



All her life, Deborah Lord loved animals.

# Working in Washington

*2012 Annual Report*

**2012 MESSAGE**  
**FROM THE DIRECTOR**  
**Andres Aguirre**



It continues to be my pleasure to share our 2012 Washington Division of Vocational Rehabilitation Annual Report – Working In Washington. Our annual report features success stories of a few of our customers in a calendar format. We hope you enjoy reading about their success. We are very proud of all of our successful customers and are privileged to be a part of their achievement. These stories capture just a brief glimpse of each individual's unique journey to successful employment. We appreciate their willingness to represent a slice of the successes experienced by our customers in 2012. It has been a very productive year for Washington DVR and we continue to see an increase in the number of people who realize employment success through their DVR services.

Although we have been challenged over the past few years to exceed federal rehabilitation rate expectations due to the economic uncertainty and impacts on the job market, I am pleased to say that our continued diligence is paying off and we are closing in. The federal rehabilitation rate expectation is 55.8% and we ended FFY 2012 at 54.4%. I expect 2013 will be a breakthrough year for Washington DVR in this aspect.

We continue to experience excellent relationships with partners, vendors, the Washington State Rehabilitation Council, and particularly our state's employers as they persistently come through with jobs for our customers. Our staff remains focused, motivated and committed to championing individuals with disabilities to get jobs. Our customers deserve our commitment to their success.

Before I end, I would like to pay special tribute and a fond farewell to three beloved staff members who passed away in 2012: Mark Liberty was a VR Counselor in our SeaTac Office, Marian Norberg was a Benefits Planner in our Spokane Office, and Jena Johnson was a VR Counselor in our Bellingham Office. We are all blessed by them and their contributions to our customers. They will be dearly missed.



DVR and the Washington State Rehabilitation Council (WSRC) share a 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.

Together the WSRC and DVR conducted a customer satisfaction survey. We decided what we wanted to learn and who we thought could help us learn it. DVR paid for the Council to contract with the Research and Data Analysis Unit of DSHS to conduct a telephone survey (with reasonable accommodation and language bank access if needed) of 455 customers. Four hundred and two completed the survey. The response rate of 88.4% (+/- 1.67%) was remarkable. In June 2012 we issued the final report on the survey project. The following are our findings:

#### **Survey Respondents Confirm that DVR Does Many Things Well**

- More than ninety percent of all survey respondents strongly agree or agree that DVR services were provided in a respectful manner.
- Between 87.9% and 90% of survey respondents currently implementing an Individual Plan for Employment strongly agree or agree that their counselors want them to succeed.
- Of those respondents who became employed after receiving services from DVR, 74.6% are working as many hours as they want to work.
- 80.6% of respondents with closed cases affirmed that they are better off financially than before receiving DVR services.

#### **Findings that Merit Further Study and/or Action**

- Regardless of whether a survey respondent is currently implementing an Individual Plan for Employment, or has a closed case (with or without employment), 33-39% strongly disagree or disagree that DVR has helped them work with disability issues that have prevented them from getting a job.
- We note that of survey respondents currently implementing an Individual Plan for Employment, those with a plan open for 961-1400 days are less certain of their next step than those in plan for 61-420 days.
- Although we do not know how the survey respondents define the term “skill,” it is notable that between 29.3% and 46.4% of survey respondents strongly disagreed or disagreed that by working with DVR they were learning skills to get and keep a job.
- Close to 29% of those who became employed after receiving DVR services responded that they had not retained work.

# DVR'S FOCUS:

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



After seven continuous years of successful employment with the City of Seattle Department of Information Technology, April Cook was facing the threat of a layoff. The department's changeover to electronic record keeping would essentially eliminate her entire workload.

Although April's supported employment vendor, Puget Sound Personnel (PSP), worked with the City's IT department to expand her job description, there simply was not enough work to sustain employment long term. In the fall of 2011, April, her father Jeff and PSP determined that DVR's help was needed to explore other opportunities.

Working for the City of Seattle meant the world to April and PSP understood how difficult it would be uprooting her from this familiar environment. PSP worked diligently with the City to identify a supportive department that April could transfer to with minimal disruption to her regular routine. As a result, April was hired by the City's Human Resources Department.

Bellevue DVR, PSP, and the Division of Developmental Disabilities worked cooperatively to transition April to her new position. Bellevue DVR authorized PSP to provide the Intensive Training Services April needed to master her critical job tasks and successfully adjust to her new environment. Puget Sound Personnel continues to provide job support services as needed through DDD funding.



**April Cook**  
*Bellevue DVR/Puget Sound Personnel, Division of Developmental Disabilities*

April loves working in Human Resources as an Office Maintenance Aide and is pleased about the change that took place in her career. Her DVR counselor, employer and employment consultant are delighted and impressed with how well she adjusted to her new position. April's father happily reports that April has established positive relationships with coworkers and is proud to be a vital, contributing member of the team. With her first anniversary in HR soon approaching, it is easy to see that April's work ethic and enthusiasm will continue to drive her future success. Congratulations, April!

