

RSA-227 - Annual Client Assistance Program (CAP) Report

State:

West Virginia

Fiscal Year:

2009

Designated Agency Identification

Name:

West Virginia Advocates

Address:

Litton Building 4th Floor

1207 Quarrier St.

City:

Charleston, WV

State:

West Virginia

Zip Code:

25301

E-mail Address:

info@wvadvocates.org

Website Address:

<http://wvadvocates.org/>

Phone:

304-346-0847

TTY :

304-346-0847

Toll-free Phone:

1-800-950-5250

Toll-free TTY:

1-800-950-5250

Fax:

304-346-0867

Operating Agency (if different from Designated Agency)

Name:

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Fax:

304-346-0867

Additional Information

Name of CAP Director/Coordinator:

Linnie Simiryan

Person to contact regarding report:

Jodi Calissie

Contact Person Phone:

304-346-0847

Part I. Agency Workload Data

A. Information and Referral Services (I&R)

Multiple responses are not permitted.

1. Information regarding the Rehabilitation Act

6

2. Information regarding Title I of the ADA

8

3. Other information provided

5

4. Total I&R services provided (Lines A1+A2+A3)

19

5. Individuals attending trainings by CAP staff (approximate)

39

B. Individuals served

An individual is counted only once during a fiscal year. Multiple counts are not permitted for Lines B1-B3.

1. Individuals who are still being served as of October 1 (carryover from prior year)

3

2. Additional individuals who were served during the year

6

3. Total individuals served (Lines B1+B2)

9

4. Individuals (from Line B3) who had multiple case files opened/closed this year. (In unusual situations, an individual may have more than one case file opened/closed during a fiscal year. This number is not added to the total in Line B3 above.)

0

C. Individual still being served as of September 30

Carryover to next year. This total may not exceed Line I.B3.

6

D. Reasons for closing individuals' case files

Choose one primary reason for closing each case file. There may be more case files than the total number of individuals served to account for those unusual situations, referred to in Line I.B4, when an individual had multiple case files closed during the year.

1. All issues resolved in individual's favor

2

2. Some issues resolved in individual's favor (when there are multiple issues)

0

3. CAP determines VR agency position/decision was appropriate for the individual

1

4. Individual's case lacks legal merit; (inappropriate for CAP intervention)

0

5. Individual chose alternative representation

0

6. Individual decided not to pursue resolution

0

7. Appeals were unsuccessful

0

8. CAP services not needed due to individual's death, relocation, etc.

0

9. Individual refused to cooperate with CAP

0

10. CAP unable to take case due to lack of resources

0

11. Other (please explain)

N/A

E. Results achieved for individuals

1. Controlling law/policy explained to individual

1

2. Application for services completed.

0

3. Eligibility determination expedited

0

4. Individual participated in evaluation

0

5. IPE developed/implemented

1

6. Communication re-established between individual and other party

0

7. Individual assigned to new counselor/office

1

8. Alternative resources identified for individual

0

9. ADA/504/EEO/OCR/ complaint made

0

10. Other (Enter the number)

0

Please explain what 'Other' means.

N/A

Part II. Program Data

A. Age

As of the beginning of the fiscal year. Multiple responses are not permitted.

1. 21 and under

0

2. 22 - 40

7

3. 41 - 64

2

4. 65 and over

0

5. Total (Sum of Lines A1 through A4. Total must equal Line I.B3.)

9

B. Gender

Multiple responses not permitted.

1. Females

4

2. Males

5

3. Total (Sum of Lines B1 and B2. Total must equal Line I.B3.)

9

C. Race/ethnicity

1. American Indian or Alaskan Native

0

2. Asian

0

3. Native Hawaiian or Other Pacific Islander

0

4. Black or African American

0

5. Hispanic or Latino

1

6. White

8

7. Race/ethnicity unknown

0

D. Primary disabling condition of individuals served

Multiple responses not permitted.

1. Blindness (both eyes)

0

2. Other visual impairments

0

3. Deafness

2

4. Hard of hearing

0

5. Deaf-blind

0

6. Orthopedic impairments

2

7. Absense of extremities

0

8. Mental illness

2

9. Substance abuse (alcohol or drugs)

0

10. Mental retardation

0

11. Specific learning disabilities (SLD)

0

12. Neurological disorders

2

13. Respiratory disorders

0

14. Heart and other circulatory conditions

0

15. Digestive disorders

0

16. Genitourinary conditions

0

17. Speech Impairments

0

18. AIDS/HIV positive

0

19. Traumatic brain injury (TBI)

1

20. All other disabilities

0

21. Disabilities not known

0

22. Total (Sum of Lines D1 through D21. Total must equal Line I. B3.)

9

E. Types of individuals served

Multiple responses permitted.

