

"Working is a good feeling." Russell Rivers

2013 Annual Report

WORKING IN WASHINGTON

2013 MESSAGE
FROM THE DIRECTOR
Andres Aguirre



It is my great honor and privilege to introduce to you the Washington DVR 2013 Annual Report – Working In Washington. This year's annual report features the success stories of some of our customers in a calendar format. We hope you enjoy their stories and are inspired by their lives and their unique journeys to successful employment.

2013 started out as a very challenging, yet exciting, year. As we began the year, we faced the challenges of a new governor, a new Secretary and the multi-year concern with balancing the state budget, which culminated with state government almost shutting down. Our program has to continuously navigate uncertainty associated with the changes brought about by the long road to fiscal recovery. While these challenges have been difficult, staff has not wavered from doing their work on behalf of the citizens of this state, which is always exciting.

DVR continued to see increased results in employment outcomes. Our staff, partners, vendors, the Washington State Rehabilitation Council, and our state's employers continue to demonstrate the level of motivation for helping individuals with disabilities with increasing their ability to live a more independent life. Customers seem to be very pleased with the work and efforts of our staff. It is these dynamics that will, time and time again, see us through the challenging times

In conclusion, I want thank each and every DVR employee for the dedication, and determination they bring to their work each and every day. 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.



DVR and the Washington State Rehabilitation Council (WSRC) share responsibility to gather information from customers about their impressions of working with DVR. Analyzing that information and deciding how to use what is learned to improve the process.

The WSRC's primary vehicle for gathering information is during our meetings held quarterly in different parts of the state. The council dedicates a half day of our two-day meeting to hearing comments from local DVR customers, family members, and advocates in an open forum format. Members of local DVR offices and DVR's senior management staff also attend. The discussions are open, free flowing, and honest. DVR customers are able to stay after the forum and talk more specifically with DVR staff or management.

Another example of the partnership that exists between DVR and the WSRC is the development and conduct of a Comprehensive Statewide Needs Assessment of individuals with Disabilities in Washington. The Rehabilitation Services Administration (RSA) mandates this assessment. The purpose of this study is to provide information for the development of the vocational rehabilitation state plan and includes:

- Population estimates and characteristics of individuals with disabilities
- What the perceptions of vocational rehabilitation clients are of unmet needs and barriers to successful outcomes
- Perceptions of rehabilitation providers of unmet needs and barriers to successful outcomes
- Identify the groups who appear to be underserved by VR services and what are the unmet needs of these groups
- Identify barriers and special service needs of racial and ethnic minority populations with disabilities.

A committee of WSRC members is working with DVR senior management staff and consultant from the University of Washington to develop the assessment, which will be conducted by the end of 2013.

Parting is such sweet sorrow...

October first the WSRC said goodbye to Joelle Brouner its Executive Director since 2005. Joelle was the heart, soul, and conscience of the council. Washington's loss is Colorado's gain. Joelle accepted the position of Executive Director of the Colorado Division of Vocational Rehabilitation. The council will begin the process of finding a new Executive Director shortly.

DVR'S FOCUS:

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



Greg Butler

Perry Anderson
Bellevue DVR

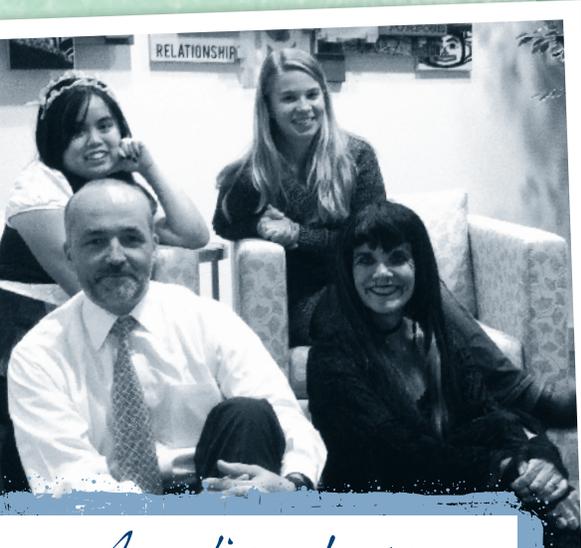
Ask Greg Butler what he loves most about his job and you'll get a quick and heartfelt answer. "I really like my coworkers," he says. "They make me feel like I'm part of the team!" Greg's sense of belonging and personal accomplishment are the rewards of employment in a supportive setting at the City of Seattle. Every morning he boards a bus from the Eastside bound for a job as an Administrative Aide in the Seattle Department of Transportation. Here, he gets to apply his filing skills and interest in office tasks to keeping the department's files organized and up-to-date.