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4	5
6	7	8	9	10	11	12	
13	14	15	16	17	18	19	
20	21	22	23	24	25	26	
27	28	29	30	31			

January 2013



**Chris Struthers**  
By VRC Daren Carstens in  
Mount Vernon

Chris Struthers was referred to Chinook Enterprises Community Employment Division in September 2010 by the Divisions of Vocational Rehabilitation and Developmental Disabilities. Chris is an exceptional young man with a fantastic sense of humor, he enjoys movies and outdoor extreme sports such as motocross, snowmobiling and quad riding. He and his grandfather, Daryl Struthers, shared that Chris has a terminal, degenerative disease called Ataxia-Telangiectasia (A-T), affecting his muscle control, vision and mobility. They also shared that Chris' primary goal was getting a job, and stressed the urgency of that desire as his muscle control and overall health would continue to deteriorate.

Chris worked with Chinook's Employment Specialists to discover his interests by job shadows and assessments in a variety of environments. Through DVR assessments Chris grew more confident and began asking for what he needed to be more successful in his work environment, while learning to voice his opinions constructively. While completing his last DVR assessment Chris found a job with AMC Theater in the Cascade Mall. He and his Employment Specialists Paul O'Donnell and Jess Norely immediately recognized AMC as a very special place, the entire staff instantly welcoming him aboard. Most of them are also young adults employed in their first job, and they enjoy bonding over their favorite types of movies, something Chris also enjoys very much.

Chris interviewed for a ticket taking position and worked his first shift on June 1, 2011. Chris said of his job, "This is something I always wanted. I set a goal to work here for at least a year. I want to work here as long as I can." He recently earned the highest employee rating in an online customer survey and received a bonus.

Chris has grown leaps and bounds. Initially, Chris tried to do more than he was physically capable, but has since grown into a wonderful advocate for himself. He asks for the accommodations he needs and AMC has been extremely generous and cooperative. Chris' grandfather shared that "Christopher has wanted a job since he was in high school. We are so thankful for the position at the theater! Christopher has a lot of limitations but movies are one thing he has always been able to enjoy. Getting a job in this industry is so perfect for him! You hear about people who say that their jobs aren't work because they do what they love. That's how Chris feels about this gig. The value it adds to his life, I can't tell you what a purpose it gives him."

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>February 2013</b>						1	2
	3	4	5	6	7	8	9
	10	11	12	13	14	15	16
	17	18	19	20	21	22	23
	24	25	26	27	28		



**Brian Francois**  
*By VRC Louise Goodman  
 in North Seattle*

Brian Francois was diagnosed in 1979 at age sixteen with childhood Hodgkin's Lymphoma which went into remission until 1994, then again into remission after being diagnosed with non-Hodgkin's Lymphoma in 1997. He remains in remission and is also impacted by an autoimmune blood disorder that requires occasional treatments. Although Brian functions quite well, he is not able to work full-time and came to DVR in 2010 looking for a part time job.

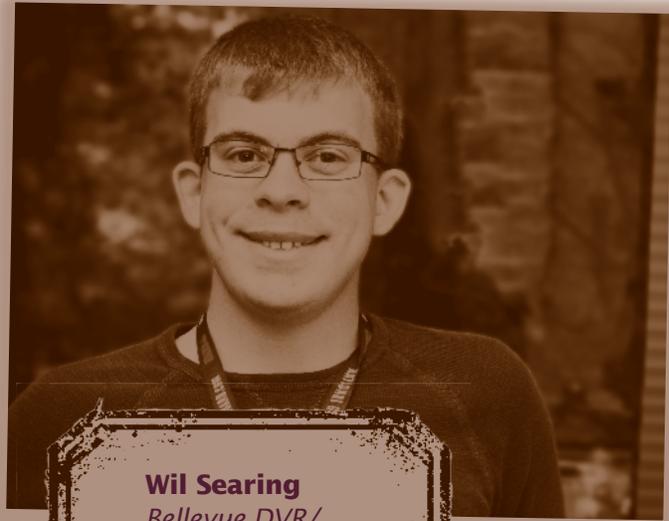
His exhaustive year-long job search efforts along with the DVR WorkSource team led Brian and his VR Counselor, Louise Goodman, to look at other options. At that time Brian and his wife Noemi were making cookies for their family and friends as birthday and Christmas gifts. They were encouraged to start selling them. With the cookie orders increasing the growth potential for his small baking and catering business, his counselor discussed converting to a self-employment plan. An additional benefit planning review was done to determine how his business would fit with his SSDI income and a business feasibility study was completed.

Noemi initially came up with the business name of Brianoems' Cookies, which soon evolved to Brianoems' Gourmet Cookies. DVR helped with the start-up costs involved to get to the commercial level. Brianoems' Gourmet Cookies needed to move into a commercial kitchen facility, get permits and licenses, office supplies and equipment, establish marketing and a website. Their professional website was developed by InterOrb, a company owned by another successful DVR client.

Brianoems' Gourmet Cookies is very grateful to DVR for the help in starting their small business. They have been successful for just over a year and have remained on track. Their cookies have been used as fundraisers by the Puget Sound Adventist Academy. One of the students was inspired to use the funds from some of the cookie proceeds to help the people of Haiti get clean water and school supplies. They can be found on the web under brianoemscookies.