1. Applicants of VR Program

1

2. Clients of VR Program

8

3. Applicants or clients of IL Program

0

4. Applicants or clients of other programs and projects funded under the Act

0

F. Source of individual's concern

Multiple responses permitted.

1. VR agency only

9

2. Other Rehabilitation Act sources only

0

3. Both VR agency and other Rehabilitation Act sources

0

4. Employer

0

G. Problem areas

Multiple responses permitted.

1. Individual requests information

0

2. Communication problems between individual and counselor

1

3. Conflict about services to be provided

4

4. Related to application/eligibility process

1

5. Related to IPE development/implementation

3

6. Other Rehabilitation Act-related problems

0

7. Non-Rehabilitation Act related

0

8. Related to Title I of the ADA

0

H. Types of CAP services provided

Multiple responses permitted.

1. Information/referral

0

2. Advisory/interpretational

0

3. Negotiation

3

4. Administrative/informal review

0

5. Alternative dispute resolution

0

6. Formal appeal/fair hearing

0

7. Legal remedy

0

8. Transportation

0

Part III. Narrative

Narrative

Refer to pages 16-19 of the instructions for guidelines on the contents of the narrative.

a. Type of agency used to administer CAP:

1) external -- P&A

b. Sources of funds expended:

Source of funding Total expenditures spent on individuals

Federal funds 89,486 Unaudited

State funds 0

All other funds 0

Total from all sources 89,486 Unaudited

c. Budget for current and following fiscal years:

Category	Current Fiscal Year	Next Fiscal Year
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Salaries	54,750	46,310
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Fringe Benefits (FICA, unemployment, etc.)		
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	20,250	16,670
--	--------	--------

Materials/Supplies	445	952
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Postage	250	800
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Telephone	1,900	1,900
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Rent	3,950	3,300
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Travel/Training	3,400	3,620
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Printing	500	500
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Bonding/Insurance	0	0
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Equipment Rental/Purchase		
---------------------------	--	--

	475	475
--	-----	-----

Legal Services	500	300
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Indirect Costs	12,265	20,734
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Miscellaneous	20,230	105,471
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Total Budget	118,915	201,032
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d. Number of person-years:

Professional

Full/Part-Time FTE Worked Total

Full 6% 12 1.00

Full 4% 12 1.00

Full 5% 12 1.00
 Full 37% 12 1.00
 Full 4% 12 1.00
 Part 4% 5 0.42
 Part 8% 3 0.25
 Part 2% 8 0.67
 Part 58% 3 0.25
 Part 5% 9 0.75
 Part 1% 4 0.33
 Part 1% 9 0.75
 Part 4% 7 0.58
 Part 3% 7 0.58
 Part 6% 4 0.33
 9.92

Clerical:

Full/Part-Time FTE Months Worked Total
 Full 4% 12 1.00
 Full 5% 12 1.00
 Part 8% 6 0.50
 2.50

e. Summary of presentations (outreach) made:

The results of State Rehabilitation Council (SRC) consumer satisfaction surveys in past years have shown WVDRS clients do not always know about CAP. To increase the visibility of CAP, packets of information were sent to all the WVDRS counselors, all the WORRFORCE WV Career Centers and all the WVDRS vendors at the end of FY 2008. CAP provided the packets about CAP services for staff of the various organizations to give to clients. During FY 09 a CAP advocate visited WVDRS offices or district meetings providing information to rehabilitation counselors about CAP services; covering twenty-four (24) of twenty-seven (27) offices and meeting with one hundred eleven (111) counselors/managers. In addition, the advocate visited fifty (50) WVDRS vendors, speaking to a total of one hundred forty-five (145) people, and sixteen (16) WORKFORCE WV Career Centers, speaking to a total of eighty-seven (87) people, to describe CAP services to their staff. Some of the vendors had clients on site who also met with the CAP Advocate and heard about CAP services directly.

The advocate assigned to CAP was invited by WVDRS to speak at the WVDRS State Training Conference. Approximately one hundred ninety (190) staff members, primarily rehabilitation counselors, attended the session. Some of the attendees were present during the outreach listed above. The advocate explained CAP services as well as other WVA programs that may be helpful to their clients; and the WVA intake process.