Greg's pathway to successful employment began with a partnership between DVR, the King County School-to-Work Program, the Issaquah Transition Program and Puget Sound Personnel (PSP). While in the Transition Program, Greg was able to utilize vocational services in the community. A variety of unpaid internships allowed him to identify his interest in working in an office setting while gaining valuable work skills.

During his last year in the Transition Program, Greg and his family chose to work with PSP because they felt that the company's partnership with key area businesses would provide the work settings and opportunities that would best mesh with his career goals.

Through the funding of Bellevue DVR, PSP began to explore office employment possibilities for Greg, focusing on the City of Seattle as a natural fit because of their extremely supportive environment. PSP provided the intensive training services Greg needed to learn his critical job tasks. Six months prior to graduation, Greg had a stable and rewarding job in place!

Today, PSP continues to provide job support services through DDA funding. Greg's DVR counselor, employer and employment consultant are all impressed with how well he has adjusted to his new position. Driven by a strong work ethic and a sheer love for the job, Greg has a promising career ahead of him with the City of Seattle.



Angelica Levya

Adriana Tossini, *Seattle Mercer DVR*

Angelica was referred to DVR as a 504 transition through her school physical therapist, Aoki. Angelica, who is diagnosed with Cerebral Palsy, had a spinal deformity that made it difficult to stand, walk and maintain balance. Her fine motor coordination was also limited. She is also diagnosed with a specific learning disability. She used a walker or crutches at school and she was provided door to door bus service through the school district.

At her DVR intake, I was immediately taken with her contagious smile and positive attitude. Angelica communicated that she wanted to attend college to learn office skills and computer technology. She wanted to work as an office assistant. Because she felt that she could not do both, she requested that I close her file. A big part of her hesitancy to pursue DVR services was transportation. I encouraged Angelica to reapply when she was ready to participate in DVR services and we would find a solution to her transportation barrier.

A year later, Angelica requested that I reopen her file. She had tried school and decided that she would like to pursue employment. Angelica completed Work Strides through DVR. The class made a big difference in her self-confidence, esteem, and determination. Angelica selected Taryn Farley with Northwest Center to be her job developer and coach. From the beginning Angelica and Taryn were kismet. Angelica thrived with her support. She became confident and was able to articulate her skills and abilities to employers.

A position became available that would not only be her first job but one that she considered to be her "Dream Job". Brown and Brown, a Seattle Insurance Broker, had an opening. Although Angelica did not have the skills and experience of her competitors, the company wanted to find a way to hire Angelica. Tracy Johnson and Alex Boggard loved her infectious smile and 'can do' attitude. Brown and Brown decided to create an additional part time position for Angelica.

Angelica works as an IT Associate. Alex and Tracy developed job responsibilities that include data entry projects, large mailing projects, logging in and closing out sales. Angelica is responsible for all their on-line social media and recently launched their Facebook page!

When Angelica received her first pay check she had to sit down. She said she had never seen so much money in her life and wasn't sure how to spend it. Of course that did not last long.

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JANUARY 2014

FEBRUARY 2014



Jacob Conway
Yvonne Bussler-White, Omak DVR

Jacob and his mother came to DVR to apply for employment assistance. Jacob wasn't sure of his strengths or goals for employment. VR Lead Counselor Bussler White worked with Jacob providing him guidance and counseling regarding his disabilities and barriers to employment.

During Workstrides class, Jacob had some challenges in articulating himself. He identified that one of his strengths was that he was loyal. And, his peers marveled at Jacob's drawings, as he had great artist ability. Jacob successfully completed WorkStrides.

During our meeting following Workstrides, VR Lead Counselor and Jacob discussed what employment would look like for him. Jacob's largest barrier is communication. Jacob has Asperger's Syndrome, including difficulty with conversation, eye contact, is withdrawn, difficulty with peer interactions, lack of follow thru and social skill impediments. We decided a team approach with his mother and hiring Career Path Services for a Community Based Assessment would help with the IPE planning process.

Jacob was referred to Career Path Services for a Community Based Assessment. Jacob's top two strengths are his artistic ability and organizational skills, using this information his Job Developer Becky Day placed Jacob at Rite Aid for his CBA. The store manager was in awe of his facing skills and a month after CBA completion, Joe decided to hire him on July 10th as a cashier.

Cashiering for Jacob has been difficult because he has to use a loud voice, so that elderly clients can hear him. Through on site job coaching by Career Path Services, Becky Day encouraged Jacob to push himself to do this, with practice from his coaches. As Jacob starts to feel safe, he has begun to open up. One of the store workers commented that she heard Jacob tell a joke to one of his co-workers the other day. He continues to make great strides in his pursuit towards job retention at Rite Aid and continues to develop and strengthen his customer service skills.