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1	2
	3	4	5	6	7	8	9
	10	11	12	13	14	15	16
	17	18	19	20	21	22	23
	24	25	26	27	28	29	30
	31						

March 2013



**Wil Searing**  
*Bellevue DVR/  
 Puget Sound  
 Personnel, Division  
 of Developmental  
 Disabilities*

Wil Searing proudly wears the coveted “blue badge” of a Microsoft employee with benefits. As a Lab Assistant in the company’s Mac Business Unit, Wil is working his dream job and feeling “as light as a feather” as he puts it, thinking about what he has accomplished. And that is much.

Wil’s pathway to employment involved a committed service delivery partnership between DVR, the King County School to Work program and employment vendor Puget Sound Personnel (PSP). The ongoing support and guidance of his family were also critical to Wil’s success.

His parents understood that their son’s Autism would present unique challenges in finding suitable employment and building a truly independent life. Utilizing vocational services in the community, Wil was enrolled in the School to Work program in Issaquah where he lived and went to high school.

The Issaquah transition program facilitated many unpaid internships that enabled Wil to gain valuable work skills and improve his social interactions. In his last year of transition, the Searings faced a critical decision. They needed to find an employment vendor willing to “think outside the box” to ensure Wil’s aptitude for computers and his artistic capabilities would be put to work to grow his potential.

After interviewing vendors, the Searings chose Puget Sound Personnel. They felt that PSP would partner with companies that could provide Wil with the work environment he desired.

Through the funding of DVR, PSP set out to explore the possibilities for Wil in both traditional and non-traditional settings. Given Wil’s interest in computers, Microsoft seemed like a great fit. The challenge was to help Wil get a foot in the door. Working creatively, PSP developed a position for him as a contract employee through the Populus Group in August of 2011. One year later on August 20, 2012, Wil Searing was given a raise and asked to join Microsoft as a permanent employee. With his blue badge as a clear sign of what is possible for people with disabilities, Wil is facing a bright and rewarding future at a job he loves.

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5	6
	7	8	9	10	11	12	13
	14	15	16	17	18	19	20
	21	22	23	24	25	26	27
	28	29	30				

April 2013



**Lucy Blucher**  
By Mary Matusiak,  
VRC in Tacoma

Lucy started working with DVR in December 2008. Lucy had successfully worked for Weyerhaeuser for fifteen years but gave up her position when her young daughter was diagnosed with Lupus and needed more care. Once her daughter's health was stabilized, Lucy wanted to get back into the workforce, but the economy had begun taking its toll and jobs were scarce. Lucy also had not realized that she was progressively losing her hearing. She needed hearing aids and was unable to find work. She had already purchased her hearing aids before applying for DVR services, but continued to experience a lot of frustration at not finding work and began experiencing debilitating depression. During this time, Lucy attended a five week training course through Washington Women's Education and Employment that helped build her self-esteem and gave her hope.

Lucy's DVR services were not very fruitful until Mary Matusiak took over her case in February 2011. At that time, Lucy had recently left employment through a call center company with whom she had worked for about 6 weeks. Lucy had a variety of job interests, mostly involving office work. Upon some further discussion with her, it came to light that she would be interested in a job within the social service field.

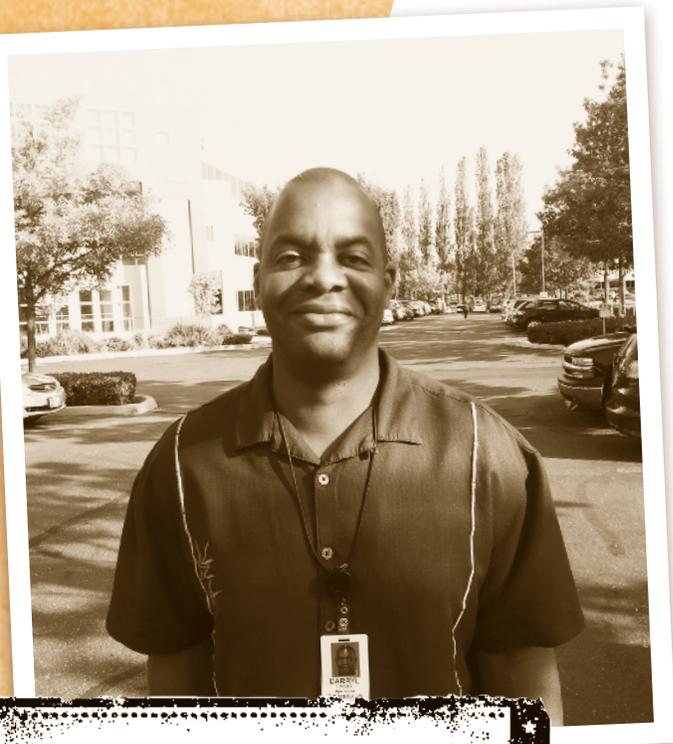
Lucy was very interested in family advocacy and had considered starting a family advocacy business but that was not feasible at the time.

