

*Division of
Vocational
Rehabilitation*



2024
Annual Report

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Photo Credits:

All photos in this publication were submitted by employees, partners, and customers.

Cover Photo Description:

Roxanne McPeck, a former DVR customer, wears graduation clothing. Roxanne has successfully completed multiple degrees in her chosen field with DVR support.

Director's Letter

Dana Phelps

Department of Social and Health Services
Division of Vocational Rehabilitation, Director



Dear Employees and Partners,

The Washington State Department of Social and Health Services' Division of Vocational Rehabilitation assists people with disabilities in Washington state who are seeking employment. Specifically in our mission statement we assist "individuals with disabilities to fully participate in their communities through meaningful employment." High quality services and resources are necessary for our customers to find, keep, and maintain employment.

I joined DVR about a year ago, and the past 12 months have shown me that the people we serve are hopeful and determined to achieve their dream careers. There are many success stories and behind every success story is a collective effort by our customers, DVR employees, and all our partners. The DVR workforce is committed to our customers as they reach for their employment goals.

In the last year we have seen a renewed interest in DVR services, which is reflected in our DVR caseloads. This is good news for people with disabilities. DVR reached its federal performance measure goals, including the percentage of people who achieved a degree or certificate in their chosen field. We also expanded our Pre-Employment Transition Services and met the expenditure requirement of our grant. Meeting performance goals took a great deal of work by customers and DVR employees, and I want to acknowledge that hard work.

We have seen some challenges in DVR during 2024. The rollout of a new case management system was more difficult than expected, and we have more work to do for the system to meet our needs. We also experienced a large turnover in DVR employees. Turnover in positions increases the need for hiring processes and training as well as more time for people to learn the work. Continued flexibility, creativity and determination will see us through the challenges.

Disability does not limit the dreams and aspirations of those we serve. We are committed to ensuring that every person with a disability, from students and youth to adults, dreams big and is empowered. Success is only possible because of the determination of our customers, the dedicated work of DVR employees, and the unwavering support of our partners. Your trust, collaboration and commitment are instrumental.

We appreciate being on this journey together.

Regards,

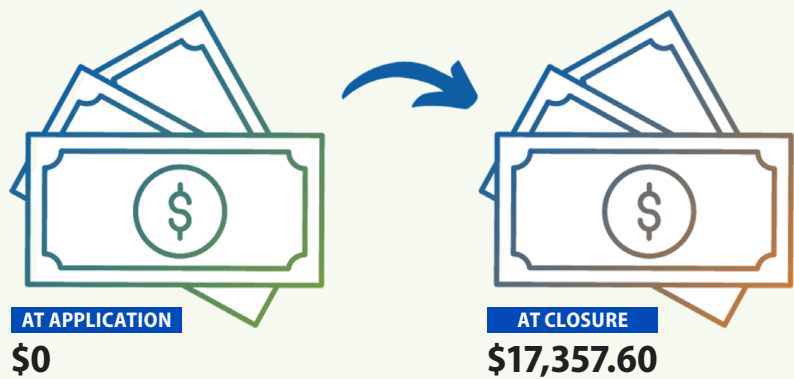
Dana Phelps

Department of Social and Health Services
Division of Vocational Rehabilitation, Director

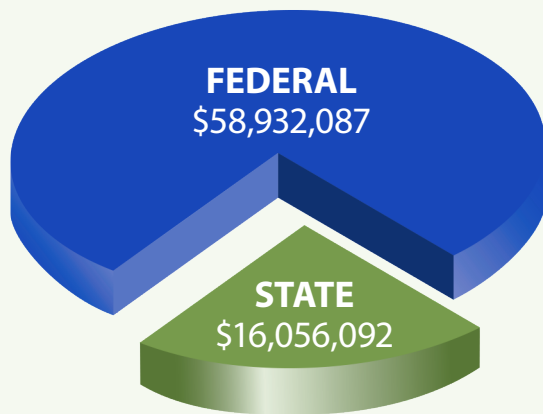
DSHS DVR Statistics

In FY2024, there were a lot of positive outcomes that resulted in successful placements of customers who have disabilities. Numbers are reporting from July 1, 2023 – June 30, 2024.