Jacob really enjoys his job at Rite Aid. Having his job there has helped him gain independence, he has made friends with his co-workers, and he is financially able to buy movies which he really enjoys watching in his free time. He has a future financial goal of paying off his student loans which he acquired while going to art school after graduation.

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FEBRUARY 2014

MARCH 2014



Eric Dere
Adriana Tossini
Seattle Mercer DVR

Eric was senior at Garfield High School in Seattle with no information or supports to transition to a post education school setting. His parents, immigrants from China, were never provided information on programs like School to Work (STW) or Government agencies like DVR and DDD. Eric's father was concerned about his son's future and contacted me on the advice from a business man in his community whose son was disabled.

The information provided by the family indicated that Eric most likely had an intellectual disability. I scheduled a neuro-psych that provided diagnoses of an intellectual disability and Autism.

I contacted the school district and requested a meeting to discuss Eric's barriers to employment and extending his graduation date until he turned 21. This would provide him with the opportunity to participate in a transition work based learning program and benefit from the DDD School to Work program for employment services.

Janet Nuyen, the coordinator for Swedish Hospital's transition program agreed to include Eric in her program. Through her efforts Eric flourished. He learned to deliver mail, to all the hospital's departments including adjacent buildings. Janet arranged additional opportunities that significantly increased his skills and his communication.

Unfortunately, when he left the program at 21, he did not find a job through the School to Work program. However, King County arranged to extend the program for Eric. Kerry Kakigi, of Mainstay, continued to work with Eric. A position at Mapsco was emailed to me by the late RT, Chris Spencer. It was a basic office position that included entry level office tasks. I forwarded the information to Kerry who immediately submitted Eric's resume. Eric was hired. Mapsco and Kerry provided the supports to make Eric successful in his job.

Eric works full time for Mapsco. He makes a livable wage and receives a full benefits package. He has his own cubicle and when the owner of Mapsco asked him if there was anything he needed, Eric replied that he would like a name plate on his desk. Eric was given a name plate. Eric never misses a day. He loves working at Mapsco. On Saturdays, he often works at his dad's auto shop.

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MARCH 2014



Judy Emerson
Shelly Lahtinen, *Kennewick DVR*

Judy is the Health and Wellness Director of Wnywood Columbia Edgewater in Richland, WA. She has been in this position for almost a year, loves the challenge, and feels she is making a positive difference.

I began working with Judy about 3 years ago after she had worked in the nursing field for almost 30 years. This hard work had begun to take a toll on her body and needed to find a position that utilized her experience and was not as physical. Judy had her AA degree and wanted to pursue a Bachelor of Science in Nursing (BSN). She had recently been a director of a senior living facility and felt that she could use her experience and skills managing the care of others rather than providing the care.

During the time that I worked with Judy, I was impressed with her level of drive and motivation with always having more than one job, raising children in a single parent home, and having a child with special needs requiring a lot of her time and emotional strength. I initially had concerns about Judy's ability to add full time college on top of all these other obligations.

Well, Judy had some struggles at first and after a psychological evaluation identified how she could benefit from some accommodations, Judy started her academic journey and managed to maintain a 3.0 gpa, as long as it was not math! While updating some prerequisite classes, Judy decided to continue attending our local community college and their new Bachelor of Applied Science in Management degree.

While only three classes short of completing this degree, she obtained a dream job position and took it. She plans on completing her bachelor degree and conquering that darn math requirement! You go Judy!! You are an inspiration to all! Thank you for letting me be a part of your success!

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APRIL 2014



Willie Marshall
Lynn Haslett, Arlington DVR

Willie Marshall has plenty to do now. But that was not the case just a few months ago.

William “Willie” Marshall came to the Smokey Point DVR office in November 2012. He had worked with DVR previously, but ended up closing his case. Willie said that he wanted to work and he told his DVR counselor “I just don’t know where to start”. Willie graduated from high school in 2007 and had held a couple of seasonal jobs, but had not found anything that really fit him. He said that he was tired of doing nothing and wanted to find a job. Willie was diagnosed with cognitive impairments at a young age and had a DDA case manager already. Willie and his VRC, Lynn Haslett, worked together for weeks to choose a job goal that fit Willie’s interests and abilities. Then, Willie decided that he wanted to work as a janitor.

DVR partnered with the Community Rehabilitation Program, Service Alternative’s Employment Specialist, Kristen Allred for placement and intensive training services. She and Willie started working his resume and applications. Willie’s outgoing personality and desire to work made him a perfect fit for Rainy Days Café in Lake Stevens. Kristen said she had been in the shop as a customer before and thought the atmosphere was friendly and relaxed. “I felt that someone who is kind to their customers is going to be kind to one of my clients,” Allred said. After working together with the employment specialist for just one month, Willie was offered a job at the café. The café owner provided 20 hours of training for Willie before he started working as part of the crew.