Due to the fact that she had recently completed schooling, Mary and Lucy determined that an internship opportunity might be appropriate for her. She worked with a vendor on several different options, and at one point was considering a position with the state. Unfortunately, that opportunity fell through. Despite her frustration, Lucy kept moving forward. This came in the form of a position as a peer counselor for both adults and children, at Comprehensive Mental Health. CMH offered to host Lucy as an intern, provided that during that time she obtained her certification as a peer counselor, which she did. She received many positive reports from their agency, and by the end of her internship, they hired her as a permanent employee.

Lucy loves her work and has devoted herself to her position at Comprehensive Mental Health. She has also shared her success story with transition students at the Tools For Success Conference in Spring of 2012.

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2	3	4
	5	6	7	8	9	10	11
	12	13	14	15	16	17	18
	19	20	21	22	23	24	25
	26	27	28	29	30	31	

May 2013



**Darryl Hailey**  
*By Mark Dixon,  
 VRC in Redmond*

Darryl Hailey applied for DVR services in March 2010. He had not worked in 10 years and struggled every day due to Agoraphobia and Panic Disorder. At that time, he rarely left the house. He was a stay-at-home father for many years but, his kids were getting older and he needed to face his fears.

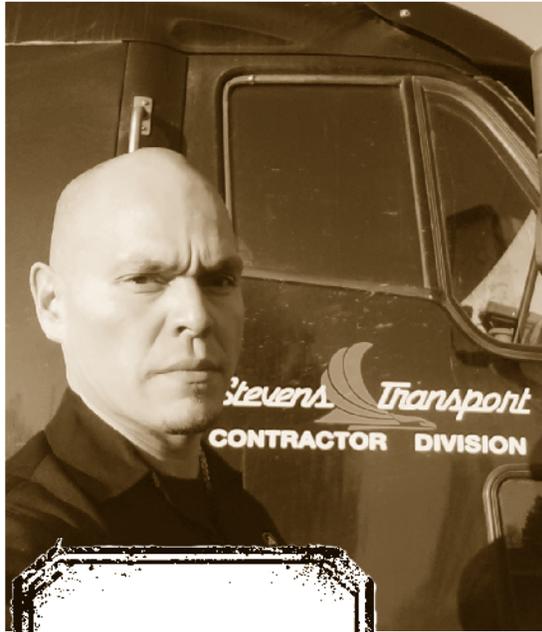
Darryl participated in an initial psychological evaluation indicating he had limited insight into his difficulties. He appeared to initially intellectualize, using reasoning as a way to defend against uncomfortable emotions. However, he spent many hours each day working through his fears. Darryl built fantastic rapport with Dr. Robinson and was able to take step-by-step actions to overcome his issues. Darryl followed through diligently with cognitive behavioral therapy over a 2-year time span. Darryl also began medication which helped him deal with the real world.

Darryl had been taking some online classes through the University of Phoenix, but he was unsure if he wanted to continue. Darryl discussed several options with Mark. They agreed that the best course of action was for him to take one more year and complete an AA degree in Information Technology. Throughout the VR process, Darryl demonstrated courage, motivation and determination. Slowly Darryl began integrating back in to society. It was very difficult but he had incredible support from his wife, Dr. Robinson and from DVR.

Darryl graduated in June 2011 and was offered a job in November 2011 at Amazon.com as a Customer Service Assistant. He was fortunate as well because he was able to work from home. After nine months of successful employment, he got a new job with a higher salary at Premera Blue Cross in July 2012 and is very happy. Darryl is a DVR success.

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
							1
	2	3	4	5	6	7	8
	9	10	11	12	13	14	15
	16	17	18	19	20	21	22
	23	24	25	26	27	28	29
	30						

June 2013



**Victor Martinez**  
By Amanda Kipfer,  
VRC in Tumwater

Victor Martinez first sought DVR services in 1989 with a desire to become a certified technician and work for the Ford Motor Company. He is a very bright man who was frustrated that his severe learning disabilities kept him from a career of his choice. Through DVR, he was able to get a computer and obtain the certifications he needed to become a certified technician. He worked for Ford for 13 years as a master certified technician and served ten of those years as team leader before changes at Ford eliminated his position.

He went back to DVR and was able to obtain a position for nine years as Logistics Manager for Mercedes Benz. He excelled at being the go to behind the scenes guy. The economy went south and his career at Mercedes Benz ended. Victor was devastated because he had worked hard in this leadership position.

After two and a half years unemployed, Victor went back to DVR. Even though he had an outstanding resume, was a very stable employee with excellent integrity, and took pride in working to the best of his ability, he couldn't find work.

He researched which industries were hiring and discovered that the trucking industry was a solid choice. He cringed at the thought – not in a million years would that have been his goal. But he knew he had to adapt in order to sustain his life. DVR paid for his CDL schooling, provided a computer and a tutor. At first

he was embarrassed about needing a tutor but got over it when it became one hundred times easier to comprehend and fully learn the information he needed to study. He achieved his CDL with a high score. Although he was wooed by several trucking companies, he chose Stevens Transport because the company owns its own vehicles, is self-insured and owns its own brokering company.

The company invests a lot in their employees and puts them through intensive safety, driving and logistics training. He did so well at the training that he was given the opportunity to become an owner/operator in record time. Victor will have his truck paid off in May 2013 and will hire someone to drive his truck while he goes to school for a Master's degree in Business. Victor is a master at using his skills and natural abilities to achieve his goals. Victor also uses a great deal of down to earth diplomacy and politeness with everyone he serves along the way.