DVR CUSTOMERS' ANNUAL MEDIAN EARNINGS INCREASED



DVR SOURCES OF REVENUE: State and Federal Grants TOTAL: \$74,988,179



NUMBER OF CUSTOMERS SUCCESSFULLY EMPLOYED

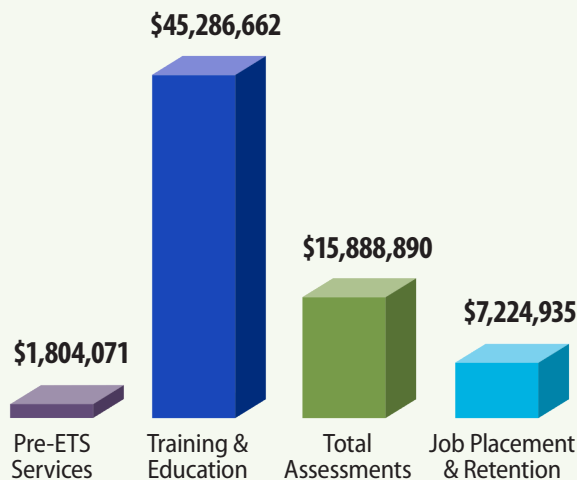


CASE SERVICE EXPENDITURES: Funds Spent Per Program

Total Caseload Expenditures:
\$70,204,558

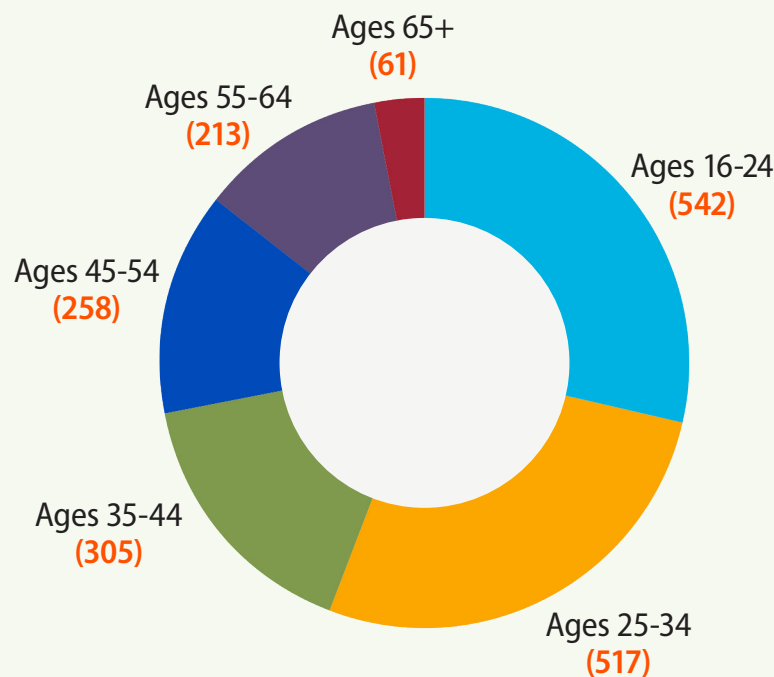
*Pre-ETS Contracted Services:
\$7,970,825

*this excludes operational Pre-ETS costs like staff salaries.