Now Willie performs a variety of tasks including caring for the outside plantings, emptying the trash, cleaning tables, and helping wrap baked goods for sale that day. The café owner is pleased with Willie’s work and enjoys having him as part of her staff.

“I try to do the best I can,” Willie said. “I wanted to find something to do instead of sitting around all the time and it worked out great.”

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James Hoag
Matthew Newton
Tacoma DVR

The IPE that was developed with James was a true effort in teamwork. From a birds-eye view, while working with DVR, James completed his AA degree in Human Services and became employed with Social Treatment Opportunity Program (STOP), a substance abuse and chemical dependency program designed to support people in Washington to overcome barriers related to drug use/dependence problems. James is working at STOP as a Chemical Dependency Professional.

Upon closer inspection to the details of this story, James and DVR coordinated services from 2009 – 2012 between Tacoma Community College, Washington Health Professional Services, other local treatment centers, Reading For The Blind & Dyslexic, local retailers, and then finally with STOP, by which we negotiated an On-The-Job Training program designed to fine-tune his skills as a Chemical Dependency Professional – Trainee (CDPT) after he completed his formal education and training.

James was determined eligible with DVR services due to multiple functional limitations and because of his hard work, determination, and collaborative attitude, we were able to address barriers and proceed upon a path of success. James continues to work with STOP, and they have proven to be a loyal partner in efforts to increase diversity in the work place by opening their doors to all talent.

It was a pleasure to work with James, and to assist him in gaining employment that betters our local community. This was a true success story of redemption, dedication, and perseverance. This story is not just a win-win. It's a win-win-win-win-win!

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JUNE 2014



Alicia Anderson
Aurelie Trier, Lynnwood DVR

Alicia came to DVR to get assistance with transition into the workforce after completing her Associates of Arts in Integrated Studies at Cascadia Community College. She identified several learning and mental health related barriers that were getting in her way. While working with DVR, she met with her mental health counselor to address these and maximize her success. In addition, she got involved in the community and attended a church group program in which she received awards.

Alicia was eager and willing to participate with DVR and go after her dreams. She completed a Comprehensive Vocational Evaluation which confirmed her passion of helping people, especially children. Her enthusiastic and caring nature served her well as she then attended the WorkStrides/Dependable Strengths class that was offered at DVR. She was a cheerleader for the others in the class and daily offered words of encouragement. Through the class Alicia learned more about her strengths and skills. Some of those included being a team player, adventurous, organized, detail oriented, and creative.

Alicia's confidence rose and she became more independent. Next she participated in a Community Based Assessment where she got to put her strengths to use. She volunteered at a summer camp as a coordinator of the arts and crafts area, directing the kids activities. The second site was at the Northshore YMCA where she worked in the Adventure Zone, entertaining and monitoring the children to settle conflicts and make sure they were using the play equipment properly and safely. Alicia's supervisors were very impressed with her dedication, work ethic, and rapport with the children. Ultimately, they offered her a job!

Alicia loves working at the Northshore YMCA. Her favorite part is meeting new people and investing in the lives of kids!

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JULY 2014

AUGUST 2014



Jason Allen applied for DVR services in February 2011 while he was receiving treatment and counseling for alcohol dependency issues. His goal was to go to school and find a career that could support himself and his four children. Jason's determination was evident from the beginning, and his counselor, Janet Booth, was impressed to see he was working in exchange for his living accommodations, doing temp work to pay for basic living needs, and working as a referee to pay for his treatment and child support payments. Jason's DVR counselor was impressed with his positive outlook, acceptance of responsibility and focus on moving forward.

Things got harder for Jason when cutbacks at work rendered him homeless. Jason lived out of his car for several weeks, before asking for assistance from others. Jason shared that he did not want to impose upon his family or friends. He continued to attend counseling, and decided to tell family and friends about his situation. Upon learning of his situation, he was invited to stay with a family member. Jason shared that this experience confirmed the importance of taking steps to develop his career path.

Jason Allen
Janet Booth, Kennewick DVR

Jason did extensive vocational exploration and found that the first couple of goals he researched were not going to be feasible goals, due to his legal issues. With encouragement, he kept searching and got information about a new program at CBC for Aerospace Machine Maintenance. This was a new grant funded program to fulfill new contracts approved by aerospace industry production work in Washington. He started training the following week.

Jason worked long hours to be successful in his training program, including tutoring sessions in physics, math, and drafting. He worked part time and continued his treatment plan. Jason kept his grades above 3.0. He completed the program in September 2012 with great success.