WVDRS recently started sending out letters to their clients when they are accepted for services to explain their rights to them. WVDRS is providing the following information about CAP in that letter "You have the right to request the services of the Client Assistance Program (CAP) which is operated by the West Virginia Advocates, Inc. The purposes of CAP are to provide you detailed information on services available from the Division, to

assist you in working out problems that may be preventing you from receiving services, and to help you understand your legal rights to rehabilitation services. Your Rehabilitation Counselor will be happy to advise you how to contact CAP, or you may contact a representative directly through the West Virginia Advocates at 1-800-950-5250."

WVA sent packets with CAP and PABSS program information; WVA information; and other employment resources to the fifty-one (51) Parent Education Resource Centers and to the West Virginia Parent Training and Information program. A cover letter was sent inviting them to request more packets based on what they could use. Fifty (50) of these packets were sent to the Parent Network Project with the Center for Excellence in Disability.

Camp Gizmo

Camp Gizmo is a week-long hands-on camp where parents, professionals and students learn how assistive technology can help young children with significant as well as multiple developmental needs in everyday activities. The target children are from birth-to-nine (9) years of age. It is funded by the West Virginia Department of Education and West Virginia Birth to Three program. WVA staff gave a PowerPoint and verbal presentation on "Being an Effective Advocate for a Child with Special Needs". Seventeen (17) people attended this session. WVA also participated in a resource panel to share information about WVA as well as accessing assistive technology. Thirty-five (35) people attended the panel session.

Parkersburg Committee on Disability

An advocate presented information on WVA to eight (8) committee members and left twenty (20) WVA informational packets with them as well as notices of the public forums on the WVA 2010 Priorities and Objectives (P&Os).

Families Conference

The Families Conference was established out of the West Virginia Family Support Program (WVFSP). The WVFSP was established in the WV Code and is funded by the Legislature. The intent of the program is to provide families who have an individual with developmental disabilities living in their home with assistance in obtaining resources needed to maintain that person in their home. The Families Conference is an annual conference held for children and adults with disabilities as well as their families. Representatives from several agencies, family members and community members plan the three (3) day event. The major conference supporters were the WV Department of Health & Human Resources, Family Support Program, the WV Developmental Disabilities Council, WV Center for Excellence in Disabilities, WV Birth to Three and WVA. WVA provided financial support for the conference, provided a staff member to the conference planning committee, provided staff at the conference to present some of the workshops. WVA gave a PowerPoint and verbal presentation to educate participants about the concept of self-advocacy and used the opportunity to communicate with people about WVA's goal to form a self-advocacy network throughout the state. Eight (8) people attended. WVA's Executive Director also gave a presentation about WVA's services and programs.

State Hospital Staff

WVA provided training on CAP to fourteen (14) social workers/case managers at Sharpe Hospital, one of the two (2) state run psychiatric hospitals. WVA also provided training on client rights under the Rehabilitation Act including: applying for services; eligibility criteria; and scope of services.

Miscellaneous Outreach Events:

WVA sent sixty six (66) informational packets to agencies that serve and assist veterans. These packets outlined the services provided by WVA and a cover letter stated that agencies could contact WVA for more resources as needed.

In addition to the various outreaches, the WVA display booth which includes outreach and resource materials tailored specifically to those attending was set up at the following events, some of which were described elsewhere in this report:

Employment for People with Psychiatric Disabilities seminar

Kanawha County Transition Fair

WORKFORCE WV Day at the Legislature

Disability Advocacy Day at the Legislature

Blast Brain Injury Conference

CARE-NET conference

People First conference

Monongalia County Disability Awareness Fair

Rural Ministries conference

Families conference

Camp Gizmo

Celebrating Connections conference

f. Involvement with advisory boards:

Statewide Rehabilitation Council

CAP is an active member of the Statewide Rehabilitation Council (SRC) through meeting attendance and participation. These meetings provide CAP with the opportunity hear the Director speak about the state of the agency and to collaborate with others on providing WVDRS with input on their provision of rehabilitation services. The CAP representative to the SRC reviewed SRC draft comments on the WVDRS state plan and made editorial suggestions. The SRC and State Independent Living Council (SILC) hold a joint meeting yearly which was also attended by the CAP representative.