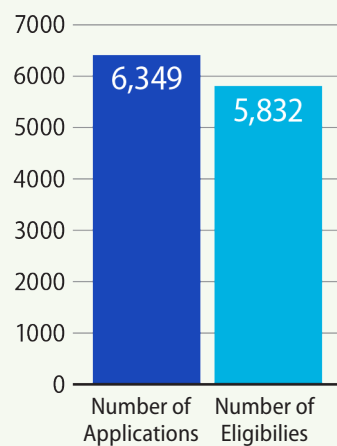


DSHS DVR Statistics

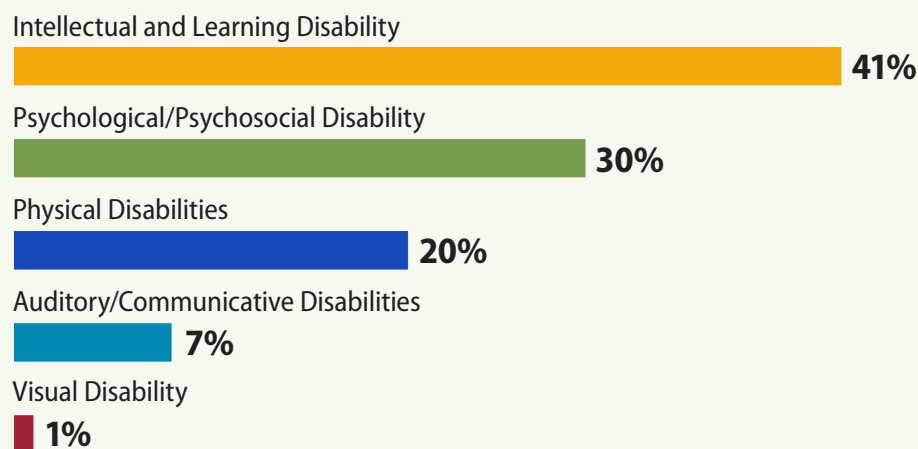
AGE GROUPS OF CUSTOMERS SUCCESSFULLY EMPLOYED



DVR APPLICATION BREAKDOWN



TYPES OF DISABILITIES DVR CUSTOMERS HAVE



Customer Stories

Success Story: Roxanne

Written by: **Roxanne McPeck** | **Former DVR Customer**

I am lucky: I am doing what I love most, in a career I am suited to and in which I can make a difference, but my path here took some unexpected turns. As a teen in Spokane Valley, I loved learning and was good at school, especially writing. I had planned to get a college education in a humanities career, but while still young, I experienced chronic illness and became disabled, twice dropping out of college to deal with hardships. I lost both confidence and hope, and my world shrank until I found I couldn't work. I found solace in an unusual hobby, reading everything I could find about disease-causing bacteria.

When a friend convinced me to try DVR, I wasn't sure what to expect. My first counselor, Michael Fox, thoroughly explained what DVR could offer and encouraged me to consider completing my bachelor's. We generated a list of potential jobs with interest and aptitude tests, nearly all of which were types of scientists, which I balked at. I couldn't begin to imagine myself as a scientist, nor conjure any real mental picture of a disabled scientist beyond Stephen Hawking. I told Michael I liked science but pointed out the one outlier on the list, stating that as a scientific technical writer, I could work with the scientists whose world felt closed off to me.

My DVR plan provided support for educational costs of finishing my bachelor's degree and relevant counseling and accommodations. I returned to Eastern Washington University in Cheney and declared a biology major and a technical communication minor. I was fortunate to find a wonderful advisor, who remains one of my greatest allies. As I eased back into school, going part-time as first, I began to feel a missing piece of myself fill back in. I found it easier to take chances



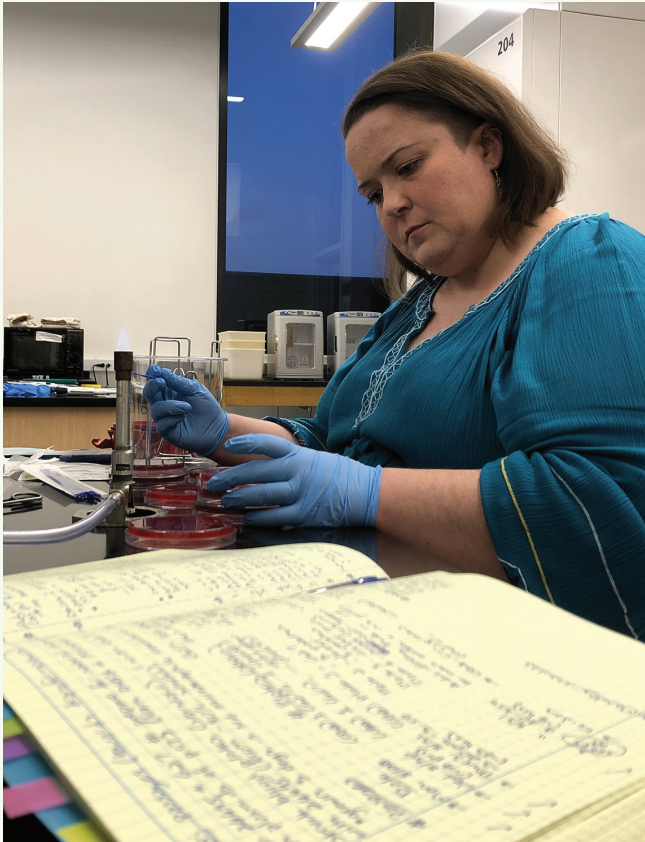
and pursue my interests. I did excellently in my Technical Communication courses, but my biology courses surprised me: I adored biology, I loved microbiology, and I LOVED doing experiments at the bench and thinking hard about scientific research.

I also took chances on research and paper-writing opportunities and started developing my career. In my final year, I cautiously broached the idea of completing a master's degree at EWU. Both my advisor and my DVR counselors were supportive since returning to school had restored and energized me. I received permission to join a lab studying the genetics of bacterial pathogens. I was accepted to EWU's biology graduate program, with a tuition waiver and a part-time teaching assistantship.

I graduated cum laude in December 2021; that following June, I walked at commencement with my cane, but also laden with large medals for Biology Outstanding Senior and the university's top honor, the Frances B.

Roxanne completed two degrees at EWU with support from DVR.

Customer Stories



Roxanne conducts experiments studying the genetics of bacterial pathogens in a lab at Eastern Washington University.

undergraduate to be my research assistant. She now works as a lab scientist after graduating with honors. I became aware that other students from marginalized

populations had a hard time envisioning themselves in STEM, just like I had at first. I wanted to create space for my students and peers to pursue their dream careers. I served on DEI initiatives and led a team that obtained funding from the EWU Board of Trustees to put on a seminar series that encouraged students to see themselves in speakers who role modeled a life as a talented and underrepresented scientist. I had developed a passion for promoting a culture of inclusion and a meaningful sense of belonging in all who wanted to participate in these spaces and careers.