Jason started working with Joyce Newsom, DVR's OJT Pilot Program Liaison at Employment Security, and was employed in record time at Asko Processing in Seattle. He was hired as a "Shop Plate Technician," and was eligible for a full benefits package. He recently celebrated his one year anniversary. His current position is Chrome Plater, where he uses electricity, lead anodes, and Chromium Trioxide(CrO3) to hard chrome plate steel and stainless steel aerospace parts.

Jason stated, "All I need to do is focus on what I can control today and that I'm not going to drink today, sure takes the burden off of worrying about tomorrow."

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AUGUST 2014



Lee Richards
Yvonee Bussler-White
Seattle Mercer DVR

Lee Richards greets each person he meets with a big hearty smile. He admits his Autism has created barriers but he loves working in retail and customer services. He was a returning DVR customer who I worked with previously as a CRP Employment Specialist providing job coaching services. Our working relationship resumed as if no time had passed.

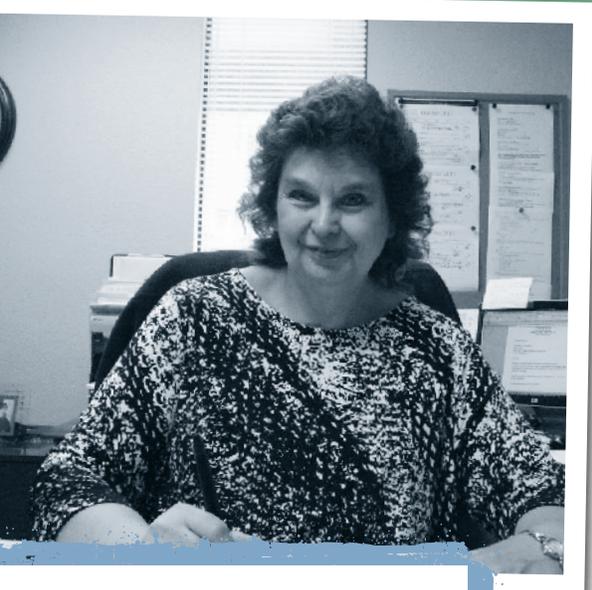
Lee had work for Safeway for over 10 years (with perfect attendance) as a part time position as a janitor. Lee had a disability related issue at his job site which resulted in him leaving his job. Unfortunately, Lee had dropped his DDA Supported Employment services and he had no supports to assist him with resolution of the issue.

Lee Richards was referred to Career Path Services for Job Placement Services and completed his intake in May of 2011. Lee worked closely with his Employment Specialist, meeting weekly as they job developed to locate positions. He had multiple interviews including Wal-Mart, Washington State Patrol, and Big 5. In March of 2013, Lee expressed frustrations over not yet having found employment and discussed opting out of seeking employment. Ironically, that very day his Employment Specialist had been contacted by Big 5 about an opening. Lee was offered an interview. Lee agreed to meet with the hiring authorities at Big 5, and he was hired on the spot. Lee was hired as a janitor working 25-35 hours a week. Career Path Services provided Intensive training and assisted Lee to transition to long term supports through Developmental Disabilities' Administration.

Lee remains employed at Big 5. His family reports work has given him structure and a sense of purpose. Lee enjoys his job and interactions with customers. He enjoys joking around with customers, many of whom have known him for years through his previous employment and who were excited to see him working again.

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OCTOBER 2014



Karin found herself at DVR after some life changing events. DVR was able to help Karin with vocational training, provide help with her studies, an OJT and work place accommodation once she was hired. She was able to utilize DVR services and other community resources to reach her vocational goal. Karin is working as an administrative assistant for Health Care Training Center in Spokane Valley. This is her DVR journey.

In 2008, I had just gotten a DUI. I thanked the Lord that no one was hurt, I was fine and that was my wake-up call. I haven't touched a drop of alcohol since January 6, 2008. This was the start of my situation. In April of 2008, I lost my job. This was the beginning of my problems with memory and recalling things. Shortly after this I was diagnosed with pseudo-dementia and it was scary for me. I was not able to complete tasks, recall information, multi task, and do things I had been able to do my whole life.

I was on unemployment and really struggling financially. I could find a few part-time retail jobs but nothing that I could do for long. I was feeling helpless and hopeless.

In the spring of 2009, I was offered a position with a friend of mine. The pseudo-dementia was still controlling my life, I soon found out. In my new position I was not able to memorize the script for getting a quote or the ability to navigate the computer program. At this time I was seeing a mental health professional. He changed my prescription for depression which is working well and also keeping my Fibromyalgia pain manageable.

DVR made a wonderful difference in my life. Working with my counselor, Angela Merritt and then Frances White, I was able to see a possible future. I had no education past high-school and always felt that was a detriment for me, but didn't see college as affordable. The direction and support of DVR was invaluable. I was able to finish a certificate program as a "Front Office Professional". What a boost to my self-esteem. I Loved going to school and learning.

