

Division of Vocational Rehabilitation



ALEXANDER LEROY  
HUBBARD

# Working in Washington

2015 ANNUAL REPORT

## 2015 DIRECTOR'S MESSAGE Andres Aguirre



I am honored to introduce to you the Washington DVR 2015 Annual Report – Working In Washington. Traditionally, this annual report features success stories of some of our customers in a calendar format. This year is no exception. We hope this provides you a glimpse into the work of DVR staff across the state. I also hope you enjoy their stories and are inspired by their lives and their unique journeys to successful employment.

2015 was a very busy year for WA DVR. It started out very well with solid performance numbers. The outlook seemed very positive based on the progress we were making and then we received news of the passage of the Workforce Innovation and Opportunity Act (WIOA), and with it, reauthorization of the Rehabilitation Act.

DVR staff focused on developing and implementing a plan regarding the changes associated with WIOA and reauthorization of the Rehab Act. In addition, staff also remained focused on providing services to the customers of the agency, the work that they truly enjoy and value. Training regarding the changes was delivered to staff in a comprehensive, systematic fashion and was well received. In addition, staff were engaged in a statewide all staff In-Service, which boosted staff morale.

DVR staff remained very productive in light of all the changes associated with WIOA this was evident by the increased employment outcomes and higher rehabilitation rate. DVR staff, partners, vendors, the Washington State Rehabilitation Council, and the state's businesses continue to demonstrate their beliefs with helping individuals with disabilities increase their ability to live a more productive and independent life. Customers seem to be very pleased with the work and efforts of our staff.

On a sad note, Sharon Steel, a long time DVR staff member in Lynnwood, died in June. She was a friend to many and embodied the ideal way of helping others become as independent as possible. She is greatly missed.

In conclusion, I thank each and every DVR staff member for their commitment and fortitude. They come to work each and every day with a positive attitude and the desire to help people live better lives. I also want to thank all of the partners- the businesses that hire customers, the community rehabilitation programs that advocate on behalf of customers and the many other entities working towards the same goal, a better life for individuals with disabilities. Together we are transforming lives!

# Washington State Rehabilitation Council

[www.wastrehabcouncil.org](http://www.wastrehabcouncil.org)

People with Disabilities have the influence in shaping the vocational rehabilitation services they receive.

**The Washington State Rehabilitation Council (WSRC) is that means of influence.**

*The WSRC participates in changes to vocational rehabilitation policies and practices, reports DVR performance as compared to federal standards, and strengthens external partnerships in order to improve service quality and availability for individuals with disabilities.*



Washington State Rehabilitation Council  
*Building Inroads to Employment and Success*