During my two degrees at EWU, I built a competitive curriculum vitae: strong academics, seven talks and six posters presented, three grants, three scholarships, and three awards (the final one being EWU Biology's Outstanding Graduate Student). I defended my thesis research to a packed auditorium of professors, peers, and allies, presenting new data on genetic regulation in the bacteria I studied. My advisor and I are currently preparing a manuscript for publication, meaning someday soon students might be citing McPeck, et al.! For these efforts, I was conferred a Master of Science in Biology in June 2024.

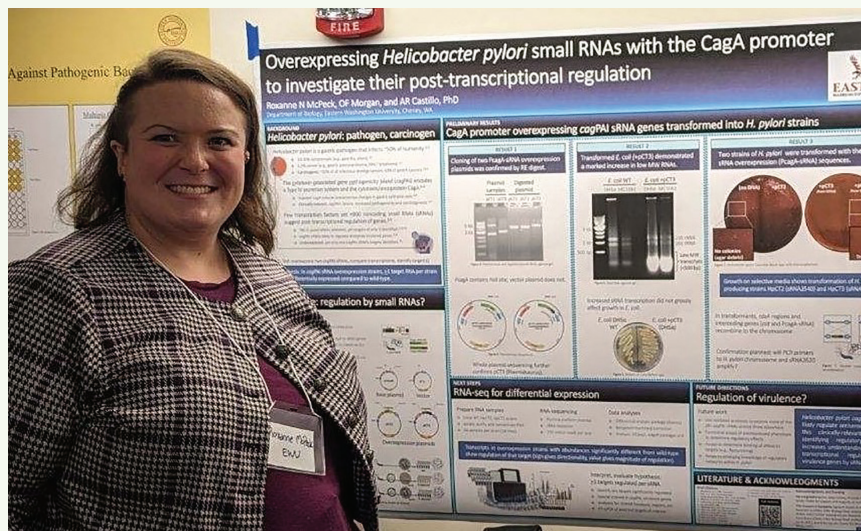
Teaching and mentoring were the most fulfilling parts of my master's degree. My experiences with students and DEI initiatives also helped me see the potential of a career as a university professor, but this would require a PhD in microbiology, which would require earning a spot in a competitive program, completing five years of intense study, and

Huston medallion. I had achieved so much, found mentors, and even made friends. I felt more secure, hopeful, and capable. This was a wonderful milestone, but nowhere near the end of my story.

During my master's, I gained confidence and autonomy and began to assume the role of researcher instead of just student. While working part-time as a TA, I attended class full-time and progressed my research. I had become incredibly busy, and I encountered not only disability challenges but unexpected hardships. However, I had grown in strength and resilience and was able to stick to my plans, earning distinction and recognition from the faculty and among my peers.

I grew into leadership roles, and I found teaching extremely fulfilling, especially when I got to see students surprise themselves with their own accomplishments. I also had an opportunity to recruit and mentor a talented

Customer Stories



Roxanne with one of the many academic posters she created while at EWU.

further training as a postdoctoral researcher, but I was determined. In the final year of my master's, I earned three

offers to join microbiology programs at the University of California Davis, the University of Oregon, and the University of Colorado Anschutz Medical Campus. I accepted the offer from CU Anschutz in Aurora, Colorado (near Denver), where I am writing this now!

I have had multiple counselors at DVR over the years, and each has been a strong advocate for me. DVR paid for my undergraduate tuition, supported other educational expenses during my master's, provided support when I interfaced with the university, and helped me access other accommodations and resources I needed to successfully complete my bachelor's and master's degrees. Now I am studying in a nationally ranked PhD program, well on my way to a successful and fulfilling career as a bacteriologist and university professor. While continuing to teach and mentor students, including those who are underrepresented in science, I hope to advance the study of how bacteria cause human disease, promoting better health and quality of life for humanity

and increased understanding of our microscopic partners and predators.

DVR's support helped me return to work, yes, but most importantly to me, it empowered me to build greater independence and quality of life. Thanks to this, I now support myself through my program's compensation in exchange for my highly-skilled and useful work. I earned two degrees and am well on my way to my PhD,

with a promising career ahead of me. I wake up excited to get into the lab every day, despite still managing my disability challenges. I expect to earn my PhD in Microbiology in 2029, but I now believe not only in my aptitude but my ability to undertake challenging endeavors and impactful work.

