# August 2022 Quarterly Meeting

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### Additional Resources

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<th>PRESENTER</th>
<th>AGENDA</th>
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<tr>
<td>8:50</td>
<td>Shelby Satko</td>
<td><strong>Sign into Zoom</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Opportunity to login early and troubleshoot connectivity issues so meeting can get started promptly at 9:00am</td>
</tr>
<tr>
<td>9:00</td>
<td>Peggy Frisk</td>
<td><strong>Call to Order</strong></td>
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<tr>
<td></td>
<td></td>
<td>• Vote: Approval of May 2022 Quarterly Meeting Minutes</td>
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<tr>
<td></td>
<td></td>
<td>• Vote: Chair &amp; Vice-Chair Elections</td>
</tr>
<tr>
<td>9:20</td>
<td>Shelby Satko</td>
<td><strong>Team Building – Our Why &amp; VR Philosophy</strong></td>
</tr>
<tr>
<td>10:05</td>
<td></td>
<td><strong>BREAK</strong></td>
</tr>
<tr>
<td>10:15</td>
<td>Terry Redmon</td>
<td><strong>Director Updates</strong></td>
</tr>
<tr>
<td>11:30</td>
<td></td>
<td><strong>BREAK</strong></td>
</tr>
<tr>
<td>10:45</td>
<td>Pablo Villarreal</td>
<td><strong>Region 1 Updates</strong></td>
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<tr>
<td>12:15</td>
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<td><strong>NETWORKING LUNCH</strong></td>
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<tr>
<td>12:45</td>
<td>Mary Crago</td>
<td><strong>Region 1 Transition and Assistive Technology &amp; Assessment Practitioner (ATAP)</strong></td>
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<td></td>
<td>Sam Blazina</td>
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<td></td>
<td>Maria Buxbaum</td>
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<td></td>
<td>Aimee Elber</td>
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<td></td>
<td>Mistie Larch</td>
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<td></td>
<td>Michell Wood</td>
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<td></td>
<td>Michael Fox</td>
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<td>1:30</td>
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<td><strong>BREAK</strong></td>
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<td>1:40</td>
<td>Francisco Felan</td>
<td><strong>South Central Unit Update</strong></td>
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<td>Jen Bean</td>
<td><strong>Customer Satisfaction &amp; Program Evaluation Subcommittee</strong></td>
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<td><strong>Public Comment</strong></td>
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<td><strong>Council Wrap-up</strong></td>
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<td>3:00</td>
<td>Peggy Frisk</td>
<td><strong>ADJOURN</strong></td>
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</table>

Tomorrow morning, Day 2 of the WSRC Quarterly Meeting will begin promptly at 9:00am.

PLEASE NOTE: Times above are estimates only. The Washington State Rehabilitation Council reserves the right to alter the order of the agenda. For information for people needing special accommodation, please contact Jolie Ramsey at jolie.ramsey@dshs.wa.gov
DVR Director Update

Presented by: Terry Redmon

August 2022
DVR Director Update

Current Priorities
- Pre-ETS/Transition – SB5790
- WAVES roll out

Vision
- A culture of inclusion and belonging where we are living our values, providing exceptional and meaningful services to everyone, every time.

Performance and order of selection Updates
- Due to staffing vacancies we are unable to produce an update at this time. We will follow-up with the information as soon as we can.
DVR Director Update

Staffing changes and recruitment

- Cassi Villegas – DVR Deputy Director – effective June 16
- Melinda Bocci – Transition Manager – effective July 1
- Linds Phelan – Communications Manager – starts August 16
- 9 vacant position at headquarters (Pre-ETS Program Manager, Management Analyst (formerly Kristina Zawisza), Business Analyst, Business Relations Manager, Fiscal Analysts, Training and Contracts)
- All IT positions, the EDAI Administrator and Customer Relations Manager positions have been consolidated into other programs within DSHS
DVR Director Update

Mass Ingenuity/Results Dashboards – contracted services

• Assisting us in making our goals and success measures transparent and simple; we want staff to have a clear understanding of how measure success, what our priorities are, and how each individual and team contributes to the goal.

• Organizational development activities to assist us in strategizing how to make these efforts successful and evolve into a culture of continuous improvement and a learning organization.

• Starting with a handful of measures from the state and strategic plan with the strategy to add more; including incorporating customer satisfaction data.

• Right now, there is no comprehensive dashboard where all our measures, activities, and outcomes are clearly visible for all staff and this will change that.

• We will also have the ability to post dashboard pages publicly.
DVR Director Update

Synergy Consulting - Founded by former RSA Commissioner Janet LaBreck.

• We have asked them to aid us in looking comprehensively at our current Pre-ETS operation, identifying specific areas in which we could become more efficient and effective, and recommending strategies of how to do so moving forward.