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5	6
	7	8	9	10	11	12	13
	14	15	16	17	18	19	20
	21	22	23	24	25	26	27
	28	29	30	31			

July 2013

Karen Budke worked at the Fircrest Residential Habilitation Center cafeteria as a bus person for more than 20 years. Also referred to as the Fircrest School, this facility near North Seattle, provides support to about 200 people with developmental disabilities in a residential setting. The school is managed by the state Division of Developmental Disabilities (DDD).

During the state's fiscal crisis in 2010-2011, Fircrest School experienced budget cuts and Karen lost her job due to the downsizing. Karen was well known and liked in the Fircrest School cafeteria, where she was known to always remember people she met who came through for a meal.

When Karen's job ended, she was without the day to day structure that she had known for most of her adult life. Being a long-time customer and employee of the Division of Developmental Disabilities, she was known personally by many staff. When her job ended, Rod Duncan, a DDD Administrator, contacted the Lynnwood office in April 2011 to personally coordinate her referral to DVR. She came to DVR seeking another opportunity to be productive and continue working in her community.

DVR partnered with the Community Rehabilitation Program Provail's Employment Specialist, Danielle Donatelli, to provide Job Placement and Intensive Training services to Karen. Through these services, Karen not only obtained employment at Chipolte's in Lynnwood, she also was able to obtain a DDD Waiver, which will allow her to have guaranteed long term employment support services. Karen loves her work and looks forward to going to work! She takes pride in what she is doing, and she is a vital and energetic team member. This was most certainly a win-win for Karen, Chipolte's and the community!

*(Also pictured is Joni Pfeifer, DVR Rehab Tech and Karen Clack)*



**Karen Budke**  
By Karen Clack, VRC  
Lead in Lynnwood

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2	3
	4	5	6	7	8	9	10
	11	12	13	14	15	16	17
	18	19	20	21	22	23	24
	25	26	27	28	29	30	31

August 2013



**Nick Bruns**  
*Helen Christensen,  
 VRC in Vancouver  
 and Cynthia Ramirez,  
 Employment Counselor*

I became disabled in 2004 after being diagnosed with a brainstem tumor. The operation to remove the tumor left me unable to swallow, eat, talk, walk, nearly blind, and caused problems with my body's autonomic system. I nearly died from pneumonia. Although it was devastating when the doctors said I would never eat, talk, see normally, walk, or do the things that I used to, I was happy to be alive.

I heard about DVR in 2006, but instead pursued a college degree to work as a parole or probation officer and graduated in 2011 with a Human Services major. By this time, I had recovered from my major disabilities and regained my body functions, but still had some impediments that made it hard to get jobs I liked or was physically capable of doing. My lack of professional experience forced me to look for a low-wage, high-turnover job that didn't involve my training or education. After submitting hundreds of resumes for positions, I become extremely discouraged. In 2012 I reluctantly applied for DVR services. I worked with DVR Counselor Helen Christensen and Employment Consultant, Cynthia Ramirez, who worked closely with WorkSource, a resource that I was already utilizing.

I was taught the in's and out's of job searching and was given tools to identify and develop my skills, abilities, and aptitudes. I was encouraged to set employment goals. I learned the correct way to write a resume and cover letter, fill out applications, proper dress code, etiquette, communication, and techniques for interviewing. They found job prospects through WorkSource, and acted as a mediator between potential employers.

DVR paid for interview clothes and on the job training to get me started in a potential position. That opportunity did not work out, but I was soon hired as an IT technician with Triad Technology Systems. This was a big change for me, but fit my skills and aptitude for computers and technology perfectly. DVR also provided software and the tools I needed.

My experiences with DVR were AMAZING. I love my job and work for a great company. DVR staff provided a positive and encouraging environment, connected with me on a personal and professional level, and were committed to my success. DVR has been a godsend by providing the help I needed to fulfill my job goals. I can provide for my family, who were my motivation throughout this process, and enjoy a higher quality of life.

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
September 2013	1	2	3	4	5	6	7
	8	9	10	11	12	13	14
	15	16	17	18	19	20	21
	22	23	24	25	26	27	28
	29	30					



**George Wooley**  
By Megan Nelson,  
VRC in Lynnwood

“It’s all good!” This is George’s life motto. This became his motto when he was faced with two life altering strokes that forced him to deal with what he calls “stone walls” during his recovery. He realized he no longer could jump over the stone walls and had to find new passages around them to move ahead.

George Wooley was successfully self-employed in the construction field for over 30 years. He ran a construction business, an equipment rental business, and a demolition business. He was also involved in many phases of construction including building, plumbing, and cement work. While running his businesses was his passion, he did not realize that he had to slow down until he had a stroke that changed his life and forced him to close his businesses. George was left with problems with his speech and the inability to find the right words, stating “My words do not align with what my brain wants to say.” He felt that his real gifting and success in the construction field was his ability to communicate. Suddenly his gift was taken away and this completely changed his life.