I have come a long way since timidly taking aptitude tests in Michael's office and balking at the idea that I—me!—could ever be a scientist. Now I can't imagine not being one. I entered DVR full of doubts and suffering from stigma and a lack of access (including role models). Now I have learned to be a role model, and I have become my own advocate. Most importantly, this journey took my very circumscribed life and threw open the doors, expanding my world to independence, self-confidence, satisfaction, and contribution. With DVR's help, I have kicked down many doors, and now I intend to hold them open for the next people to follow.

Customer Stories

Success Story: Christina

Written by: **Sonja Muir | DVR Staff**



Christina poses outside of her new job at Keyport.

I first met Christina this past February when she was enrolled in Work-Strides. She was battling

severe insecurity and terrified at the prospect of being interviewed for a job. As a child, Christina experienced a traumatic brain injury, resulting in a learning disability that makes information processing and retention extremely difficult if data is presented too quickly. However, she has developed coping mechanisms and learned to manage her stress levels when learning new processes.

Christina is also a breast cancer survivor, has raised her children and grandchildren, and

excelled in a 13-year career at the PSNS shipyard. During a meeting in June 2024, Christina was smiling, laughing, making plans for her future, and radiating excitement. She never gave up—even when she wanted to. She kept applying for jobs, faithfully attended her appointments with DVR, underwent multiple interviews, and finally landed her dream job.

Christina will be working full-time for a federal contractor at Keyport, mostly from her home office. She secured the salary she needed, and the scope of work fits her skill set perfectly. I'm so happy for her and hopeful for her future. She lives with a very real disability but manages it successfully, and I'm fully confident she will continue to thrive.

DVR Business Relations

The DVR Business Team is successfully strengthening community partnerships to leverage resources to better serve DVR customers, business partners, and the community. DVR uses the dual customer approach serving clients and employers to increase quality employment outcomes for people with disabilities in Washington.

In The News

Tacoma City Council Approves New Tax Credit to Spur Employment for Individuals with Disabilities

With the data assistance provided by the DVR Business Team, the City of Tacoma was able to get approval for a \$1000 Work Opportunity Tax Credit for all businesses within the city limits who add a new position and fill that position with a person with a disability.

Collaboration with Community Partners & Development of Business Partnerships

DVR's Monthly Business Highlights Meeting

This monthly 60-minute virtual meeting led by Business Specialist Brent Masters, strengthens DVR's WIOA partnership and connects employers to those partners. Attended by employment specialists supporting underserved populations, this meeting provides a platform to expand employer recruitment outreach efforts.

The featured employer shares:

- Company mission
- Work environment
- Qualities they are looking for in a candidate (soft skills / hard skills)
- In-demand jobs and current hiring needs
- Tips and information about the applications and hiring process
- Opportunities for job shadows, workplace tours, internships, and more

Building an Inclusive Brand

The Employ Ability Career Fair Series Launched in 2024!

In collaboration with the Department of Services for the Blind, the Employment Security Department, and Workforce Development Area Partners, DVR launched a series of disability-inclusive career fairs to connect people with disabilities to employers committed to inclusive workplaces. The goal is to help customers get quality jobs that offer a living wage, benefits, and opportunities for advancement. Each event, branded as *Employ Ability*, has representation of federal, city, state, county and private sector employers. In total, **395 customers/clients and 94 employers** attended three *Employ Ability* events in 2024.

This collaboration will continue in 2025.

DVR Business Relations

Pre-ETS Monthly Webinar Series – Pilot Project

This pilot project strengthened DVR's partnerships with King County Public Schools while educating students with disabilities. The Pre-ETS Webinar series launched in October 2023 and continued monthly through the Spring of 2024. Topics included:

- Job Exploration
- Work Readiness
- Self-Advocacy
- Interviewing Skills
- Resumes
- Soft Skills & Hard Skills
- Accessing the Hidden Job Market

WA State Agencies Disability Inclusion Project

Collectively, state agencies are among the top 50 largest employers in Washington. Increasing the percentage of people with disabilities employed by state agencies will have a significant impact on people with disabilities and the economy. It will enhance reputation in the community, and it aligns with Executive Order 24-05 to improve employment outcomes for people with disabilities in state government.

- In June, the Office of Financial Management hosted a Lunch & Learn where DVR partnered with DSB to present content on recruiting & supporting people with disabilities in state government.
- In October, the Disability Inclusion Network hosted a Lunch & Learn where DVR presented content on supporting people with disabilities in state government.
- In December, the DVR & DSB's Business Relations Managers co-presented the FY 2024 Disability Employment Report at the OFM Monthly HR Manager's meeting. This report gives state agency disability reporting data from agencies with more than 100 employees to track progress toward becoming the employer of choice for people with disabilities. DVR & DSB shared program information with over 200 HR attendees, and offered to be a resource for recruiting, retaining and promoting people with disabilities.