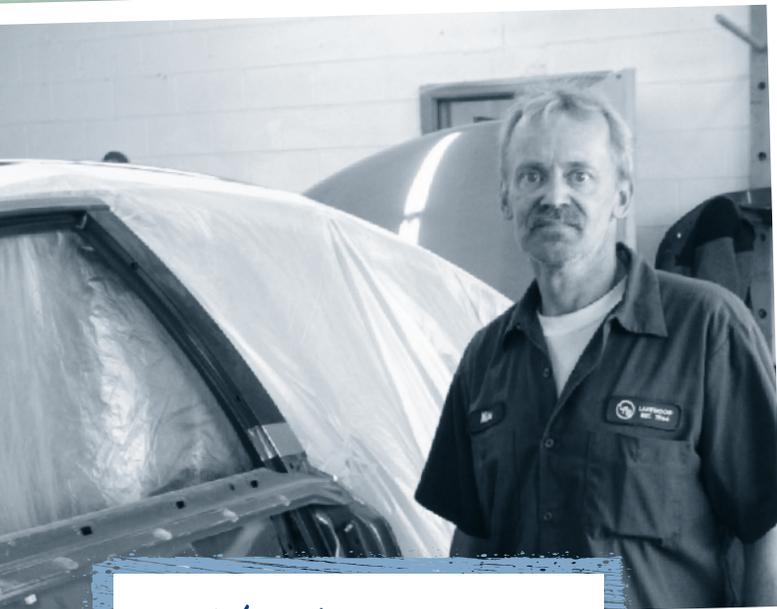
I'm now in a job that I absolutely LOVE!! My current position is hard work and long hours, but I so welcome the opportunity. I am valued as an employee and a human being in this position. I am able to work with the public in a customer service/sales capacity as well as given the opportunity to problem solve.

Karin Heikkila
Frances White, Spokane DVR

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OCTOBER 2014

NOVEMBER 2014



Mike Lindstrom
Matthew Newton, Tacoma DVR

Mike Lindstrom and DVR worked together in 2012, coordinating efforts to regain employment as an Automotive Technician and all around auto-jack-of-all-trades.

Mike came to DVR from the Department of Corrections' Lincoln/RAP Work Release Program. While in this program, individuals are allowed more liberties to make attempts to regain employment and assimilate into the local community through means of work. This program also continues several requirements related to chemical dependency and mental health services, all while attempting to obtain and maintain gainful employment.

Mike used his time wisely. Initially, what time was not spent in the local DVR office identifying ways to reduce barriers, increase skills, and develop his Individualized Plan for Employment (all while planning for his official release from DOC), Mike spent his time combing through the Want-Ads and knocking on doors enough to make any door-to-door

salesmen proud. This tenacity and drive paid off, and the partnership with DVR to equip Mike with the appropriate tools and skills boosted his employability to the point that he eventually found a home as an

Automotive Technician with a local, respectable body shop in Lakewood, WA.

Mike has the skills, drive to get better, and passion that will make him employable in any arena, while simultaneously erasing the old stereotype that you can't trust auto mechanics. Mike is a stand-up gentlemen and anyone who knows him knows that. It was a pleasure to assist Mike with his vocational goals, and I look forward to hearing what drives him forward in the future.

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Russell Rivers

Mandy Kipfer
Tacoma DVR

Being on the other side of a criminal history has led Russell to reflect on what truly matters. Looking back he knows being an addict is what spurred his tendency to go in and out of prison. He dropped out of high school due to challenges with concentration and focusing in school. Substance abuse seemed to be the way to help with depression and find comfort from abusive family members. A stable structure life was what he needed, but didn't have. "I basically raised myself," says Russell. Heroin, alcohol and cocaine led Russell to make poor choices. Prison was a learning process for Russell as he was able to obtain sobriety enough to realize he did have some ongoing mental health issues. Various symptoms such as paranoia, fear, concern, distrust and anger were the barriers he first began to notice. Despite the negative experience in jail this is when he first saw a mental health professional who diagnosed him and provided him with medication to reduce his symptoms.

