

**a. State Rehabilitation Council.**

*1. All VR agencies, except for those that have an independent consumer-controlled commission, must have a State Rehabilitation Council (Council or SRC) that meets the criteria in Section 105 of the Rehabilitation Act. The designated State agency or designated State unit, as applicable, has:*

*Select A or B:*

*(A) is an independent State commission*

*(B) has established a State Rehabilitation Council*

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*2. In accordance with Assurance (a)(1)(B), if selected, please provide information on the current composition of the Council by representative type, including the term number of the representative, as applicable, and any vacancies, as well as the beginning dates of each representative's term.*

Select 'Edit' to edit the narrative.

Note, please do not edit the table header or formatting. Only edit the table contents.

If you accidentally edit the table headers and structure, open this link to the blank table. You can copy and paste the table into the narrative field, and start over if needed.

Council Representative	Current Term Number/Vacant	Beginning Date of Term Mo./Yr.
Statewide Independent Living Council (SILC)	1	February 2024
Parent Training and Information Center	1	February 2024
Client Assistance Program	1	February 2024
Qualified Vocational Rehabilitation (VR) Counselor (Ex Officio if Employed by the VR Agency)	1	August 2023
Community Rehabilitation Program Service Provider	1	December 2024
Business, Industry, and Labor	1	February2024
Business, Industry, and Labor	1	August 2023
Business, Industry, and Labor	1	August 2023
Business, Industry, and Labor	1	August 2023
Business, Industry, and Labor	1	December 2024

Council Representative	Current Term Number/Vacant	Beginning Date of Term Mo./Yr.
Disability Advocacy Groups	1	February 2024
Disability Advocacy Groups	1	December 2024
Disability Advocacy Groups	1	December 2024
Current or Former Applicants for, or Recipients of, VR services	1	August 2023
Section 121 Project Directors in the State (as applicable)	n/a	n/a
State Educational Agency Responsible for Students with Disabilities Eligible to Receive Services under Part B of the Individuals with Disabilities Education Act (IDEA)	1	December 2024
State Workforce Development Board	1	December 2024
VR Agency Director (Ex Officio)	1	February 2024

*3. If the SRC is not meeting the composition requirements in Section 105(b) of the Rehabilitation Act and/or is not meeting quarterly as required in Section 105(f) of the Rehabilitation Act, provide the steps that the VR agency is taking to ensure it meets those requirements.*

The West Virginia State Rehabilitation Council meets quarterly for a total of at least four meetings per year. Meetings may be added, if necessary. WVDRS representatives attend and participate in all meetings of the SRC.

*4. In accordance with the requirements in Section 101(a)(21)(A)(ii)(III) of the Rehabilitation Act, include a summary of the Council's input (including how it was obtained) into the State Plan and any State Plan revisions, including recommendations from the Council's annual reports, the review and analysis of consumer satisfaction and other Council reports.*

As of January 2026, the West Virginia Division of Rehabilitation Services (WVDRS) is awaiting input from the West Virginia State Rehabilitation Council (WVSR) members and chairperson regarding the two-year modification to the Vocational Rehabilitation Portion of the WV Combined State Plan to be submitted by the Workforce Innovation and Opportunity Act (WIOA) partners in 2026. Once received and developed, the WVSR input and the agency responses will be reported in this section.

## CONSUMER SATISFACTION

WVSRC members selected a survey method that allowed former WVDRS clients and individuals who were not accepted for VR services to be contacted via both online and mail surveys as soon as they exit WVDRS from various statuses throughout the fiscal year. The findings were based on consumer satisfaction information gathered from 356 responses across the six WVDRS districts. Respondents to the consumer satisfaction survey were asked to rate their agreement with statements about their interactions with WVDRS. The ratings were “strongly agree,” “agree,” “neutral,” “disagree,” and “strongly disagree.” Respondents were provided an option to indicate replies that were neutral or that the survey item was not applicable. Selected highlights of the December 2025 Consumer Satisfaction Survey of WVDRS clients as reported by the WVSRC were: Overall, responses for the 2024-2025 survey were slightly higher than the reported satisfaction responses for the 2023-2024 survey. The overall experience was 85% for 2024-25, 81% for 2023-24, compared to 88% for 2021-22, 86% for 2019-20, 80% for 2018-19, 78% for 2017-18, and 76% for 2016-17. Major findings of the consumer satisfaction survey included: (1) respondents felt their rehabilitation counselor treated them with respect (94%), (2) they felt that the eligibility requirements and process for receiving services were clearly explained by WVDRS staff (89%), (3) their questions were answered clearly by WVDRS (88%), (4) they received the services they needed (81%), and (5) they were satisfied with the services provided (82%). Respondents also reported that their counselor stayed in contact, so they knew what was happening (83%) and that they were made aware of the steps and responsibilities to achieve their employment goal (83%). Consumers also reported high ratings (“Above Average” or “Excellent”) for accessibility of local offices (92%), and the overall experience with WVDRS (85%).

## STRATEGIC PLANNING

Strategic planning discussions occur on a regular basis at WVDRS Executive Management Group meetings, which include representatives of the SRC and Statewide Independent Living Council (SILC), as appropriate. Needs assessment results are shared with the SRC and SILC. WVDRS Goals and Priorities were presented at meetings of the SRC, where the SRC has opportunities for input. The SRC meetings include a variety of stakeholders, including representatives from the Client Assistance Program, SILC, other state agencies, and stakeholders.

To ensure transparency and public awareness regarding the Program Year (PY) 2026 update to the VR portion of the WV Combined State Plan, WVDRS posted a draft version on the agency’s website for review.

The West Virginia Division of Rehabilitation Services (WVDRS) will hold a public meeting on the Two-Year Modification of the Vocational Rehabilitation portion of the WV Combined State Plan for Program Years 2026-2027 on February 11, 2026 to receive comments and questions from VR stakeholders pertaining to the Vocational Rehabilitation Portion of the Combined State Plan. The meeting was publicized on both the WV Secretary of State’s and WVDRS’ websites. The meeting was also announced during stakeholder meetings and emails to stakeholders, including the WV State Rehabilitation Council and the Client Assistance Program. DRS will also hold a public comment period on the Vocational Rehabilitation portion of the WV Combined State Plan for Program Years 2024-2027 from January 26-February 24, 2026. Once available, additional information regarding meeting attendance, public comments received, and agency responses will be added to this section.

*5. Provide the VR agency's response to the Council's input and recommendations, including an explanation for the rejection of any input and recommendations.*

**THE DESIGNATED STATE UNIT'S EXPLANATIONS FOR REJECTING ANY OF THE COUNCIL'S INPUT OR RECOMMENDATIONS.**

The agency will provide a response to this section once input from the WVSRC is received and agency responses developed.