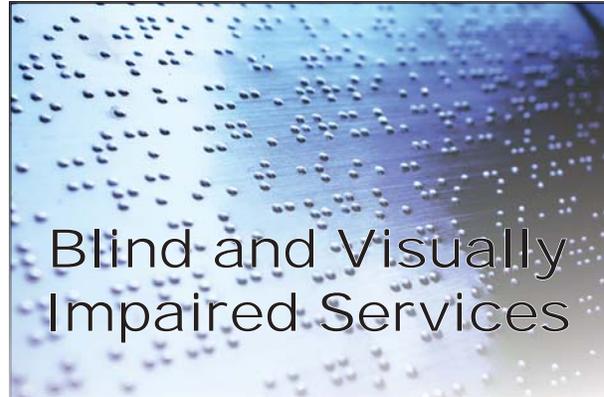
- 6,808 students with disabilities (ages 16 to 21) served, which is 46.2 percent of the total number of individuals served by DRS.
- 5,000 transition students were referred directly from the schools to DRS.
- 1,502 students with disabilities developed individualized plans for employment.
- 815 transition clients gained employment, which is 32.1 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 2,729 students with college education services needed to meet their work-related educational goals.
- Authorized expenditures of more than \$8.3 million in tuition and other college expenses.



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

- Served 712 people with blindness or significant vision impairments.
- 131 people obtained or retained employment after completing their vocational rehabilitation programs.

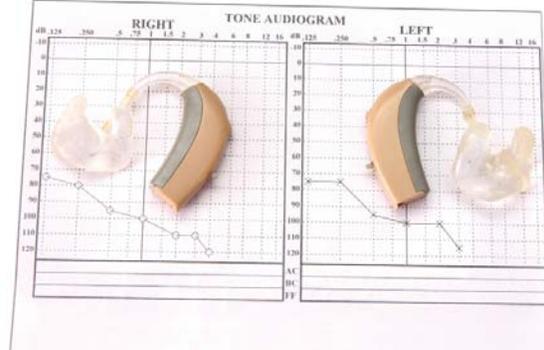
DRS offers individualized and intensive training to those clients who need to learn skills to effectively compensate and live independently with blindness or limited vision. This training may include orientation and mobility, computer literacy and access technology, Braille, home economics, activities 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 2011, 906 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 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. Assistive technology devices for the deaf and hard of hearing can be provided to clients through regular case management and through access to existing resource loan programs.



Rehabilitation Technology Services

The Rehabilitation Technology department travels statewide to provide services to improve DRS clients' independence in the workplace, home and community. DRS has a group of experienced engineers, computer specialists, driving instructors 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 499 people, providing 829 services which included 124 rehabilitation engineering services, 253 assistive technology services, 306 driver rehabilitation services, 57 environmental modification services and 90 bioptic driving services.



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, 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 60 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.

In fiscal year 2009, DRS began a significant initiative to expand services that assist individuals with disabilities in preparing for employment and obtaining jobs throughout West Virginia. These expansion opportunities have been 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 continued this initiative using federal vocational rehabilitation funds, as well as American Recovery and Reinvestment Act (ARRA) funds. DRS has invested approximately \$5.2 million in this initiative, awarding 63 grants to CRPs to provide services throughout the state.

DRS continued this initiative during fiscal year 2011, by providing \$2.8 million to fund 25 additional CRP grant projects.

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.



Disability Determination Services



Under contract with the Social Security Administration (SSA), Disability Determination Services (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 \$21 million to fund DDS for fiscal year 2011.



DDS cleared 50,694 cases in fiscal year 2011, exceeding budgeted workload projections by 3,461 cases and meeting SSA quality and processing time goals while under a hiring freeze. DDS achieved this performance despite a net loss of 26 employees that included its assistant director, four administrative office managers, two line supervisors and several experienced disability examiners and support staff.



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.