Repeatedly he would get in trouble with the law. Finally Russell was court ordered to attend treatment. Russell has been clean from drugs for over 10 years. He has a mentor, a sponsor and continues with the 12 steps on a daily basis. He was able to transform his experiences into lessons by making presentations to the Victims Panel. Initially he was mandated but by his own regard has continued to share his experiences for the past 8 years. He travels throughout Washington state speaking. He has also been taking his medication on a regular basis which has assisted him in achieving his goals. He has monthly visits with his support team who hold Russell accountable. In 2012 he began volunteering for the Senior Center and received a medallion for the "Most Valuable Volunteer." His volunteer experience motivated him to take the next step towards actual employment. He applied for DVR services in 2012 and obtained employment at the Colonial Inn where he works as a Dietary Aid. DVR supported Russell in obtaining the requirements needed to become employed as well as providing benefits planning services to assist him with his financial responsibilities. He worked with Employment Solutions Plus who assisted him in applying for his job. Working at the Colonial Inn has helped build confidence and increase his financial freedom. Russell comes to work with a smile and according to him "working is a good feeling".

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DECEMBER 2014

Russell Bretches
Kathleen Grignon, Moses Lake DVR



Meet Russell, a man of persistence and determination. Russ served in the United States Air Force for three years. He then went to work

in the production department of a local food processing plant. After 25 years of employment, the company changed hands and Russ's department was eliminated. At that point he came to DVR to request job search assistance.

Russ requires significant accommodation in the areas of reading and writing but he did not give up. He worked closely with DVR, Employment Security, veteran's employment specialist and CRP Service Alternatives. He took temporary jobs while continuing to search for permanent employment. In September of this year, Russ' efforts paid off. He was hired by Homesley Construction as a carpenter's assistant. He is working full-time at above minimum wage, and is very happy with his position. His employer considers Russ a valuable employee.

Steve Ironwing, II
(Lakota Sioux)
Tia Mathews, Mount Vernon DVR

My addiction to alcohol and drugs had begun around the age of

16, and by the time my induction to DVR at the age of 41 I had also acquired some PTSD issues associated with my violent criminal behaviors. The beginning of the end for me was when my father passed away in 2008 and I subsequently received two DUI's as a result of my inability to cope with the severe grief and loss. I started chemical dependency treatment in Mount Vernon, WA and began attending 12 step meetings while living in a homeless shelter with my eight-year-old son. DVR provided me with some direction in regards to filling out my financial aid so that I could go to college, and DVR helped me with a psychological evaluation which in turn directed me to Compass Health for counseling. I began the Human Services program at Skagit Valley College in the spring of 2010 because I wanted to help people like me who were addicted to alcohol and drugs. I graduated in June of 2012 with high honors and DVR contracted me with Phoenix Recovery Services for a paid internship which resulted in full time employment. The supportive role that DVR has played in my life has given me the determination and motivation to further my career now that I'm self-sufficient. I am continuing to work on my Bachelor's degree and have every intention of graduating in June 2014 from a satellite program for Native American studies offered through the Evergreen State College.



"DVR believed in the vision I had of my future self, and for this I am forever grateful."

DVR ANNUAL REPORT 2013

Average Earnings

Federal Fiscal Year 2013

Average annual earnings of customers before and after rehabilitation.