DVR Business Relations

2024 GCDE Governor's Award Ceremony

On October 18, 2024, DVR was proud to be represented by multiple business team staff members who volunteered and presented at the 32nd Annual GCDE Governor's Award Ceremony at the Kitsap Convention Center. DVR Business Team's participation was in nominating, planning, and promoting this event. The GCDE Governor's Award Ceremony strengthens our community partnerships and gives deserved recognition to our employer partners. Mr. Fix It Auto Services, nominated by DVR's Jessica Moreno, won the Youth Employer Award.



DVR and DSB staff share a table at the GCDE Governor's Award Ceremony on Oct. 18, 2024. From left to right: Shawn Walsworth, Sonja Muir, Jeannine Chandler, Denise Clark, Brent Masters, Josh Resnick.

Deaf and Hard of Hearing Employee Resource Group



- Release Services of Virtual ASL Interpreters: The CONVO Now Virtual ASL Interpreter platform was made available to DVR employees in local offices.
- Cochlear Implant SOP Development: The Cochlear Implant Committee is collaborating with the policy team to establish a standardized operating procedure. This is anticipated to be completed in 2025.
- The Hearing Aids Cost Estimate Worksheet was completed, reviewed, updated for policy, and ready to be utilized for DVR staff.

Left to right is Theresa Matteson, Ashley Schweiger, and Leilani Martinez at the Deaf Nation Expo in Seattle on Oct. 19, 2024.

Deaf and Hard of Hearing Employee Resource Group

- Support for Deaf & Hard of Hearing Students through Post-Secondary Trainings: Developed best practices documentation, soon will be review and collaborating with the policy team and anticipating being finalized in 2025.
- Staff Training:
 - The “Serving Customers with Deafness and Hearing Loss” training was made available through the Learning Management System and accessible to all DVR staff.
 - Phase 2 of Deaf & Hard of Hearing training development started, focused on Cultural aspects, resources and tips to work effectively.
- Dual Language and American Sign Language Proficiency Interview Policy Review: The Standard Operating Procedure for Dual Language and ASLPI is under review by the policy team.
- Community Engagement: Connected with communities through various events statewide to provide accessible opportunities to gather information in their communication style: American Sign Language.

Language Access

- FourCorners Training: Access Specialists are provided monthly trainings on the FourCorners spoken language platform.
- Deaf-Blind Customer Services: DSB and DVR launched a collaborative workgroup to enhance services for Deaf-Blind customers.
- Translation Services: A workgroup was created to ensure translation services meet the specific needs of DVR customers.

Tribal Relations

DVR Values its Tribal Partnerships

DVR acknowledges Tribal Sovereignty and Tribal Consultation by implementing government-to-government activities on a regular basis with tribes, tribal citizens, and Indian organizations. DVR has staff assigned to provide direct services and liaison functions with all federally recognized Tribes and tribal schools in Washington state, including a statewide Tribal Relations Administrator.

Government-to-Government Relations

Tribal Consultation

DVR's first Tribal Consultation was held in February 2024 with successful resolutions to incorporate Tribal recommendations into 2024-2027 DVR State Plan, including full implementation of the Division of Vocational Rehabilitation, Department of Services for the Blind, and American Indian Vocational Rehabilitation Services Statewide Cooperative Agreement.

Cooperative Agreement

DVR maintains a statewide cooperative agreement with the Department of Services for the Blind and American Indian Vocational Rehabilitation Services programs to work collaboratively in providing vocational rehabilitation services to American Indians/ Alaska Natives with disabilities. In 2024, efforts to fully implement the Agreement were underway.

Intergovernmental Agreements

DVR developed government-to-government agreements for Tribes interested in establishing a School-to-Work transition program and services for tribal students living with intellectual and developmental disabilities. A STW program provides support to disabled students a seamless transition from high school to adulthood in their last year of transition planning. Funding is made available using SB5790 monies.

Indian Policy Advisory Committee DVR Subcommittee

During the year, the subcommittee worked together to recommend the first standard operating procedures that provide best practices for working with tribal vocational rehabilitation programs:

- American Indian/Alaska Native Customer Engagement and Referral
- DVR Shared Cases with Tribal Vocational Rehabilitation Programs

Tribal Relations

Collaboration and Engagement

“Being recognized by tribes as partners, not just state representatives, is the most rewarding part for me.”

– Mercedes Bekke, DVR Regional Tribal Liaison

With all the Tribes in the Olympic Peninsula, DVR staff are building relationships by attending tribal or cultural events when invited by tribal partners. Outreach within the communities continues so staff become familiar to tribal residents and better understand the community. This work includes visiting restaurants, tribal programs, and small businesses on the reservations.