He had to stay home, learn to talk, and function again but differently. He worked hard to evaluate himself and what was important. However too soon after his recovery, he found another job. He pushed himself hard again and fell on the job, hitting his head and triggering another stroke. After another much longer recovery, he knew that he “really wanted to work again” and knew physically and mentally that he had to slow down. In January 2011 he was referred from Work Source to DVR for services.

Today, George is happily working at what he calls a “good job.” George, with the help of Steven Lashley, from Neurological Vocational Services Unit now gets to work and talk with a whole coliseum of people - 65,000 to be exact. George is a part-time Custodian at Century Link Field and loves the energy there. He talks to people all day long, helping them find their seats or happily directing them to the bathrooms. He feels that his job is very important because he is doing something that helps people and “it’s all good” because he gets to make them happy.

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4	5
6	7	8	9	10	11	12	
13	14	15	16	17	18	19	
20	21	22	23	24	25	26	
27	28	29	30	31			

October 2013



**Deborah Lord**

*By Bev Mandahl, Rehabilitation Technician in Mount Vernon*

Deborah was diagnosed with Type 1 Diabetes at about 11 years old. By age 40 her right foot had to be amputated and six years later her left leg was amputated below the knee due to her diabetes. Diabetes, neuropathy, gastroparesis, and vision problems slowed her down many times, but NEVER stopped her. The amputations did, however, make it difficult to hold down a job.

All of her life, Deborah loved animals – rescuing, nursing and raising them. She and her family always had a variety of animals including skunks, ferrets, raccoons, lions, cats and horses. They now operate an animal sanctuary where they take in animals to live out the rest of their lives.

Deborah says that she always wanted a job working with animals. She applied for DVR services in June 2011, and in July 2011, she literally “fell” into her profession when she went to Lickety Clips Grooming and School to pick up Abbey, a 3-legged border collie. She walked through the door and fell flat on her face, making quite an impression on Nancy Thomas, owner and instructor. Nancy and Deborah talked about her passion for animals and thought training as a professional groomer would be great for Deborah. DVR got the ball rolling for Deborah to attend the training she needed.

Rehabilitation Technician Beverly Mandahl shared that when Deborah first came to DVR for services she said “I just want to complete something,” after being ill for so long it had been difficult to bring anything to fruition. She graduated in June 2012, has her own business as a professional groomer, and contributes to the Skagit Valley Animal Retirement Sanctuary where she works.

Deborah is grateful to her mom and husband for their awesome support and faith in her and to Bev and Nancy for helping her create her dream career.

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>November 2013</b>						1	2
	3	4	5	6	7	8	9
	10	11	12	13	14	15	16
	17	18	19	20	21	22	23
	24	25	26	27	28	29	30



**Casey Walker**

*By Nicholas Beers Michiels,  
VRC in Lynnwood*

The first time Casey worked with DVR was in 2000. He was graduating from High School, and worked with DVR transition services to gain his first job as a courtesy clerk at a local grocery store. This employment was a great fit for Casey at this time, because he was a very social person and always willing to help out. Casey continued working with DVR to address disability related barriers in this employment setting. Those barriers were short term memory, sustaining attention, and mobility differences. Casey stayed at this job for about 10 years before it ended in 2010.

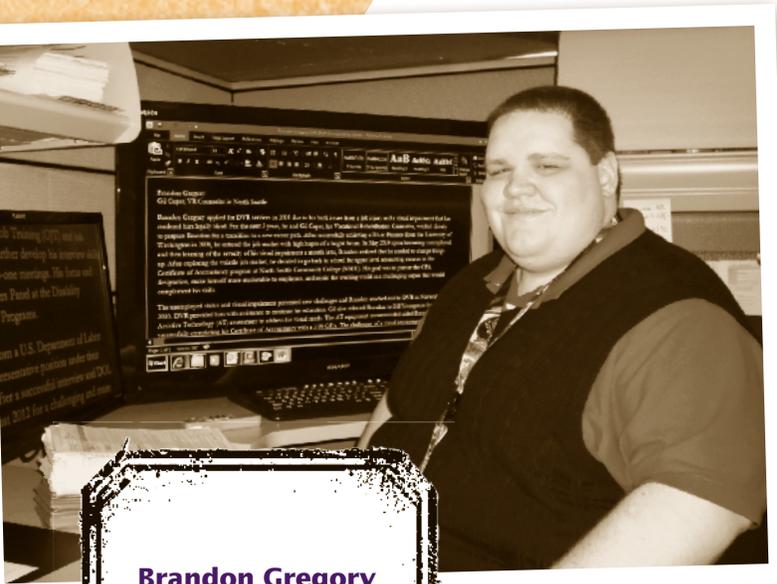
Unemployed and years older, Casey returned to DVR in 2011 for assistance with identifying employment options that would be a good fit and with options for long term success. With a supportive family network, Casey was able to really utilize his DVR services to participate in assessments that provided him with insight into his employment related work styles, interests, values, and beliefs. Casey's previous work with DVR and his extensive experiences as an employee allowed him to come back to DVR with a strong insight

into his aptitude. Before committing to an employment goal, he gained exposure to the following work areas: Recycling, manufacturing, and food services. Some of these areas started out looking like a good fit, but as Casey volunteered he discovered that some of these work areas were not supporting his values and interests. In his last volunteer experience, a Community Based Assessment, Casey worked with a local retirement home in the Dining Services. The employer at the retirement home was so pleased with Casey's work ethic, positive attitude, and great customer service that he offered Casey a job.

