

DVR *Division of Vocational Rehabilitation*



2018 ANNUAL REPORT



Rob Hines
DVR Director

DIRECTOR'S LETTER

This past year presented opportunities for DVR to focus on its vision and look to the future.

Order of Selection (OOS)

November 2017 marked DVR's implementation of OOS, which is required when a Vocational Rehabilitation (VR) agency can't serve all customers who are eligible for its services. OOS implementation required a great deal of communication with customers and the community, intense staff training, critical data entry, and the amendment of DVR's portion of the combined state plan. At the close of the 2018 Federal Fiscal Year, there were 3,606 customers on the waitlist for DVR services.

Mission, Vision, Values

This past spring, DVR staff at all levels engaged in local discussions that culminated in an agency-wide declaration of our mission, vision, and values.

DVR's Mission:

Transforming lives by assisting individuals with disabilities to fully participate in their communities through meaningful employment.

DVR's Vision:

Dedicated professionals leading the field of vocational rehabilitation, delivering exceptional experiences to every customer, every time.

DVR's Values:

- **Transparency** through clear, honest communication with customers, staff, and partners
- Acting with **Integrity**, upholding the ethics and values of our profession
- Promoting a culture of **Empowerment** for customers and staff
- Advancing rehabilitation practices through **Innovation**
- **Collaboration** with customers, staff, and partners that produces results
- Committed to **Diversity, Equity, and Inclusion** in all its forms to achieve excellence

Business Modernization

DVR's Executive Leadership Team (ELT) approved replacing its aging case management system with a new business management system to modernize DVR's work and to relieve the "technical debt" of keeping up with changes to the federal reporting requirements. DVR is exploring options that will include case management, a business engagement tool, electronic records retention, a participant portal, and other customized features.

Looking ahead

This coming year, DVR's priorities will include ensuring quality training for DVR staff, seamless integration of DVR services within the Workforce system, improving our expertise in Assistive Technology, and the continued management of DVR's resources for the benefit of our customers and community.

I wish to thank all of our staff, stakeholders, employers, and partners, for their hard work in support of our customers. It's only through their efforts that DVR's mission is fulfilled.

thank you!

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DON KAY RECEIVES 2018 GOVERNOR'S TROPHY

Our very own Don Kay, DVR's chief of operations, accomplished a significant milestone on Oct. 17, 2018, when he was named the 2018 recipient of the Governor's Trophy in Memory of Carolyn Blair Brown award at the Governor's Employer Awards program, America's Workforce: Empowering All, held at the Microsoft Conference Center in Redmond.



Don's achievement was well-deserved. Much like the late Carolyn Blair Brown, who embraced and faced the adversity put upon her by adult-onset blindness, Don has also embraced his disability and used it for good, dedicating his life to empowering individuals with disabilities to pursue their dreams and be successful in their career goals.

After earning a degree in social work, Don's lifelong pursuit in serving Washington residents with disabilities began in 1976 when he entered an internship at the Governor's office, responding to constituent complaints as well as representing the Office of the Governor at bicentennial events and planning the Washington State Legislative Conference on people with disabilities.

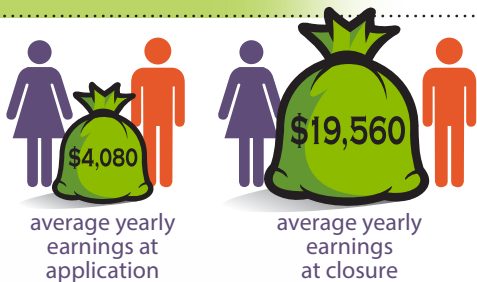
In 1979, Don started his first permanent state job as a senior policy analyst with the Governor's Committee on Disability Issues and Employment. In this role, Don spearheaded the inaugural Disability Legislative Reception, which is celebrating its 38th anniversary in January 2019. His first position at DVR was as manager of the Independent Living Services Program for which the director at the time personally recruited Don. Over his past 32 years at DVR, Don has performed at a very high caliber in the positions of regional administrator, chief of field services, assistant director, and, now, chief of operations.

While serving individuals with disabilities with gusto, Don's true north has been his life motto: "Life ought to work for everyone." Much of Don's contributions have been related to, and have dramatically impacted how, people living with disabilities are provided vocational rehabilitation services.