Training and Leadership Initiatives

Training Conference

DRS sponsors an annual State Training Conference to provide continuing educational opportunities for DRS employees, including rehabilitation counselors, managers and support staff, in areas specific to the field of vocational rehabilitation. This year's training focused on cultural and linguistic competence, clients dealing with poverty and substance abuse issues and privacy concerns.

Multicultural Competency Training

DRS sponsored multicultural competency training in each of its six districts. The discussion-style training, "What's on your box? Conversations on Race, Culture and the Development of Perspective," focused primarily on how the experiences we have feed how we think about the world and what we view as important.

The purpose of the training was to strengthen the interaction between DRS counselors and minority consumers in order to increase adherence to individual rehabilitation goals and to produce successful employment outcomes. DRS rehabilitation counselors and paraprofessionals throughout the state participated in the training, an initiative recommended by the DRS Minority Outreach Team. Participant feedback was very positive.



Emerging Leadership

DRS is paving the way for its future through its Emerging Leadership Program, a management and leadership skills development program for DRS employees. During this new succession planning initiative, 13 DRS employees participated in the year-long program designed to develop and prepare qualified candidates for future management and leadership positions within DRS.

The 13 participants came from various backgrounds within the agency and went through an extensive application process.

Training sessions focused on the real management and leadership issues the agency faces in order to implement and administer the federal/state vocational rehabilitation program in West Virginia.

Training sessions included the application and effect of the federal Rehabilitation Act on the administration of DRS, the agency's history and organizational structure, the impact of state and federal legislation on DRS, as well as fiscal accountability and managing state and federal appropriations.



Partnerships

WorkForce West Virginia

DRS is one of eight state agencies represented on the Interagency Collaborative Team (ICT) of WorkForce West Virginia. DRS involvement in the ICT ensures that people with disabilities are considered as employment training needs and services are identified.

During fiscal year 2011, 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 support the WorkForce West Virginia infrastructure.

In fiscal year 2011, DRS granted more than \$900,000 to four Workforce Investment Boards to expand existing services to youth with disabilities and to develop new programs designed to improve the employment prospects for these individuals.

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, analyzed 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.

Consumer Affairs Committees

Eight Consumer Affairs Committees support DRS' 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. 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.

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 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.

The governor appoints council members in accordance with provisions of the federal Rehabilitation Act Amendments of 1992 and the West Virginia Independent Living Act of 2001.

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.

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 (CILs): 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 431 consumers remained on waiting lists for CLSP services as of June 30, 2011, with a projected average waiting time of at least two years.

In state fiscal year 2011, a total of 207 consumers were successfully enabled to remain in their own homes at an average cost of \$6,212 per consumer. At least 60 of the successful consumers were determined to have been at risk of institutionalization. Services to at-risk consumers resulted in estimated annual savings of \$2.62 million in potential costs for nursing home care.



Ability Works Awards 2011

As part of National Disability Employment Awareness Month celebrations, DRS honored six outstanding 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 20 in the West Virginia Culture Center Theater, with keynote remarks by Education and the Arts Cabinet Secretary Kay Goodwin.

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.

Award recipients were:

Jeremy Smart

State Winner, Wheeling District



Jeremy Smart, 23, is an office aide at REM Community Options in Williamstown. Jeremy has some significant

physical limitations due to cerebral palsy.

He was referred to DRS by a counselor at Williamstown High School for help in transitioning from school to work. DRS connected him with REM Community Options, whose services allowed Jeremy to determine his work interests, develop life skills and gain valuable training.

The managers at REM must have been pleased with Jeremy's accomplishments. They hired him, earning him recognition as the State Ability Works winner.

Amanda Staats

Charleston District



Amanda Staats, 21, is a data entry clerk at Jackson County Development Center (JCDC) in Millwood. A Ravenswood High School counselor referred Amanda to

DRS because she had a learning disability, and her DRS rehabilitation counselor found her to be very capable but shy, lacking self-confidence. Her first progress report in work adjustment training showed her to be outperforming more experienced workers, and Amanda's confidence grew as steadily as her skills. Amanda is pleased to be working side by side with some of the same people who trained her.