WVDRS Consultation Group

WVDRS is reviewing their Case Services policy and reestablished the Consultation Group to provide input into proposed Policy changes. The group consists of the WVDRS director and other staff as appropriate as well as representatives from the SRC, SILC and CAP. Most of the changes to the policy reviewed with the Consultation Group have been changes in language to clarify the policy. However, when proposed policy updates include changes to services, the policy is put out for public comment. As well as attending scheduled meeting to review proposed policy changes and provide input, this past year CAP provided comments in writing on the Employment Readiness Services policy put out for public comment.

Statewide Independent Living Council

CAP attends SILC meetings to monitor their activities as a program funded under the Rehabilitation Act. Due to scheduling conflicts the advocate assigned to monitor these meetings was only able to attend one (1) SILC meeting but attended the joint SRC/SILC meeting as noted previously.

ADA Coalition

WVA continues to be an active member of the ADA Coalition whose primary purpose is to increase knowledge of the ADA for both people with disabilities and businesses. Over FY 2009 the Coalition provided training on the ADA Amendments Act of 2008 for the International Management Personnel Association; the West Virginia State Equal Employment Opportunities (EEO) Office and the West Virginia Fair Shake Network. The Coalition Coordinator also provided training on the ADA as it pertains to services and facilities of libraries for Library Staff Development Day of the Kanawha County Public Library System. This training was part of the settlement agreement reached as part of the DOJ Project Civil Access. Training on ADA and other Disability Rights Laws was also provided at the West Virginia Autism Conference. The Coalition had their display and/or material at the following events: the West Virginia State EEO Conference, the Fair Shake Network's Disability Advocacy Day at the Capitol; The Employment Issues for People with Psychiatric Disabilities Training; The Multi-festival at the State Capitol; and the West Virginia Autism Conference. The Coalition Coordinator and 2 Coalition Members attended the annual DBTAC: Mid-Atlantic ADA Center/ADA Coalition meeting and Mid-Atlantic ADA Update. The West Virginia Coalition Coordinator co-presented with the Virginia Coalition Coordinator at the conference pre-session. The Coalition held a one day employment training on psychiatric disabilities in the workplace co-sponsored by the Mental Health Consumer's Association and WVA. Participants at the training we held on this issue in 2008 expressed that they felt it was good but too basic. This training focused on solutions to common problems; strategies for creating a more inclusive work environment; how to engage in an interactive process to provide reasonable accommodations; and resources for technical assistance. The presenters were from the DBTAC and from the Job Accommodations Network (JAN). Fifty-nine (59) people attended the conference. In FY 2009 the Coalition Coordinator served on The WV Olmstead Council and the Medicaid Infrastructure Grant Leadership Committee; attended the Medicaid Aged & Disabled forum; and attended planning meetings for next year's ADA Celebration and Disability Caucus. The Coordinator provided Technical Assistance on the ADA and other disability related laws to: eleven (11) people with disabilities and/or family members; nine (9) representatives of a state or local government office; ten (10) advocacy organizations; six (6) architects; one (1) non- hospitality business; and one (1) attorney.

NDRN-RAC

WVA continues to serve on the Resource Advocacy Committee (RAC) whose mission is to assist the Training and Advocacy Support Center (TASC) division of the National Disability Rights Network (NDRN) in identifying the training and technical assistance needs of and resources for the national protection and advocacy system (P&A). Specifically, the goal is to enhance the ability of the P&As to provide timely, accurate, responsive, and effective resource advocacy services, such as information and referral, short-term assistance, and technical assistance for people with disabilities. In fiscal year 2009, the RAC continued work on the P&A new staff orientation manual. It was quite a large undertaking and the committee had many new members who had to get acquainted with the draft manual. At the end of the fiscal year, the RAC completed the draft which will be submitted to other NDRN committees for review and approval. The RAC conducted a survey of all P&A's in regard to the process they use to provide information and referral services. RAC members reviewed and commented on the NDRN web site which was edited per our suggestions. The WVA staff member on the RAC is also a member of the e-information work group made up of staff and attorneys from other P&A's. An

information technology survey was developed by this group and is awaiting NDRN to send it to all P&A's. The RAC now addresses the issue of cultural competency at all meetings.

g. Outreach to un-served/underserved populations:

Multifest

The Multi-Cultural Festival of West Virginia, Inc. is a non-profit organization whose mission is to promote diversity in a positive environment enhancing tolerance and promoting goodwill. WVDRS sponsored a booth to offer information about organizations that help people with disabilities and invited WVA to participate. WVA participated in the planning for the WVDRS booth as well as assisted in staffing the booth. WVA also provided materials for the booth. At least fifteen (15) organizations participated including WVA. The event served to increase visibility for WVA among an underserved population. Approximately two thousand (2,000) people attended this event.