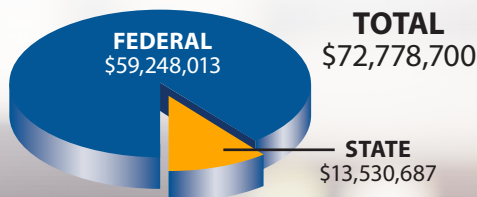
We here at DVR graciously thank Don for all his hard work and commitment to serving people with disabilities!

DVR BY THE NUMBERS

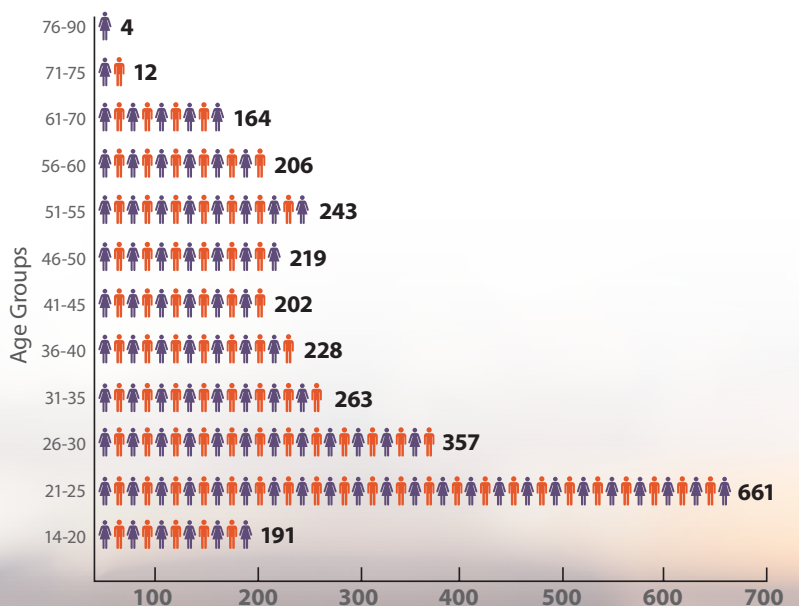
DVR CREATES INDEPENDENCE



SOURCES OF REVENUE FOR DVR in 2018



AGE GROUPS OF CUSTOMERS REHABILITATED





PUSHING PAST BARRIERS

Angela came to DVR looking for a way to utilize her customer service and interpersonal skills. Although she had a strong desire to work, Angela experienced barriers to employment due to cerebral palsy, as well as transportation and childcare needs. She was looking for a job that was close to home, and hours that wouldn't interfere with her son's school schedule. Angela did not have prior employment, so she was looking for a company that would give her an opportunity to gain work experience and grow vocationally.

A Community-Based Assessment with Puget Sound Personnel showed that Angela could perform well in a variety of work environments, so long as the work shifts weren't too many hours in length. Puget Sound Personnel reached out to management at MOD Pizza in Lynnwood and advocated for a position for Angela. It was agreed that Angela would start at a couple of hours per week. She

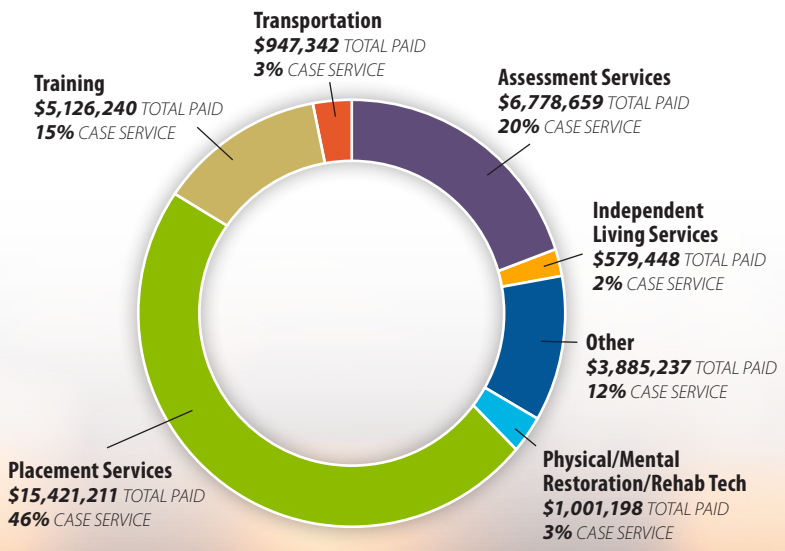
would have opportunity to increase her hours as she learned the job and gained skills. Puget Sound Personnel continued to work with Angela to provide Intensive Training Services. Once Angela was stable at her job, she was transitioned to long-term supports through Developmental Disabilities Administration.