Cindy Gunning Clarksburg District



Cindy Gunning is a 37-year-old Elkins resident and teacher who was diagnosed with lung cancer in 2002. Treatment has been effective and her cancer is in remission. During her treatments, Cindy decided she wanted more out of life. She returned to college to complete a degree in nursing, but a change of heart led her to teaching. A DRS counselor recognized Cindy's talents, supported and encouraged the change, and today Cindy is a respected substitute teacher hoping for a full-time job with Randolph County Schools.

Stephen Sturm Beckley District



Stephen Sturm, 24, is a cashier at Wal-Mart in Lewisburg. Diagnosed with autism as a child, Stephen had unique perceptions and preoccupations that resulted in unusual behavior, making life challenging for him and his family. He had an aptitude for computers and technology, even when he was quite young, so his mind was set on being a computer technician when he came to DRS for employment assistance. With the local market for such workers saturated, Stephen found his employment niche in the electronics department at Wal-Mart.

Max Black Huntington District



Max Black, 20, is a service clerk at Walgreens in Huntington. Diagnosed with Asperger's syndrome, Max gained valuable experience in the Junior Reserve Officer Training Corps at Huntington High School. His self-discipline and enthusiasm served him well during work adjustment training at Goodwill Industries, where he learned about his job options, and he pursued the job he wanted at Walgreens.

Nichole Ellifritz Martinsburg District



Nichole Ellifritz, 21, is a janitorial worker at the Developmental Center and Workshop in Keyser. Nichole knew she wanted to work, but a cognitive disability led her to shy away from any job that required reading or math skills. Nichole's mother was supportive of her and encouraged her to work with a DRS rehabilitation counselor. As they discussed job options, Nichole's interest was piqued when her counselor told her about an on-the-job training program in janitorial work at Developmental Center and Workshop in Keyser. Today, she enjoys her work and the people she works with.



Employer Awards 2011

In 2010, DRS began an employer recognition program to show appreciation to the businesses nominated and selected by DRS' vocational rehabilitation professionals for their consideration and contributions to the employment of DRS clients.

The partnerships with businesses that are jointly developed and nurtured 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 West Virginia business from each DRS district received an Employer of the Year award. They are recognized at a banquet at DRS' annual state training conference for its employees.

Each district also presents Distinguished Employer awards through local recognition events.

Charleston District Employer of the Year *Center Hardware, St. Albans*

Center Hardware, Inc., a family-owned business with a history of serving the St. Albans community, frequently provides work exploration opportunities to high school students. DRS appreciates the store's willingness to provide opportunities for students with disabilities to learn and work at the store.

Charleston District Distinguished Employer award recipients:

- West Virginia Division of Culture and History, Charleston
- Quality Inn, Ripley
- Charleston Town Center/Network Parking, Charleston
- NGK Spark Plugs, Inc., Sissonville
- PTI Inc., Point Pleasant





Clarksburg District Employer of the Year

Harrison County Board of Education, Clarksburg

The long-term partnership with Harrison County Board of Education has supported and enhanced DRS' ability to serve people with disabilities in the Clarksburg and Harrison County area. The Harrison County school system has proved its devotion to local youth by providing DRS with opportunities to promote awareness of its services, providing office space for DRS' rehabilitation counselors to meet with students and clients, and referring students to DRS who may benefit from services.

Clarksburg District Distinguished Employer award recipients:

- Fairmont State University, Fairmont
- Fiberglass Operations, Preston County Sheltered Workshop, Reedsville
- Big Lots, Bridgeport
- Sodexo Dining Services, Alderson Broaddus College, Philippi
- Advanced Hearing Solutions, Inc.