## Council Members

### Advocacy Representative

Leandro Razo

### Business Representative

Kathy Powers  
Kelly Boston  
Erin Williams

### Client Assistance Program (CAP) Representative

Jerry Johnsen

### Community Rehabilitation Program (CRP) Representative

Shannon McLain

### DVR Field Staff Representative (Ex-Officio)

Bill Youngman

### DVR Director (Ex-Officio)

Andres Aguirre

### Labor Representative

Philip Bradford

### Office of the Superintendent of Public Instruction (OSPI) Representative

Vacant

### Parent Training Representative

Victoria McKinney

### Recipient of DVR Services

Justin Poole  
Deborah Boudreau

### Tribal VR Representative

Jana Finkbonner

### Washington State Independent Living Council (WASILC) Representative

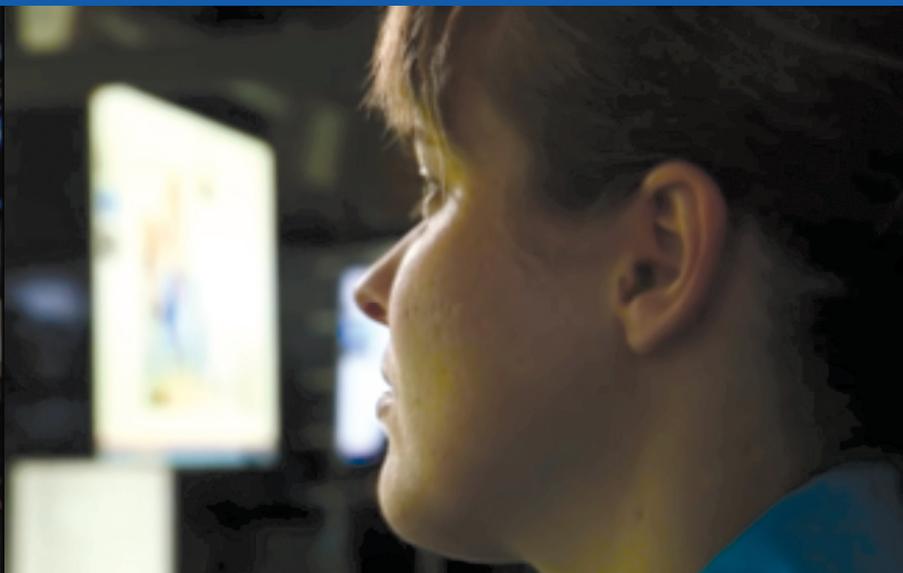
Vacant

### Workforce Training and Education Coordinating Board (WTECB) Representative

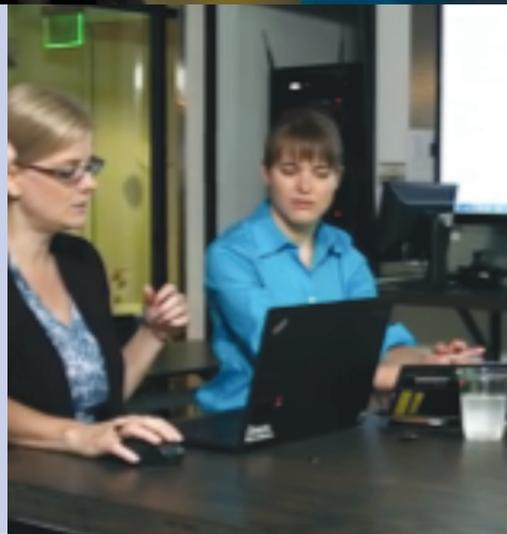
Erica Hansen

# DVR'S PURPOSE

To empower individuals with disabilities to achieve a greater quality of life by obtaining and maintaining employment.



Katie Hart, a client of the Division of Vocational Rehabilitation, was chosen and began a training program between Specialisterne, PROVAIL and Microsoft on May 11, 2015. Katie now works as a Lab Engineer for Microsoft.



# Employment Opportunities for Individuals who have Autism and Similar Challenges

Specialisterne is an innovative social business originally founded in Denmark in 2004. Specialisterne is internationally recognized as the first example of effectively integrating people who have Autism in businesses. Specialisterne USA, has worked to facilitate jobs for persons who have Autism and similar challenges, through innovative employment models. Microsoft partnered with Specialisterne USA to develop and bring this innovative approach to the Pacific Northwest. PROVAIL, a Community Rehabilitation Program in Seattle, was specifically chosen by Specialisterne USA to take the program forward by creating an inclusive program to expand the participation of individuals with Autism Spectrum Disorder (ASD) in Microsoft's labor pool.

The program screened, assessed, and prepared individuals with ASD to perform in specific positions in an integrated, corporate setting. Potential positions in various engineering business groups of Microsoft were identified.

Preferred attributes for candidates were established: a Bachelor's degree, previous experience or demonstrable working knowledge in a technical area such as, but not limited to: computer science, electrical engineering, or physics; extensive experience in programming, especially C++ and C#, and familiarity with Microsoft products and technologies.

Katie Hart, a client of the Division of Vocational Rehabilitation, was chosen and began the training program on May 11, 2015. Over the next 4 weeks, Blake Konrady, of PROVAIL, introduced Katie and the other candidates to business concepts including The SCRUM Agile Methodology, programming techniques, quality assurance testing, and presentation skills. Katie worked with LEGO Education Mindstorm Robots and Visual Studios doing programming and coding for various assigned projects. Hiring managers from Microsoft visited each week and Katie could ask for specific guidance with projects. At the end of week 4, a Business Profile highlighting competencies and strengths was prepared for Katie. She also received a job offer.

June 15, 2015 was Katie's first official day of work as a Lab Engineer for Microsoft. Mr. Konrady states that Katie has received excellent feedback from everyone on her team. Her quality assurance is highly praised and she brings a new perspective to her team that is valued by her manager and other teammates. Katie has shown growing confidence and comfort levels each time we have met. She has also taken part in a week-long "Neuroversity Hackathon" that helped design game ideas, apps and programs to help people with Autism develop career skills.

[https://www.youtube.com/watch?v=2T4C\\_uLMplo](https://www.youtube.com/watch?v=2T4C_uLMplo)



# January 2016



**JOSEPH EMBERLEY**  
Theresa Matteson, Tumwater DVR

Joseph came to DVR for help with his future. He was working very few hours at a bowling alley as a cook. With the assistance of his Vocational Rehabilitation Counselor (VRC), he completed some career assessments to learn more about himself. His VRC could see that his personality was very presentable and approachable. With assistance, he learned how to break his long-range goal into progressive steps. His VRC enlisted the assistance of the Coastal Community Action Program, with finding a position that was well matched to his goal. His VRC also assisted with hearing aids to best prepare him for his career.