For DVR staff who work regularly with tribal partners and their citizens, it's been extremely important to have conversations with individuals about what's new in their community beyond what is displayed on a bulletin board. As Tracey House, Regional Transition Consultant explains, “More than half the work is sitting in the lobby and talking about our families or asking for suggestions on what to eat or where to visit.” Tracey adds, “I feel it's the same as I would do with any community member, but the trust takes longer to build. Instead of a month, it's taken us about two years to build a solid relationship.”

DVR staff were invited to a beading class in tribal community by the Lower Elwha TVR partner. At this event, DVR staff made beaded bracelets next to tribal members. As Tracey House, Regional Transition Consultant, recalls, “Both DVR and Pre ETs staff were there, even though there were no recognized students or people that asked to be potential customers.” Tracey goes on to say, “We were just a room full of ladies creating art and by the end of the class, grandmas were telling us stories on how we could help their grandchildren, mothers were talking about the support they might need for their children.”

Another participant, Lucinda Heidel, VRC Supervisor and Tribal Liaison, summed up the experience by saying, “I hope the tribe sees us more than state people who sit behind a desk.” She adds, “Yes, we are government staff, but we are also individuals who truly care about tribal experiences and culture.”

The types of interactions that Tracey, Monique and Lucinda are making in tribal communities are key imperatives to building trust and long-term relationships. By engaging and listening to what tribal members are saying, DVR is positioned to provide the resources that people, themselves, identify as community needs and DVR staff who are doing the work make it happen.

Tribal Relations

PROFESSIONAL DEVELOPMENT

State-Tribal Relations Orientation

DVR, and TVRs worked collaboratively to launch the first all-staff orientation focusing on DVR and DSB statewide government-to-government relationships with TVRs that provide vocational rehabilitation services to AI/AN people in Washington and best practices for working with TVRs and AI/AN customers. The first orientation was held in September and hosted by the Lower Elwha TVR program in Port Angeles.

Talking Circle

The Tribal Relations Program continued to offer monthly virtual space for DVR staff to network and to share best practices for working with tribes and Native American customers.

Tribal Liaison Onboarding

The DVR Tribal Liaison Onboarding Training is a new advanced offering for DVR staff who regularly work with tribal partners and with American Indian and Alaska Native customers with disabilities who want to work. The first onboarding sessions were offered in March on the west and east side of the state.

The purpose of the onboarding is to help staff better understand the role of Tribal Liaisons in DVR State-Tribal Relations and best practices to support DVR's commitment to tribal partnerships. CRC credits are available to VR counselors who complete the training.

Increased knowledge of State-Tribal Relations and how it is applied to the work at DVR builds staff confidence and cultural awareness resulting in better integrated employment outcomes for American Indian and Alaska Native customers and improved relations with tribal partners.



DVR staff participate in the Seattle Tribal Liaison Onboarding session

Tribal Relations

Cultural Learning

“Getting out in the community provided staff the opportunity to connect with colleagues and have a better understanding of Native culture (especially in an urban Native setting).”

– *Cultural Learning Participant Feedback*

Day two of the Tribal Liaison Onboarding included a Cultural Learning Day where staff engaged in local tribal cultures.

In Seattle, DVR and IOP staff spent the morning visiting the Daybreak Star Indian Cultural Center. During the host-led tour by the United Indians of All Tribes Foundation, staff learned about the history of the cultural center, viewed Native American exhibits in the Sacred Circle Gallery, and connected with UIATF program staff. In the afternoon, staff were invited to the UIATF Native Workforce Services Program at the Labateyah Youth Home where they meet with staff to learn about services offered and opportunities to collaborate. Guests were invited to share carrot soup and frybread with tribal Elders.



DVR and OIP staff participate in cultural learning at the Daybreak Star Indian Cultural Center in Seattle.

While in Spokane, DVR staff were invited to the Spokane Indian Reservation to visit with staff at the Spokane Tribal Network to learn about the organization’s positive impact by offering culturally centered services and initiatives in the tribal community and throughout eastern Washington. DVR staff also provided an overview of VR and transition services to STN staff and to the Director of Special Education at Wellpinit High School.