Wheeling District Employer of the Year

Westbrook Health Services, Parkersburg

Westbrook Health Services, Inc. provides comprehensive care to individuals with mental health, developmental, substance abuse and addiction challenges. They focus on empowering people to achieve their greatest potential and, as a partner with DRS, they help the division fulfill a similar mission. Westbrook Health Services has a history of providing on-the-job training and internship opportunities for clients of the division.

Wheeling District Distinguished Employer award recipients:

- Indigo Joe's, Triadelphia
- Watchdog, Wheeling
- Serra Village Retirement Community, Weirton
- Hampton Inn, Wheeling
- Bureau of Public Debt, Department of the Treasury, Parkersburg





Beckley District Employer of the Year

A Place to Grow Children's Center, Oak Hill

A Place to Grow Children's Center is in its 16th year of business and has partnered with DRS for the last 10 years. The business has grown from six employees to 25, with a license to care for 104 children.

The growing business has provided on-the-job training and placement opportunities and workplace accommodations to give people with disabilities a chance for employment success.

Beckley District Distinguished Employer award recipients:

- City of Lewisburg
- Mountain Quest Institute, Marlinton
- Saunders Staffing, Inc., Bluefield
- Raleigh County Community Action Association, Inc., Beckley
- Precision Services, Inc., Gassaway



Huntington District Employer of the Year

Walgreens, Barboursville

With an overall philosophy of creating a workforce built on diversity and inclusion of people with disabilities, Walgreens is working to fulfill that mission. The Barboursville store has demonstrated a willingness to hire DRS clients and has gone out of its way to provide workplace accommodations to employees with disabilities. The company values training, technology and awareness to build a productive workforce that includes providing opportunities to people with disabilities.

Huntington District Distinguished Employer award recipients:

- Okuno International Inc., Prichard
- Huntington Veterans Administration Medical Center, Huntington
- Sodexo Campus Services, Marshall University, Huntington



- Midland Meadows, Ona
- Marshalls Department Store, Barboursville



Martinsburg District Employer of the Year

Kohl's, Ranson

A strong partnership between Kohl's, Horizon Goodwill Industries and DRS is providing work experience opportunities for clients of DRS. Kohl's has become an enthusiastic site for community based assessments, which provide a short-term job “tryout” with the goal of discovering vocational strengths and weaknesses, for clients of the division.

Martinsburg District Distinguished Employer award recipients:

- Food Lion Store #1189, Martinsburg
- Harper's Auto Parts and Service, Petersburg
- Kmart Corporation, Martinsburg



State Training Conference



Michael Dames (right), of aha! Process, Inc., guides an exercise aimed at analyzing poverty through the prism of the hidden rules of class, resources, family structure and language.



Jim Harris, of Opportunities Consulting Services, assesses real-world strategies for counselors working with people who struggle with substance abuse and other behavioral health issues.



Statement of Funds and Expenses for the Year Ended June 30, 2011

Source of Funds	
State Appropriations	13,217,243
Federal Grants	62,412,874
Program Income	2,079,205
Special Revenue	9,274
Total Funds	77,718,596
Expenditure by Program Category	
Administration	14,718,848
Rehabilitation Services:	
Case Services	23,284,296
Counseling, Guidance and Placement	11,715,948
Disability Determination Program	21,599,436
Other:	
Employment Attendant Care Program	194,062
Benefits Planning	190,513
Independent Living	1,407,151
Medicaid Infrastructure Grant	567,344
Older Blind (VISIONS)	258,693
Randolph-Sheppard Program	719,141
Recreation	122,500
Ron Yost Personal Assistance Fund	400,000
Staff Development	424,419
Supported Employment	167,928
Supported Employment Extended Services	142,723
Workshop Development	1,805,594
Total Expenditures	77,718,596
Classification of Expenditures	
Personal Services	29,259,932
Current Expense	12,657,714
Repairs & Alterations	160,441
Equipment	134,424
Grants	5,130,031
Purchased Case Services	30,376,054
Total	77,718,596