Coastal Community Action Program assisted Joseph with a professional, targeted resume to accommodate his career path. The CRP assisted him with several job applications, including the application for The Home Depot. He was immediately interviewed and offered a position as a Delivery Puller with a wage of \$11.00 per hour. The CRP was there to assist him with the hiring paperwork, orientation and worked with Joseph during his hands on training. The CRP worked with Joseph and the management team to establish appropriate communication. The management team agreed to include videos with sub-titles and provide an interpreter for important meetings and trainings when necessary.

Joseph began working his job in April of 2015 and was hired as a permanent, part-time worker. He was told that after six months he could apply for a full-time position. Due to Joseph's drive and his ability to adapt to his position so quickly, he was offered a full time position in July of 2015. He quickly accepted and is being trained to work as a back-up lead in his department. He is also receiving training on the computer, and organizing orders to be pulled. Joseph is thriving and his supervisors and co-workers are impressed with his professionalism and eagerness to learn. His supervisor stated "I know that I can always count on Joe to get things done and to do them correctly". Joseph's supervisor fought to get a full-time position approved so that she could keep him in her department.

During job retention services the CRP worked to ensure that communication wouldn't be a barrier for Joseph and provided assistance choosing an appropriate benefits package. Joseph's VRC was amazing in assisting him identify an appropriate job goal, which resulted in a successful case.

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January 2016

# February 2016



**KARA GAINES**  
Perry Anderson, North Seattle DVR

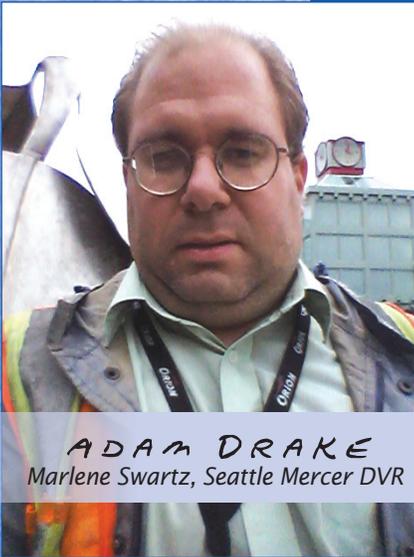
For as long as jobs have existed, young adults have heard employers ask, “Are you experienced?” For as long as jobs have existed employers have heard young adults say, “If you hired me, I’d have experience.” Kara is an example of a transition student who worked very hard and utilized well the services that many different organizations had to offer. She leaped right over the experience hurdle. Kara fully participated in numerous internship opportunities through the ACT program (Issaquah School District transition program). Kara pursued and fully utilized the King County School to Work program, the Bellevue DVR office,

Developmental Disabilities Administration (DDA), and employment consultants from NW Center. NW Center staff provided the individualized services Kara needed to obtain paid employment as a dining room staff member for Regency Newcastle. It didn’t stop there! NW Center staff provided the individualized services necessary for Kara to thrive and excel on the job. Kara was recently recognized as “employee of the month” at Regency Newcastle. Kara’s manager has stated that she loves having Kara at Regency Newcastle. Kara is one of her favorite employees because she never calls in sick.

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February 2016

# March 2016



**ADAM DRAKE**  
Marlene Swartz, Seattle Mercer DVR

When I think of Adam there are several words that come to mind. Determined, motivated, positive, driven, role model. Adam first started with DVR 5 years ago. Adam has shown that through several setbacks, those words define him, as he continued to shake off his disappointments and move forward towards employment.

The second thing that comes to mind is partnerships.

Adam's first experience at DVR was the internship program. Through this program he got several interviews and was very active in his job search. He applied for several jobs, weekly. He was the most active person in his job search I have ever seen.

I contacted PACE Staffing Network and established them as a vendor to provide feedback on Adam's skills. During the interview, his resume and work history would be reviewed with recommendations for improvement, and any needed evaluations.

The interview was scheduled on a day that was a traffic nightmare, where people across the city had to reschedule their day. It was pouring down rain. Myself, the interpreters and PACE staff Kyle Fitzgerald waited for Adam, with me assuring Kyle that normally Adam was always on time, if not early. He arrived drenched from head to toe. Adam shook it all off and said he was ready to move forward. He completed the work review/interview. He then took the recommended tests. The results showed he was qualified to perform all of the tasks he stated he could.