• Through this effort, we will provide greater clarity for our staff, strengthen our partnership with the schools and our contracted vendors, and extend our pre-ETS services on a broader scale.

• In July we had a week long in-person session with staff and partners across the state to map our current program efforts and process.

• Synergy has drafted comprehensive overview that they are now vetting with DVR staff through mid-August.

• Synergy will provide recommendations on where we can adjust or improve pre-ETS services to increase successes in their final report.
DVR Director Update

Staff recognition program rollout

• Working to change the culture of DVR to be one of belonging to improve retention and staff satisfaction, which ultimately leads us to improved customer satisfaction and success.

• Proposing easy to implement activities for the first iteration of this program, we are asking that supervisors (anyone with direct reports) commit to one activity a month.

• Expect the outcomes of even the smallest efforts will have ripple effects.

• Reevaluate in January and adjust if needed so that we continue to move in the right direction.

• There are two survey questions that tie directly to this effort that we are using to determine success:
  • I feel valued for who I am as a person
  • I receive recognition for a job well done

• Both questions are also include in our EDAI index, which is measure of combined EDAI related questions that is averaged. DVR has a goal to achieve 75% positive responses on the EDAI index by June 2025 per our state plan. Our current index was estimated to be around 60%, however we still have not received the final score from RDA.
DVR Director Update

Class and Comp

• Working with HR to review VR positions and compensation, including our RT class, to ensure the duties are accurate and evaluate salaries.

• Due to collective bargaining agreements, we are unable to share specific details, however we are making our best effort to support DVR staff and utilizing our HR partners vast knowledge to look for creative solutions.

Stay and Exit interviews

• On our to-do list and have been postponed because they are one of the tasks on the Employer of Choice group, which is the DSHS –wide group.

• DSHS is interested in a department wide exit/stay interview effort.
Budget Update

• We received $5,148,510 in program income for SFY 22
  • For SFY 21 we had received $7,804,749

• Total spent on WAVES as of 7/15/2022
  • $4,709,561

• Basic Support 2021
  • We have $16,228,015 to spend by 9/30 (which includes Pre-ETS 15% set aside)
  • We are currently in the second year of the grant

• Basic Support 2022
  • We received our Final Award – total funds $50,122,068
Budget Update

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<th>Basic Support 20</th>
<th>Currently Spending</th>
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<td>8,054,632</td>
<td>7,393,828</td>
<td>7,580,577</td>
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<tr>
<td>Spent</td>
<td>2,330,440</td>
<td>4,931,819</td>
<td>3,048,698</td>
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<tr>
<td>Returned to RSA</td>
<td>5,724,192</td>
<td>2,462,009</td>
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<tr>
<td>Average Monthly Spend</td>
<td>194,203</td>
<td>410,985</td>
<td>338,744</td>
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</table>

*We tend to spend more for Pre-ETS in July, August and September Related to summer programs and as we prepare to close our grant before Federal Year end of 9/30.
RSA Update

• No preliminary findings have been received from the RSA state team, nor have we received information about a formal exit conference.

• The informal closeout meeting suggested that we had productive in-person sessions.
  • RSA team singled out Fiscal team for kudos, and all our staff for transparency and having identified many paths for improvement.
  • RSA team expressed that we would need to address some of our reporting issues and the documentation of certain processes, and that they hoped this would be helped along by our implementation of the new case management system.

• We requested TA in multiple areas, but at a very high level:
  • Effective internal controls for reporting and other operational areas.
  • Improving the share of customers receiving services that correlate to quality employment outcomes.
  • Improving the share of customers eligible for and the rate of achievement of measurable skill gains and credential attainments.
WAVES Update

• Go live has been delayed pending accessibility testing and the integration of additional configuration and code fixes.

• We know that this work will continue through the summer.

• We’re working to identify and address dependencies that had been linked to the July 1 go-live date
  • Ex: reports that will not be produced from the Waves system until go-live can occur.
    • A project team has been identified within the new DSHS IT configuration
      • They are working to backfill for DVR’s highest priority scheduled reports
      • They will then address ad hocs as possible.

• Training materials for Waves continue to be filled in and are looking great.

• Staff training will occur with new go-live date.

• Staff have been given reassurances regarding their ability to continue scheduling customers and maintaining progress.
  • Significantly, there will still be a two-week warning before STARS shutoff.
Transition Update

Transition Services are Important
They are an umbrella approach for all students in their transition years, offering services and connections that assist students in bridging the gap between school and the adult world through employment.