"Go for Kids" Health and Safety Fair

The southern third of West Virginia is a very rural, high poverty, low employment area of the state referred to as the "southern coal fields". It has been identified by WVA as an underserved area. WVA participated in an outreach and set up a display table at the Montgomery General Hospital "Go for Kids" Health and Safety Fair. The goal was to provide children and their parents in that area with health and safety resources that address disability-related issues as well as provide information about WVA in general. There were two hundred (200) people present at the event.

Huntington Community Resource Picnic

The Highlawn neighborhood in Huntington is an impoverished and underserved urban community in the western part of the state. That neighborhood conducted a Community Resource Picnic in an effort to provide the citizens of the area a chance to learn more about the resources available to them. WVA set up a display table and provided outreach materials to attendees of the picnic. There were approximately one hundred fifty (150) individuals at the event.

h. Alternative Dispute Resolution:

N/A.

i. Systemic advocacy:

Fair Shake Network

WVA is a member of the Fair Shake Network (FSN). FSN is a grass roots organization of people with disabilities and other interested parties who are concerned with systems change to ensure that people with disabilities get a "fair shake". The activities of the organization include education on disability rights and issues and legislative activities.

See also WVDRS Consultation Group described in section f above.

j. Interesting cases:

A client contacted CAP concerning his rehabilitation counselor discussing his case, including his medical and disability related issues, in public places. CAP contacted the district manager and WVDRS director on behalf of this client concerning the breaches in client confidentiality. As a result, the client's case was transferred to another WVDRS counselor.

A client requested assistance with getting WVDRS to waive the full-time college attendance requirement as well as to assist with transportation to and from college. WVA reviewed the client's records from WVDRS and contacted the district manager on behalf of the client. After ascertaining what WVDRS wanted from the client, WVA advised him verbally and in writing to make an appointment to meet with his counselor after he received his grades from the fall 2008, semester of college. WVA explained the policy for college sponsorship and what information WVDRS would need from the client in order to sponsor him for the next semester. WVA also explained that he would need to develop an Individual Plan for Employment (IPE) and sent a copy of the WVA booklet entitled "Your Guide to Services from the West Virginia Division of Rehabilitation Services". The client met with his counselor, developed an IPE and is now receiving college sponsorship through WVDRS.

A client's father contacted WVA for assistance in seeing if the client is eligible for more financial assistance from WVDRS, and to see if WVDRS is following their own policy for college sponsorship. After a review of the client's case record, the advocate provided the client with an explanation of the monetary contribution made by his family towards his college education and a copy of the WVDRS financial needs policy. The client was satisfied with the information provided by WVA indicating the policy had never been explained to him.

k. On-line information/outreach:

WVA maintains a website. Although not exclusive to CAP, the site does provide information regarding CAP services. There were 144,884 hits on the site in fiscal year 2009. WVA's website was updated in 2009. It is now much more user friendly and contains links to numerous resources. The resources section is updated regularly and includes many employment related materials. A self-advocacy section is currently being developed and will be available on WVA's website in FY 2010.

WVA published and distributed two (2) editions of our Advocare newsletter in FY 09. They can be found at: <http://wvadvocates.org/resources/advocare-april-2009> and <http://wvadvocates.org/resources/advocare-september-2009>. WVA again published and distributed its annual report for FY 08. It can be found at: <http://wvadvocates.org/resources/fy08-annual-report>. All of these publications are made available on our website and are also sent to our mailing list.

Misc:

Training Attended:

WVA partially sponsored and staff members attended a training called "Employment for People with Psychiatric Disabilities". WVA staff also attended the following trainings using all or partial CAP funding: "Climbing Mountains to Inclusion" - Autism Conference; Vocational Rehabilitation/CAP/employment rights training to all program staff by the CAP advocate; training for completion of the CAP PPR; WVA training about using People First Language and Disability Etiquette; "Transitioning to College - Facts, Myths and Tips for Students with Disabilities" webcast; another webcast called 'National Disability Statistics for Disability Advocacy' from the Disability employment institute of Cornell; a webcast called "ADA Amendments Act and Its Implications for the Future" provided by Independent Living Research Utilization; training from Human Rights Commission of WV about their authority and investigation process; a WVA training by a WVA attorney on the definition of

practicing law without a license and how it applies to the work of the advocates; and numerous WVA training topics to staff such as policy and procedure updates.