After a meeting with CRP staff from Orion, Barb Panush, approached me about an employment opportunity. I immediately thought of Adam as a potential fit. I knew that once Orion staff met him they would be impressed. I, drove him to Orion Industries and assisted in his meeting with staff. Unfortunately, the position was already filled but Adam was so impressed with Orion that he asked to join their training program "Contact Center Assessment Program". Once completed, he was hired into the original position that he had once applied for. Unfortunately that position was not the best fit for Adam. Orion was still so impressed with him and his work ethics that they were able to find another position that was a better fit. Adam always shook off disappointment, rolled up his sleeves and with a positive attitude started his new position. When I first met Adam I told him he was going to be a role model in the Deaf Blind community. Adam is currently working as an Administration Clerk 1 at Orion Industries.

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March 2016



The journey toward success often starts with someone recognizing your true potential and nudging you in the right direction. That's the advocacy story that surrounds William's career achievements.

Belief in his abilities and the support needed to launch him forward began with an amazing teacher in the Rainier Beach High School S2W program, Jolene Franklin. She helped her students build their basic skills and learn the importance of positive motivation and self-advocacy.

When William's first job out of school landed him in a position that wasn't a good fit, his S2W teacher's advice spurred him forward. Returning to his DVR case manager, Adriana Tossini, he expressed he wanted something more—perhaps a job in a kitchen doing food prep where his love of cooking would be further developed.

Supported employment vendor Puget Sound Personnel (PSP) met with William and an immediate connection was made. After a community based assessment allowed him to explore various jobs, everyone agreed that his positive attitude and work ethic aligned with being part of a team where he could grow his skill set.

As one of the employment vendors on the Microsoft campus involved in the company's Supported Employment Initiative, PSP was able to develop a job for him as a food utility clerk in the Bravern Cafe in Bellevue. It didn't take long for William's potential to show itself and he was moved from wiping tables to directly supporting the back house chefs. Amid the buzz of an active kitchen, William enjoys keeping things clean as he sweeps and mops the floors, restocks the hand washing areas and sanitizes the chef work stations.

Ask William about work and he'll light up. "I absolutely LOVE my job and the trust my manager has in my skills. I have amazing coworkers. I feel part of team at the Bravern and see myself working here for many, many years."

William dreams of working behind the counter alongside the chefs. While he will have to learn and master new skills to achieve that goal, he has set his sights on it—something that a series of teachers, advocates and friends have taught him that is possible. And so it is.

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April 2016



**ERIN McDONALD**  
Darcy Haughian, Bellingham DVR

Erin McDonald (also known as Justina) is a 34 year old woman who has a hidden disability that has prevented her from working for several years. She discovered that she was good at customer service while volunteering at the Salvation Army, which was one of the places she volunteered for her Community Based Assessment. Her DVR counselors contracted with two Community Rehabilitation Providers; Stacie Nuckolls of Cascade Connections and Jeff Doyle of Lake Whatcom Center, to provide Community Based Assessment and Job Placement services. Erin was hired as a Parcel Clerk at Fred Meyer in March of 2015, and mostly bags groceries and does customer service. Customers respond well to Erin because she is friendly and you can tell she cares about people.

Erin attributes her success to her support system that includes: Her Orthodox Christian Priest, Church, Life Coach, Case Manager, Godmother, support groups, family, Community Rehabilitation Provider, DVR staff, and many wonderful friends.

Erin knows the Lord put it in her heart that she would heal from her disability if she would pursue getting a job. She felt it in her heart one day while wondering what to do about the turmoil in her mind. Her faith and support systems have helped her overcome many of her struggles in returning to work. Erin still volunteers at Hovander Park learning to grow and harvest

vegetables. She was in regular attendance at the weekly DVR Job Club. Erin stated "DVR staff, including Cody Harrington, Joyce Pacher, Patrick Feuer, and Darcy Haughian helped me and were patient with me". Erin worked hard in preparing herself mentally to return to work. Erin now works part time, and has understanding supervisors who are supportive and accommodating. Erin feels connected to the community and feels more productive and stable in her ability to cope with the challenges of life.

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May 2016



From the first time Benjamin applied for DVR services, he reported that he wanted to work as a security guard. Benjamin has had success with gaining employment in his first DVR case, but his job was cleaning banks after they were closed. Benjamin thrived in this job (gaining promotions, and adding banks to his service area), but he held fast to his long term goal of working in the field of security.

Benjamin and his team put a lot of effort into exploring employment opportunities in this work area, but kept coming against road blocks. There was difficulty finding an employer who would sponsor Benjamin for the security guard test, major changes in his employment team, and Benjamin has differences that limit his ability to perform some of the tasks of a security guard without reasonable accommodations.