DRS Office Contact Information

DRS Administrative Offices
107 Capitol Street
Charleston, WV 25301
304-356-2060

Beckley District
800 New River Town Center
Beckley, WV 25801
304-256-6900

Cabell Midland High School
2300 US Route 60 East
Ona, WV 25545
304-743-7496

Charleston District
4701 MacCorkle Avenue, SE
Charleston, WV 25304
304-356-2371

Disability Determination -
Charleston
500 Quarrier Street, Suite 500
Charleston, WV 25301
304-343-5055

Disability Determination -
Clarksburg
Federal Center
320 West Pike Street, Suite 120
Clarksburg, WV 26301
304-624-0200

Clarksburg District
107 Cambridge Place
Bridgeport, WV 26330
304-842-2951

Elkins Branch Office
1025 North Randolph Avenue
Elkins, WV 26241
304-637-0205

Fairmont Branch Office
Veterans Square
320 Adams Street, Suite 106
Fairmont, WV 26554
304-367-2714

Huntington District
2699 Park Avenue, Suite 200
Huntington, WV 25704
304-528-5585

Huntington High School
Highlander Way
Huntington, WV 25701
304-528-6511

Keyser Branch Office
67 North Tornado Way
Keyser, WV 26726
304-788-2313

Lewisburg Branch Office
777 North Jefferson Street, Suite 105
Lewisburg, WV 24901
304-647-7515

Logan Branch Office
216 Dingess Street
Logan, WV 25601
304-792-7060

Marshall University
Prichard Hall, Room 113
Huntington, WV 25755
304-696-2394

Martinsburg District
891 Auto Parts Place, Suite 131
Martinsburg, WV 25403
304-267-0005

Moorefield Branch Office
1929-1 State Road 55, Suite 217
Moorefield, WV 26836
304-538-2701

Morgantown Branch Office
Sabraton Plaza
1415 Earl Core Road
Morgantown, WV 26505
304-285-3155

Mullens Branch Office
316 Howard Avenue
Mullens, WV 25882
304-294-5653

Oak Hill Branch Office
549 Mall Road
Oak Hill, WV 25901
304-465-3025

Parkersburg Branch Office
State Office Building
400 5th Street
Parkersburg, WV 26101
304-420-4580

Parkersburg South High School
1511 Blizzard Drive
Parkersburg, WV 26101
304-420-4916

Point Pleasant Branch Office
209 5th Street
Point Pleasant, WV 25550
304-675-0867

Princeton Branch Office
195 Davis Street
Princeton, WV 24739
304-425-1256

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

Rehabilitation Programs
10 McJunkin Road
Nitro, WV 25143
304-760-7166

Ripley Branch Office
206 Stone Drive
Ripley, WV 25271
304-373-0313

Romney Branch Office
WV Schools for the Deaf & Blind
P. O. Box 943
Romney, WV 26757
304-822-3957 or 304-822-3233

Sistersville Branch Office
714 Wells Street
Sistersville, WV 26175
304-652-2354

Spencer Branch Office
321 Market Street
Spencer, WV 25276
304-927-0954

Summersville Branch Office
830 Northside Drive, Suite 113
Summersville, WV 26651
304-872-0813

Teays Valley Branch Office
115 Liberty Square
Hurricane, WV 25526
304-760-7082

Weirton Branch Office
100 Municipal Plaza, Suite 200
Weirton, WV 26062
304-723-5311

Welch Branch Office
110 Park Avenue
Welch, WV 24801
304-436-3175

Weston Branch Office
346 Market Place Mall
Weston, WV 26452
304-269-0547

Wheeling District
Central Union Building
40 14th Street, Suite 102
Wheeling, WV 26003
304-238-1092



West Virginia Division of Rehabilitation Services
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