Before
\$3,147.87



After
\$17,342.35

Sources of Revenue

Federal Fiscal Year 2013

Total: \$60,306,364



State Funds
\$12,250,646

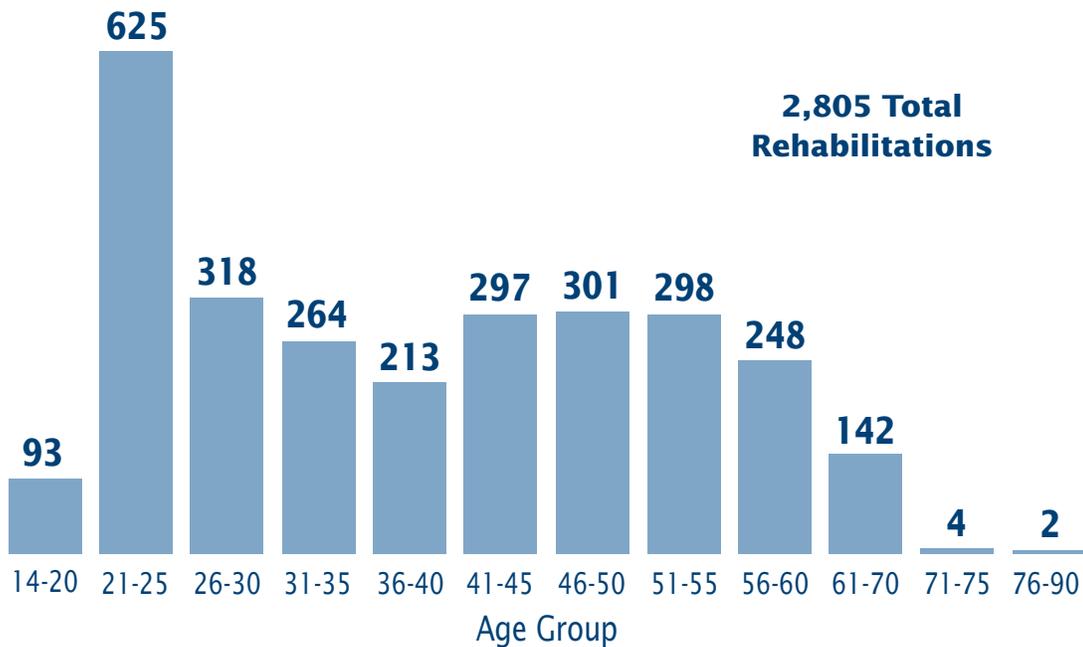


Federal Funds
\$48,055,718

Ages of Customers

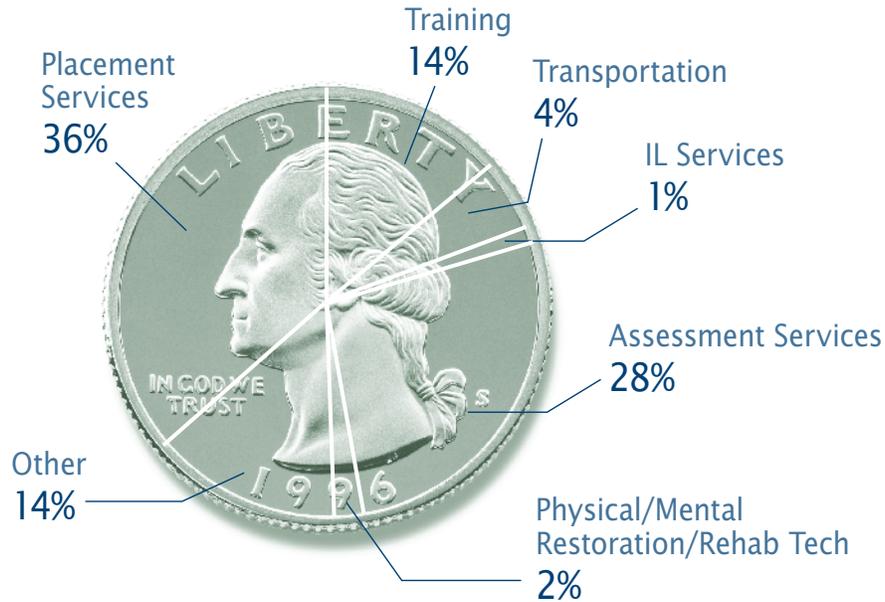
Federal Fiscal Year 2013

Total number of customers successfully rehabilitated in various age groups.



Case Service Expenditures

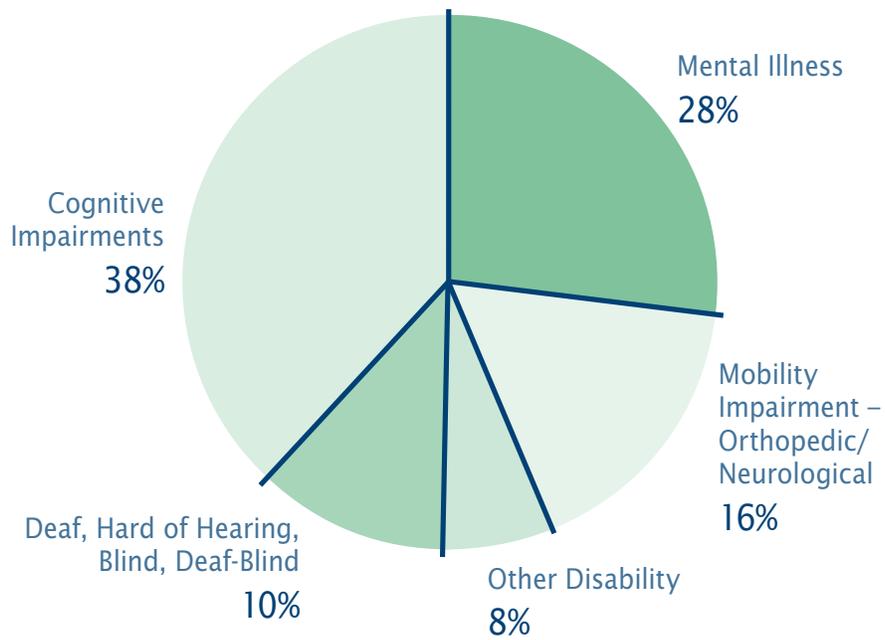
Federal Fiscal Year 2013



Types of Disabilities

Federal Fiscal Year 2013

Types of disabilities of rehabilitated customers.



DVR'S FOCUS:

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

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.

2013 DVR Annual Report

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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/dvr.

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DVR Division
of Vocational
Rehabilitation