One constant for Benjamin was his supportive family. Benjamin's family includes his mother (Kathie), and his twin nieces (Haile & Hannah). While working with Community Trades and Careers-Everett to gain job placement as a security guard, Benjamin came across a job lead with Pacific Security. It was Kathie who helped Benjamin process his application, and this time they provided the employer with a high degree of disclosure. This is not always the best approach when applying for work, but the employer appreciated hearing Benjamin's full story, his lifelong goal to work in security, and his disability related barriers with this type of work.

Benjamin was offered the interview, and with CTC's assistance he was able to negotiate accommodations that would allow him to thrive. Benjamin still works as a security guard, and is very happy to provide this service. When Benjamin puts on his uniform, Kathie reports that he looks like a new man who was meant for this type of work. Benjamin's employer reports that they wish they had 50-more Benjamin's to staff their agency.

Congratulations on reaching your long term employment goal Benjamin!

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June 2016



**KHADIJAH WARREN**  
*Adrianna Tossini, Seattle Mercer DVR*

Khadijah was referred to DVR for to be evaluated for a cognitive disability her junior year in high school. Neuro psychologist, Dr. Alan Breen, diagnosed Khadijah with an intellectual disability. Khadijah attended the 18-21 yr old School to Work (STW) Program at Rainier Beach High School which taught her independence, self-sufficiency and life skills. All students were required to complete a culminating project and complete at least sixty hours of service learning. Khadijah identified her career goal to be working in fast food. After leaving Rainier Beach, she found a job at a fast food restaurant and work weekend evenings for the City of Seattle's Park and Recreation department.

As her job coach, we discussed alternative career goals. Her teacher, Jolene Franklin, encouraged Khadijah to consider other vocational goals. Jolene's class prepared students for 'life after high school' where students completed a culminating project that included, but was not limited to, demonstrating self-sufficiency through budgeting, developing a resume and cover letter, raising funding for trips to

Canada and San Diego to study the history of local tribes, historical landmarks, and geography.

After graduating, Khadijah made an informed choice to work in fast food. She was adamant that she could find and learn a job without assistance.

After three months, I contacted Kadijah about a potential position with the City of Seattle through Diane King, a CRP with Mainstay. Kahdjah with the encouragement of her teacher Joleen interviewed and was selected as an Administrative Assistant Aid with the City of Seattle. The supervisor was impressed by Kadijha's big smile and office skills! She was hired and has never looked back to her fast food days.

Although Kadisha makes a livable wage with full benefits, she works a second part time job on the weekends. She lives independently, relocated to Bellevue, and helps to support her brother who attends Bellevue College.

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July 2016

# August 2016



**ALEXANDER  
LEROY HUBBARD**  
*Adrianna Tossini, Seattle Mercer DVR*

Alexander Leroy Hubbard was born in Seattle, Washington on May 23rd, 1993. He graduated from Pathways to Independence Transition Program at Rainier Beach High School on June 14th, 2014. He was diagnosed with Autism at age 3. Alexander likes to write and self-publishes his own books, makes music, writes songs, and talks to people.

He works with Compass Group at Microsoft in Redmond as an AV assistant and organizes all the materials in the conference rooms in the studio buildings. He also works with DNC Sportservice at CenturyLink Field as a cashier/concessions stand attendant. He takes orders from customers, does cash handling, credit/debit card transactions, and inventory. Alexander also worked at STAR of Seattle as a receptionist doing input data entries, providing personal technical assistance, and answering business calls. In addition, he also worked for JUMA Ventures at Safeco/CenturyLink Field and Key Arena as part of the vendor and cart crew. He sold food and beverages down the stadium aisles where people sat watching home games and sold espresso drinks at the Starbucks coffee carts.

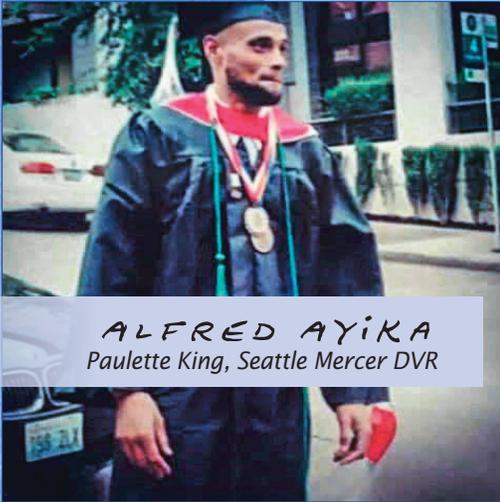
Alexander wrote his first book called School Rich when he was at The Center School. The story takes place in New York in the 1980's and it tells the story of students who get caught by a crazy dark lord. A group

of friends take it upon themselves to destroy the dark lord. He has since written two more books. After taking a break from writing; he decided he wanted to become a rapper, make music and write songs. His stage name is Fantasy A. He recorded his first album called "Fantasy Has Gone Irish-Green". it's a St. Patrick's Day rap album that is based in Seattle and is about how he loves to wear green and think about gold. The second album that he recorded is called "Fantasy Has Come 2 Seatown". This album is about things he really enjoys in his life and struggles that he has had. Alexander enjoys making music and putting himself out there. He wants to be a real entertainer when he grows up. He did a live performance at Hollow Earth Radio on August 16th, 2014.