Casey accepted employment with that retirement home, and now works full time with benefits. He says that the best part is he absolutely loves his job. His employer and the residents he serves love him back! Casey called Nicholas a month after his case was closed with an update. He shared that he had just received an award for outstanding customer service, an award that was voted on by residents and management.

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>December 2013</b>	1	2	3	4	5	6	7
	8	9	10	11	12	13	14
	15	16	17	18	19	20	21
	22	23	24	25	26	27	28
	29	30	31				

In 2010, Brandon Gregory applied for DVR services due to job injuries to his back and a visual impairment. Over the next two years, he and Gil Cupat worked closely to prepare Brandon for a new career path. After successfully achieving a BA in Finance from the University of Washington in 2006, he entered the job market with high hopes. Brandon became unemployed in May 2010 and a month later learned that his visual impairment rendered him legally blind.



**Brandon Gregory**  
*By VRC Gil Cupat  
in North Seattle*

He decided in June 2010 to take upper level accounting courses for the Certificate of Accountancy program at North Seattle Community College (NSCC) to pursue a CPA and become more marketable. Brandon's challenges with vision and employment prompted him to apply to DVR in November 2010. Gil provided education assistance and referred Brandon to Bill Youngman for an Assistive Technology (AT) assessment to address his visual needs. The AT equipment aided Brandon in completing his Certificate of Accountancy with a 3.98 GPA. His visual impairment challenges and learning of AT resources sparked Brandon's passion to raise awareness to issues faced by those with sensory impairments and led him to create the Visions of a Future website ([visionsofafuture.wordpress.com](http://visionsofafuture.wordpress.com)).

The website, part of an independent study research project at NSCC, has been utilized in AT classes at Auburn University in Alabama and afforded Brandon with an opportunity to meet with Rick Sweeney, Executive Director of the Washington State Board of Accountancy, and also serve as an honored guest speaker at NSCC's President's Day and Student Convocation.

Brandon's commitment, tenacity, and "can-do" attitude led to a referral to work with Bo Welch, DVR Employment Coordinator at the North Seattle WorkSource. He was also referred to Brent Masters at the Employment Security Department to participate in an On-the-Job Training (OJT) pilot project for job placement. Working with Brent and Bo, Brandon grew more confident and further developed his proficiencies with interview skills, job search strategies, and resume/cover letter writing. He was also invited as a guest speaker on the Transcending Barriers Panel at the Disability Underemployment Symposium hosted by the U.S. Office of Federal Contract Compliance Programs.

Bo was contacted by the U.S. Department of Labor (DOL) for a candidate to fill a position through Schedule A hiring and immediately recommended Brandon. Brandon was hired in August 2012 as a Claims Examiner for the DOL's Office of Workers' Compensation Programs Division of Energy Employees Occupational Illness Compensation ([www.dol.gov/owcp/energy](http://www.dol.gov/owcp/energy)). DVR's Bill Youngman was again brought in to consult on Brandon's AT needs.

Brandon is very pleased with his new career at the DOL. He loves the challenge of learning new information and making a positive impact for his claimants. Through DVR and Employment Security's help along with the DOL's caring and welcoming work environment, Brandon truly is a success story. Brandon and his fans believe that there is no limit to where success will take him.

# DVR annual report 2012

## Average Earnings

Federal Fiscal Year 2012  
Average annual earnings of customers before and after rehabilitation.



Before  
**\$2,863**



After  
**\$17,548**

## Sources of Revenue

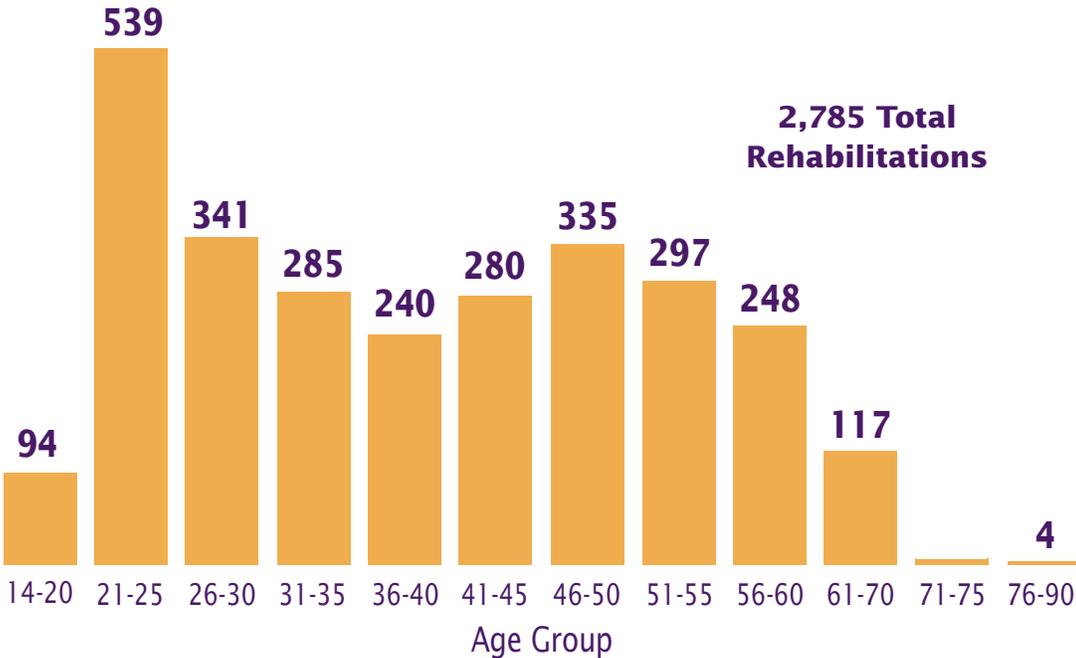
Federal Fiscal Year 2012  
**Total: \$69,794,136**