The advocate who is primarily assigned the employment related advocacy attended the annual Training and Advocacy Support Center (TASC) P&A/CAP conference. She attended the following sessions: the Employment Summit prior to the TASC P&A/CAP Annual Conference; General Session on Mining the Potential of the New ADA; Reality Check About our Underlying Assumptions about Employment; AT, Work and Transition-Aged Youth; Schedule A Hiring Authority for People with Disabilities; PABSS Best Practices; Developing a Productive VR Small Business Program; New and Continual Issues in VR Part I; I&R and Employment Issues; General Session on A new Day for Federal Disability Programs; and When to Disclose.

Information Disseminated to the Public:

1. Radio and TV appearances by WVA staff: 0

2. Newspaper/magazine/journal articles: 1

WVA's Priority and Objective public comment/forum press release was sent to two hundred seventy-five (275) media outlets around the state via eNR Services NewsWire One press release service but publication details are unknown.

3. PSAs/Videos aired: 0

4. Publications/booklets/brochures disseminated:

(All distributed during outreach events funded all or partially by CAP dollars as well as CAP cases/I&R's)

Education Packet: 18

WVA 4 page fact sheet: 638

WVA A Guide to Your Treatment Plan, Brochure: 109

WVA Advocare: 353

WVA Brochure: 891

WVA CAP Brochure: 700

WVA CAP POSTER: 1

WVA DME Tips: 1

WVA EPSDT booklet: 4

WVA Fact Sheet on TBI: 82

WVA PABSS Brochure: 619

WVA PABSS fact sheet: 269

WVA PABSS POSTER: 1

WVA PAVA Brochure: 241

WVA Self-Advocacy, MR/DD Waiver Hearing: 51

WVA Special Ed Forum flyer: 2

WVA Your Guide to Services from WVDRS: 437

5. Other Outreach Materials: (All distributed during outreach events funded all or partially by CAP dollars)

WVA Bumper Sticker: 79

WVA Business Card: 280

WVA Business Card Magnet: 694
WVA Flashlight/Keychain: 40
WVA Giant Paper Clip: 147
WVA Highlighters: 274
WVA Note Pad: 779
WVA Pen: 734
WVA Pencil: 291
WVA Stadium Cup: 308

WVA was identified as a sponsor and/or participant in printed materials for the following events listed or described elsewhere in this report:

- Multifest
- FSN's self-advocacy training
- the Rural Ministries conference
- Employment for People with Psychiatric Disabilities seminar

WVA sent the Advocare newsletters, FY 08 Annual Report, P&O public comment/forum flyers to our mailing list of approximately two thousand six hundred (2,600).

As reported in the FY 2008 CAP PPR, WVA sent out packets in an extensive effort to increase public awareness of the vocational services related to the CAP program and WVDRS. In FY 09, nine thousand two hundred seventy-five (9,275) of these packets were sent out (in addition to the four thousand five hundred fifty (4,550) packets that had been sent out in FY 2008). These resource materials were mailed across the state to all WVDRS vocational counselors, WORFORCE WV offices and WVDRS service vendors to be distributed to all current and potential clients.

Over the last couple of months of FY 2009 CAP participated in the development of a packet of informational flyers covering the following subjects: Knowing Your (employment) Rights; Disability Benefits and Work; Ticket to Work; Supports to Work; Looking for a Job; After High School; Taxes; and Preparing for College. With exception of the last one, these flyers had been developed by a federal grant to Louisiana. WVA got permission to use them and updated them with information pertaining to West Virginia resources. We expect they will be published the beginning of FY 2010 and will be widely distributed including offering them to WVDRS counselors to give to their clients.

Satisfaction Surveys:

West Virginia Advocates sent out three (3) satisfaction surveys to CAP clients. Two (2) were received back and indicated satisfaction with WVA's services.

There were zero (0) client grievances filed by CAP clients in FY 09.

Approved

This Report is Complete and Correct. ? [Y/N]:

Yes

Date Signed:

12/02/2009

Name of Designated Agency Official:

Jodi Calissie

Title of Designated Agency Official:

Data Report Specialist

System information

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Dec 2 2009 9:05AM

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