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August 2016

# September 2016



**ALFRED AYIKA**  
Paulette King, Seattle Mercer DVR

Alfred was diagnosed with cancer on November 22nd, 2010. The tumor bore its way into his back and eventually shattered his spine, leaving him paralyzed from the waist down. Alfred had to utilize a wheelchair while going through his ordeal with cancer. He experienced chronic pain due to his medical condition.

Even though Alfred was experiencing many not so pleasant issues surrounding his disability, he was determined to complete his bachelor's degree in social work. He came to DVR seeking assistance in his quest to complete his degree, which he did in 2014. Not only did he graduate, he received the National Association in Social Work (NASW) award as Student of the Year for leadership and academic excellence.

Because of Alfred's passion and drive to create change and opportunity in underprivileged communities, he pursued, and obtained employment at Real Change Magazine, as the Community Organizer. His focus is on undoing racism, policy, re-entry and second chance programs, address injustice and inequality in

all areas of human existence, as well as community martial arts.

Alfred has regained most of his mobility, but still struggles with pain and sleep disturbance on a regular basis. In spite of these challenges, Alfred continues to have the drive and spirit to make a difference in the lives of others.

Alfred is quoted as saying: "Without DVR, my life, as it is, simply wouldn't have been possible. Thank you and God bless".

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September 2016

# October 2016



**ALEJANDRA  
MARTINEZ**  
*Kathleen Grignon, Moses Lake DVR*

At age 25, Alejandra became a widow with three children to raise, and working two jobs in order to make ends meet. After her children graduated she decided to go back to school and hoped to find a position with a living wage. She experienced some disabilities which led her to DVR. She also enrolled with SkillSource for an academic assessment, skill building, and services for the long-term unemployed.

A major Issue Alejandra faced was missing documentation of her high school completion. SkillSource helped her enroll at Big Bend Community College in the HS 21 program. Alejandra set a goal to get her diploma in six months, but reached her goal in five. During her time in the program she also coordinated a First Aid class that enabled other students to gain an academic credit as well.

Alejandra had a dream of opening her own daycare center. She met with her VRC to plan for completing the required orientations and STARS training. Despite more glitches, including canceled classes, she persevered through the licensing process and successfully opened Tiny Feet Daycare in June. She participates in continuing education in order to enhance the lives of the children she cares for.

Alejandra remarried and her husband also encouraged her to pursue her dream. She credits his support in helping her reach her goal. Alejandra says “my dream has come true.” She hopes her story will inspire others to overcome obstacles to reach their goals.

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October 2016

# November 2016



Aaron came to DVR to find out whether he was employable. He had a diving accident that left him quadriplegic about 17 years ago. He is a very happy, pleasant young man who sustained a C5-6 spinal cord injury during a swimming accident, when someone jumped on top of him and broke his neck. He is unable to write, and has very limited fine motor skill function. He states following the accident up to today he has never experienced depression related to the loss of use of his body, from the neck down. He has a very optimistic outlook and is future goal oriented. He holds a bachelor's degree from Evergreen State College and had been looking for work without any success. Because he was so motivated to work, he completed one community based assessment with his first vendor in which was unfortunately not favorable. His VRC felt that he deserved a second chance with another vendor. Luckily, the second vendor had similar beliefs that he could accomplish becoming employed. A second community based assessment has been replaced with job placement services. VRC quickly put him into a plan and ordered job placement services. Within 13 days of signing SDOP for job placement, he received a job offer with Eddie Bauer as a sales assistant. Nearing the end of 90 days of job retention, his hours have increased, and he averages \$250 in sales per shift. And, even better news... he got a girlfriend!

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November 2016

# December 2016



**RYAN ELSTER**  
*Adrianna Tossini, Seattle Mercer DVR*

Ryan Elster was diagnosed with Sotos Syndrome, a genetic condition causing physical overgrowth during the first years of life. It takes Ryan longer to learn new skills.

After competing high school, Ryan did not have any future goals or interests. Three months after graduation, Ryan pursued a general AA degree at Edmonds Community College with the hope of identifying his career pathway. After receiving his AA degree he decided to pursue a technical degree in Accounting/finance. Although he worked full time, he did not make a livable wage that would support independent living. Although Ryan completed most of the required courses, he lost his self-confidence and his motivation to continue. He dropped out of college.