State Funds  
**\$12,587,280**

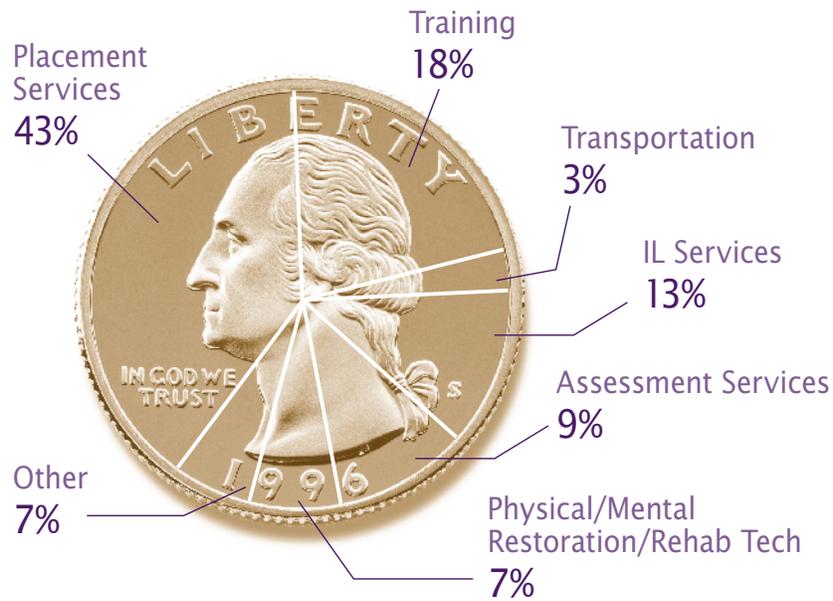


Federal Funds  
**\$57,206,856**



## Case Service Expenditures

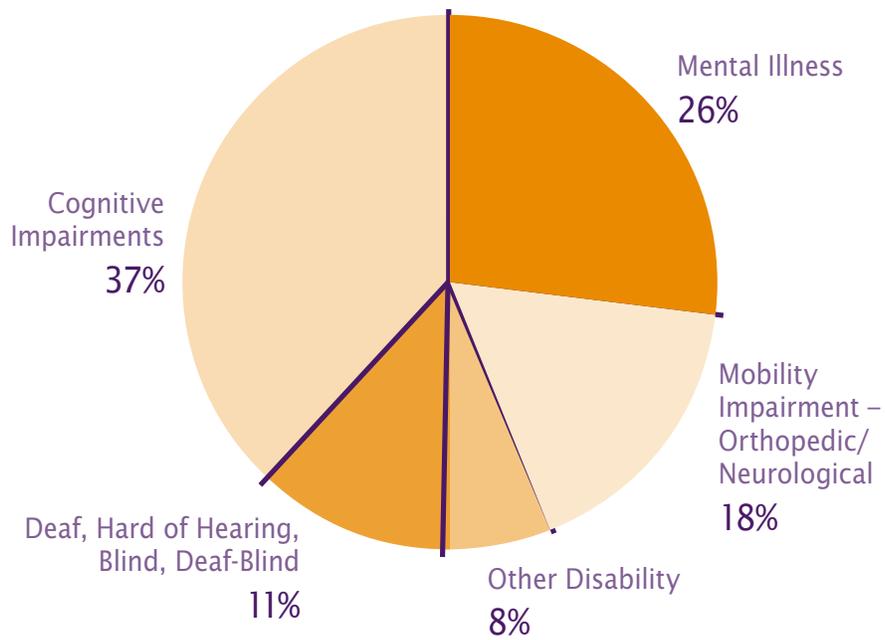
Federal Fiscal Year 2012



## Types of Disabilities

Federal Fiscal Year 2012

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.

## 2012 DVR Annual Report

A publication of:  
The Washington State Department of Social and Health Services

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](http://www.dshs.wa.gov/dvr).

This annual report was coordinated by DVR staff Kathy Krulich.

Division of Vocational Rehabilitation  
PO Box 45340 ■ Olympia, WA 98504-5340  
1-800-637-5627 (Voice/TTY) or (360) 725-3636 (Voice/TTY)



**DVR** Division  
of Vocational  
Rehabilitation