Community Rehabilitation Programs

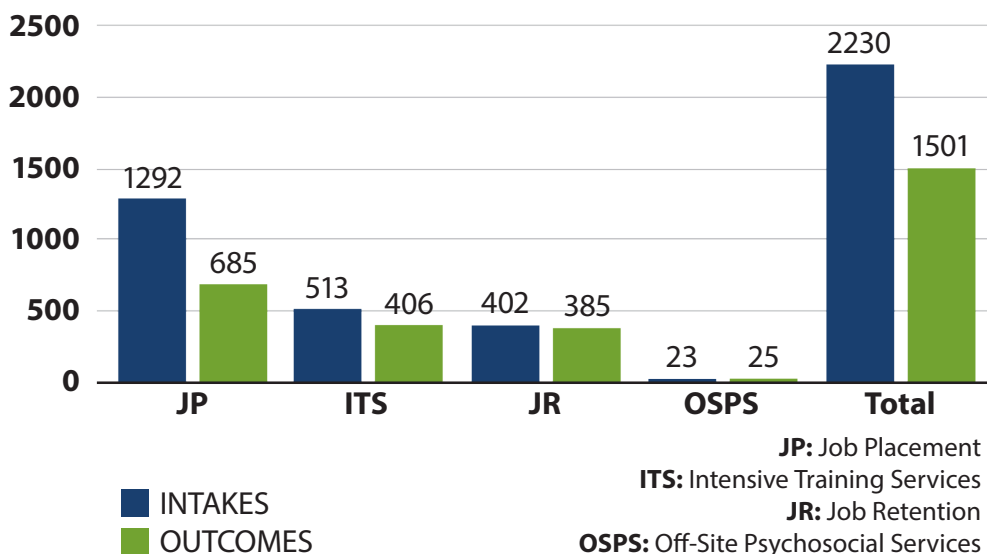
The Division of Vocational Rehabilitation is making big improvements in helping the community and its customers. Seventeen new Community Rehabilitation Programs, known as CRPs, were added in 2024. Out of these, 11 are small, women- and/or minority-owned businesses. This effort helps give more attention to underrepresented groups and makes rehabilitation services more inclusive and effective. Local CRPs are increasingly more important partners in the DVR network, working to support people in their communities by providing services that are accessible, relatable, and culturally respectful.

CRPs are focused on offering a wide range of services, including Employment Services, Pre-Employment Transition Services, and Independent Living Services. These programs are designed to meet the needs of young people and individuals with disabilities in their communities. Pre-ETS is especially important because it helps young people get ready for work by teaching them key skills and building their confidence before they enter adulthood. This approach not only prepares them for careers, but also helps them feel supported and connected to their community.

Having small, women-and minority-owned CRPs involved adds unique ideas and fresh approaches to DVR services. These organizations often have strong ties with their communities, which helps them build trust and understanding with the people they serve. This means more people can get services that meet their cultural and personal needs. Adding these new CRPs is a big step toward creating a fair and more effective rehabilitation system, where everyone has a chance to succeed and live independently.

CRP JOB RELATED SERVICES - 2024

DIVISION OF VOCATIONAL REHABILITATION



Community Rehabilitation Programs

New Leaf – a Program of Transitions

New Leaf is a program of Transitions, a nonprofit with the mission to end poverty and homelessness in Spokane. Transitions was founded by women, for women, and continues to be female led to this day. Transitions was founded in the 1990s, and New Leaf was established in 2008.

New Leaf provides comprehensive career support services to those with barriers to conventional employment. They do this through customized, one-on-one support and through Barista Training Programs at the Spokane Central Library and YWCA.

New Leaf believes in providing a safe, respectful, and supportive environment in which individuals flourish and discover their own inner strengths. It is through this process that program participants gain the skills and confidence necessary to achieve self-sufficiency.

Advocacy Change Thrive

Melissa MacDonald, founder of Advocacy Change Thrive, runs her business with lived experience, dedicated to empowering individuals facing mental health challenges. As a survivor of physical, sexual, and verbal abuse, Melissa's personal journey fuels her passion for supporting others. Her lived experience with mental health issues and resilience in overcoming adversity makes her a uniquely empathetic leader, fostering a genuine connection with those she serves, and creating a compassionate and inclusive environment for all.



Melissa MacDonald, owner
of Advocacy Change Thrive.

About DSHS and DVR

The Washington State **Department of Social and Health Services** and the **Division of Vocational Rehabilitation** are tied together by a single mission which is to partner with people to access support, care, and resources.

DSHS and DVR Mission, Vision and Values Statements

At DVR, we envision a world where students, youth, and adults with disabilities are empowered to dream big and achieve their employment goals.

DSHS Mission:

We partner with people to access support, care, and resources.

DSHS Vision:

People find human services to shape their own lives.

DSHS Values:

Welcome all with access and inclusion.

Serve with respect and dignity.

Collaborate with community.

Improve services continually.

Communicate with clarity and choices.



**Washington State Department of Social and Health Services
Division of Vocational Rehabilitation**

PO Box 45340, Olympia, Washington 98504-5340

Phone Number: 800-637-5627

Website: www.dshs.wa.gov/dvr

DVR Financial Statement:

State and federal funds are used to deliver DVR Services. The VR program receives approximately 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/fiscal/grant-awards>