Ryan and his step mother contacted me through a referral from Mainstay. A team was identified to provide the supports and services need for

Ryan to reach his vocational goal. The professional team of Mainstay and DVR helped Ryan to build his self-confidence and open doors to career opportunities outside his comfort zone. Ryan communicated, "My Employment Specialist, Diane King, believed in me and coached me, so that I was able to apply, interview and successfully get the job!"

After three months of job coaching, he was able to learn and perform the essential functions of the position, and was offered a full-time job at Northwest Center as an Amazon.com Corporate Receptionist. Ryan shared, "working full time at amazon.com has changed my life in many ways for the good. For an example, for the first time in my life, I'm truly independent without my parents' financial support. I have co-worker, who I have become friends, who I am able to trust and who see the best in me. Two years ago, I thought I would never get to that point in my life. As I continue to work for this great company, I see myself being an Executive Assistant a few years from now. Without the support of DVR and especially my job coach, I truly believe I wouldn't be coming up on a year at Amazon.com. Thank you!"

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December 2016

# DVR Annual Report 2015

## Average Earnings

Federal Fiscal Year 2015

Average annual earnings of customers before and after rehabilitation.



Before  
**\$4,035.95**



After  
**\$17,436.82**

## Sources of Revenue

Federal Fiscal Year 2015

**Total: \$59,182,684**



State Funds  
**\$13,170,215**

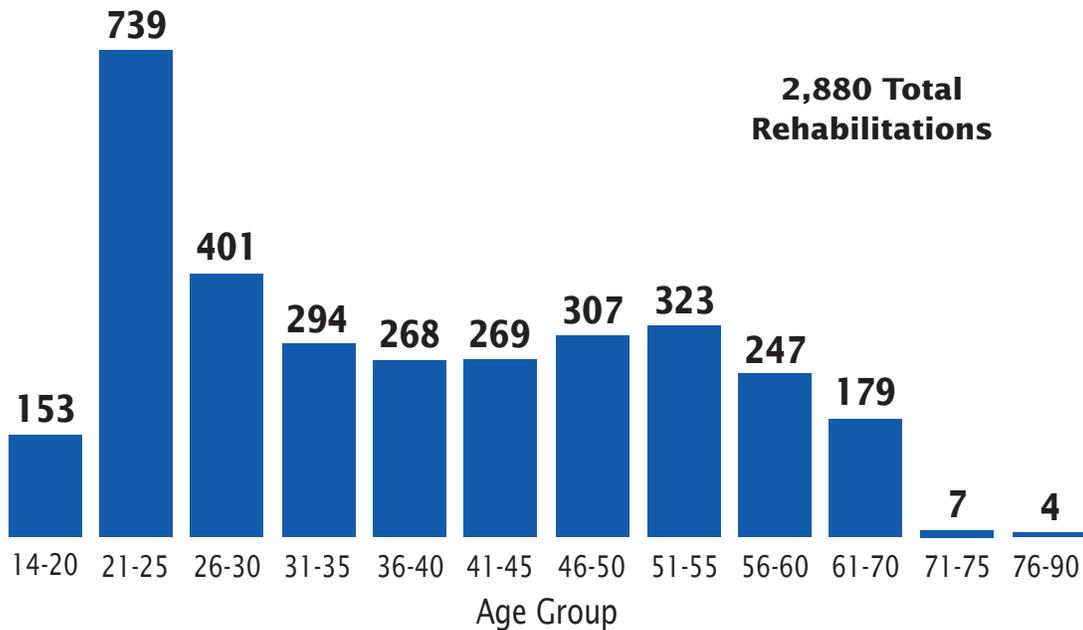


Federal Funds  
**\$46,012,469**

## Ages of Customers

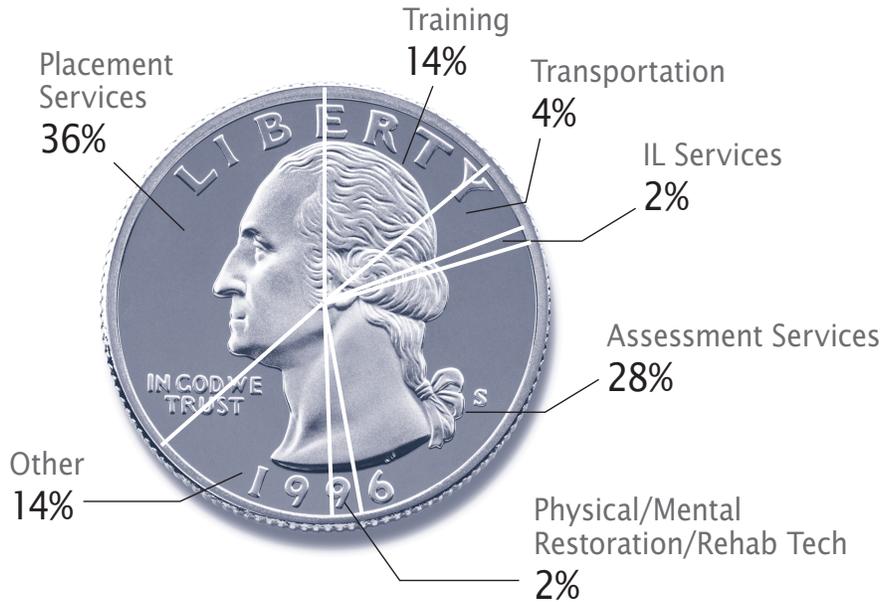
Federal Fiscal Year 2015

Total number of customers successfully rehabilitated in various age groups.



## Case Service Expenditures

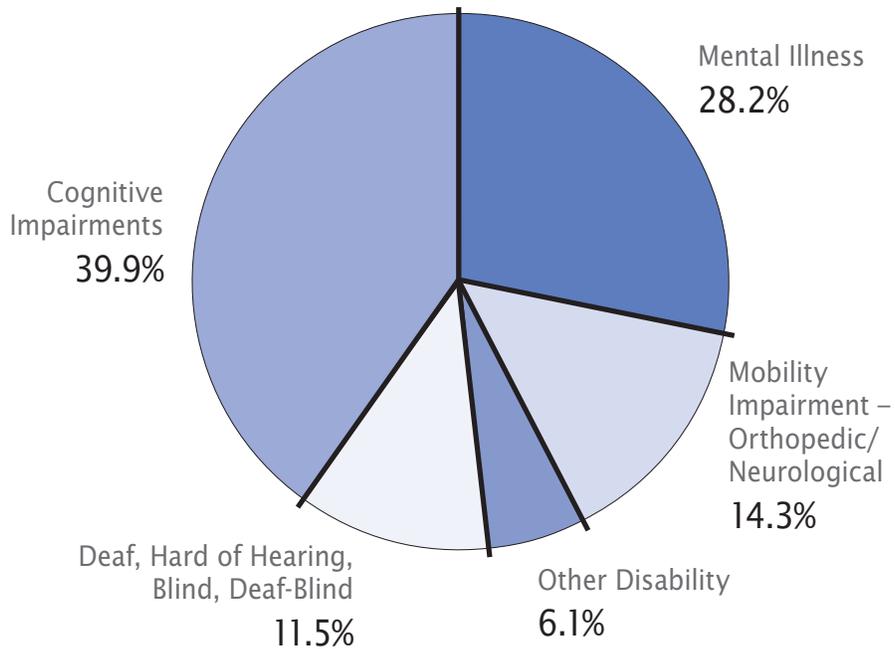