Angela

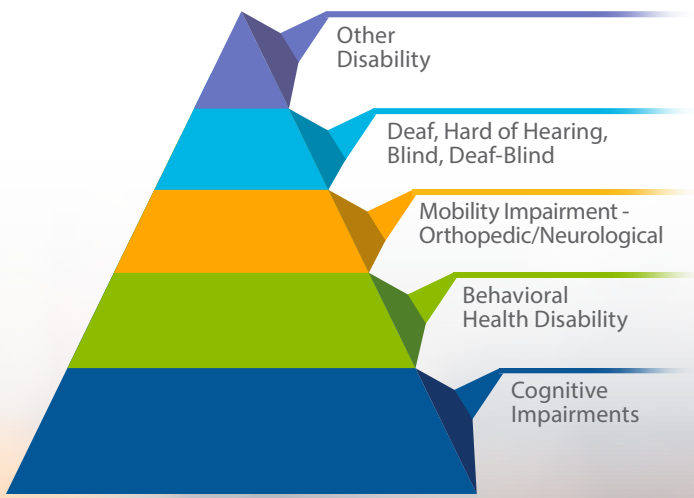
By David Stewart,
Lynnwood DVR Counselor

Angela mastered her initial tasks of maintaining the dining area. She now operates the cash register, where she rings up customers with a joyful smile. Angela's hours have also increased, working three shifts per week. When asked what she enjoys most about her job, Angela had nothing but positive things to say about the people she works with. The feeling is mutual. Angela's coworkers and supervisor appreciate her positive, thoughtful attitude and strong work ethic. Angela continues to excel in her first-ever employment, and both she and her employer are very glad that she is part of the MOD team.

CASE SERVICE EXPENDITURES



TYPES OF DISABILITIES OF REHABILITATED CUSTOMERS

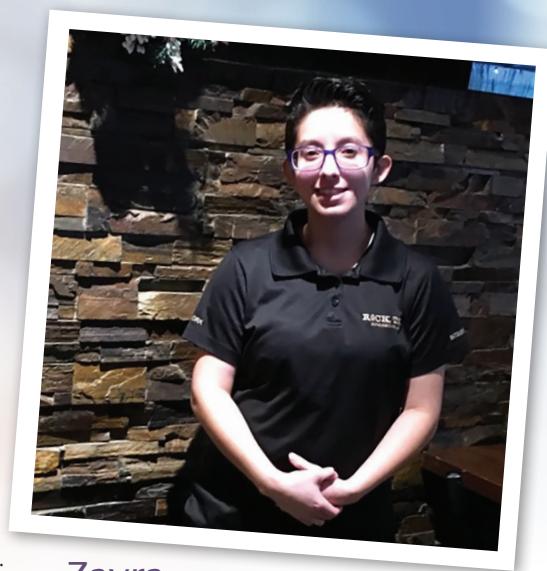


ENJOYING THE LITTLE THINGS IN LIFE

Zayra is a senior at Moses Lake High School. She describes herself as “a proud LGBT student.” She successfully landed a job serving customers and clearing tables at Rock Top, a bar and grill, with help from her vocational rehabilitation counselor and her high school transition teacher.

Zayra completed her high-school requirements before transferring to her local high school transition program. While there, Zayra participated in Pre-Employment Transition Services Job Exploration activities and Work-Based Learning internships. Last May, Zayra began her job search. Through supports from First Choice Services, a Community Rehabilitation Program, Zayra developed her plan for employment. She interviewed for a job at Rock Top and was hired the next day. Job retention services assisted her in learning job duties, developing natural supports, and setting up accommodations.

Challenged by a learning disability which impacts her ability to remember, Zayra states, “I am a hands-on and visual learner. Everyone tells me I won’t be able to do things on my own. I don’t pay attention to my surroundings and get lost easily. I work harder every day to remember, stay on task, and ask a lot of questions. I work best by having someone read out loud for me and double checking my work. I learn new things every day.” Her advice for attaining success: “Just enjoy the little things in life and have fun.”



Zayra

*By Kathie Grignon,
Moses Lake DVR Counselor*



Jimmy

*By Amanda Thomson,
Silverdale DVR Counselor*

Jimmy began working with DVR in the Silverdale office during his final year of high school as a School-to-Work client and continued to work with DVR after finishing high school. Jimmy worked with several different Vocational Rehabilitation Counselors during his time with DVR. He explored many jobs through the School-to-Work program and ultimately decided on a job goal of working in retail.

Jimmy and his job coach from Trillium Employment Services utilized a video resume to showcase his skills and focused weekly on practice interview questions. Jimmy soon found employment working the summer in the garden center at Home Depot. Jimmy enjoyed his experience so much that after his summer employment, he expressed a desire to return.

Trillium successfully worked with Home Depot to create a year-round position for Jimmy. The following spring he obtained a permanent position. He works in the garden center during the spring and summer. He waters the plants and provides excellent customer service. During the fall and winter months, he transitions inside where he stocks shelves. Employment has encouraged Jimmy to improve his confidence. He takes the bus to and from work on his own. Jimmy enjoyed his job so much that he needed to be reminded to leave at the close of his shift. DVR explored assistive technology options for Jimmy and ultimately decided on a watch that vibrates when the alarm goes off. This helps Jimmy know when it is time to clock out and to end his shift independently.

Jimmy has quickly become a dependable employee. He shows up to work on time with a smile. He enjoys helping customers and being around his fellow coworkers. Jimmy’s colleagues are naturally supportive and help him out when needed. After Jimmy successfully closed his DVR case, he received a “Homer Award” from Home Depot for his job performance, demonstrating one of Home Depot’s core values of “doing the right thing.”

HITTING A HOMER AT HOME DEPOT

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PERSISTENCE PAYS OFF

Isaac is a young man who understands the value of persistence and positive thinking when seeking your dream job. With help from his grandparents, and a referral by his teacher, Isaac applied for DVR services in May 2015 at age 21. A Community-Based Assessment and then an Individualized Plan for Employment was developed for him in early 2016. DVR, along with Service Alternative, a Community Rehabilitation Program, helped him secure a job in 2016 at Walmart where he excelled for a few months before being laid off, to no fault of his own.

Undaunted, he began a new job search and landed multiple interviews. He came to every interview, dressed appropriately and ready for action. Despite his best efforts, Isaac couldn't get his foot in the door. One day, Isaac's employment specialist noticed the Cost Less Carpet in Richland was hiring for a part-time janitor. She helped Isaac submit an application and resume. Isaac followed up in person and on the phone. In no time, he secured an interview.

The manager liked what Isaac had to offer. However, Isaac was told the candidate needed to be to work by 6 a.m. Isaac told the manager the first bus was at 6 a.m. The employment specialist encouraged him to take the 6 a.m. bus to the stop nearest Cost Less Carpet, walk to the front door, and check his watch. He then could call the manager and tell them what time he could start. Isaac did just that. Isaac's manager told him his extra effort got him the job. DVR coordinated services with Developmental Disabilities Administration to successfully place Isaac.

Isaac started April 2018. He now works 30 hours per week. He has been given more and more responsibility, and has renewed confidence. He's become more resourceful and independent, learning new skills every day and overcoming disability-related barriers, allowing Isaac to transform into a mature young man.



Isaac

*By Monica Valencia,
Kennewick DVR Counselor*

DSHS Mission – To Transform Lives

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Transforming lives

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www.dshs.wa.gov/office-of-the-secretary/division-vocational-rehabilitation
Providing Vocational Rehabilitation Services Since 1933

DVR Services are provided by State and Federal VR Funds. The VR program typically receives 78 percent in Federal funds and 22 percent in State funds. For detailed information on the dollar amount of Federal funds for the program, please visit <https://rsa.ed.gov/programs.cfm?pc=basic-vr&sub=awards>.