Federal Fiscal Year 2015



## Types of Disabilities

Federal Fiscal Year 2015

Types of disabilities of rehabilitated customers.



# DSHS MISSION

To transform lives.

## Acknowledgements

In deep appreciation to all DVR staff for the work you do every day and your heartfelt dedication to making a difference in the lives of people with disabilities. Special thank you to the DVR Staff who contributed customers' success stories and ideas to this year's annual report.

### Non-Discrimination

No person, because of race, color, national origin, sex, sexual orientation, age, religion, creed, or disability shall be discriminated against in employment, services, or any aspect of the program's activities. This policy is consistent with Titles VI and VII of the Civil Rights Act of 1964, as amended in 1972, Title IX of the Educational Amendments of 1972, Sections 503 and 504 of the Rehabilitation Act of 1973 as amended, the Americans with Disabilities Act of 1990, the Age Discrimination Act of 1967, Executive Order 11246 as amended by Executive Order 11375, the Civil Rights Act of 1992, Governor's Executive Order 93-07, and the Washington State Law Against Discrimination, Chapter 49.60 RCW.

## 2015 DVR Annual Report

To request this publication in alternate format, please contact a Customer Service Representative at the Division of Vocational Rehabilitation.

DVR can be reached at 1-800-637-5627. This publication is also available on our website at [www.dshs.wa.gov/ra/division-vocational-rehabilitation](http://www.dshs.wa.gov/ra/division-vocational-rehabilitation).

This annual report was coordinated by DVR staff Rayanne Mueller.

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Washington Relay: 711



Washington State  
Department of Social  
& Health Services

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*Transforming lives*

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