Potential Services for Students

- Pre-Employment Transition Services (Pre-ETS)
- Job Foundation (2nd year of transition)
- School to Work (Final year of transition)
- Resources
- Other Transition Related Services
Transition Update

• SB 5790
  • Melinda Bocci started July 1, 2022 as new Transition Manager. Her top priority is to work on SB 5790, with DVR being the lead.
  • Melinda is currently working with counties across the state to obtain individualized input on their interest, resources, and their specific needs in order to participate in a School-to-Work (STW) program.
  • The goal of SB 5790 is to provide access for all 39 counties to engage in STW programming.
  • Melinda will continue collaborating with Developmental Disabilities Administration (DDA) and the Office of Superintendent of Public Instruction (OSPI) as well as other community partners to build the framework and delivery of this program.
DVR Update

Q&A

Thank you Terry!
Region 1 Updates

Presented by: Pablo Villarreal

August 2022
Topics

• Staffing updates overview
• Recruiting/Retaining Staff successes and challenges
  • Omak position filled
• How is the transition going with return to in person services
• Successes/Challenges in serving rural/urban communities in the region
• Strategy to address customer satisfaction concerns
Topics Continued

• Tribal Liaisons/Relationships with local tribes
COVID-19

• Does this community have more impact/challenges around industry related to COVID?
• How are they navigating this?
• What are the “asks” coming into the DVR offices there?
Region 1 Staff updates

Resource Fair in Granger, Washington.

Staff Left to Right:
Lisa Castillo, Silvia Delgado, Rosa Estrella.
Region 1 Staff

• Pablo Villarreal Region 1 Administrator
• Mary Crago Deputy Regional Administrator
• Mercedes K. Bekke Regional Support Operations Manager
• Carla Caballero-Jackson Vocational Rehabilitation Supervisor – Spokane, Colville
• Jere Jalive Vocational Rehabilitation Supervisor – Spokane, Clarkston, Colfax
• Laura Hamilton Vocational Rehabilitation Supervisor – Wenatchee, Omak
• Becky Gellerson Vocational Rehabilitation Supervisor – Yakima, Ellensburg
• Francisco Felan Vocational Rehabilitation Supervisor – Sunnyside, Toppenish, Moses Lake
• Jamie Rasmussen Vocational Rehabilitation Supervisor – Kennewick, Walla Walla
Spokane, Colville

- Carla Caballero-Jackson VRS
- Martha Burris RT 1
- Donna Adamson VRC 4
- Bonnie Christian RT 1
- Davis Valerie VRC 4
- Bethany Johnson VRC 3 In-training
- Perry Martinez VRC 3
- Olivia Ybarra-Arizmendi VRC 3 In-training
- Vacant RT 2 Business Specialist
- Vacant RT
Spokane, Clarkston, Colfax

- Jere Jaline VRS
- Anne Hiatt RT 1
- Gabriella Humlicek VRC 3 “RCD”
- Halee LeDoux RT 1
- Joann Hoke RT 1
- Elizabeth Lester VRC 3 In-training
- Jennifer Smith VRC 4
- Jolene Veal VRC 3 In-training
- Christopher Wilson VRC 3 In-training
- Cameron Walsworth VRC 3 In-training
- Vacant RT 1 (2)
Wenatchee, Omak

- Laura Hamilton VRS
- Itzel Crisostomo RT 1
- Salvador Constancio VRC 3
- Carolina Perky VRC 4
- Valerie Smith RT1
- Eric Stemm VRC 3
- Bonnie Vinton RT 1
Yakima, Ellensburg

- Becky Gellerson VRS
- Clara Betancourt VRC 3
- Carolyn Nease VRC 3 In-training
- Danielle Schrauth VRC 3 In-training
- Rosa Quiroz VRC 4
- Sarah Kopp RT 1
- Dawn Loescher RT 1
- Michael Cunningham VRC 4
- Jamie Parker RT 1
- Bia Fiamo VRC 3 In-training
Sunnyside, Toppenish, Moses Lake

- Francisco Felan VRS
- Bryanna Campbell RT 1
- Elizabeth Castillo RT 1
- Gilbert Garza VRC 4
- Jessica Moreno RT Business Specialist
- Rosa Estrella VRC 3 In-training
- Silvia Delgado RT 1
- Vacant VRC 3
- Vacant VRC 4 Float
Kennewick, Walla Walla

- Jamie Rasmussen VRS
- Esther Bermudez RT 1
- Clarisa Braulick VRC 4
- Martha Chavez-Warf RT 1
- Monica Valencia VRC 3
- Oliva Gonzalez VRC 3
- Lauri Jordan RT 1
- Adriana Lozano VRC 4
- Adrian Cardenas RT 1

Jessica Rusch VRC 4
Vacant RT 2 Business Specialist
Deputy Regional Administrator Team

- Mary Crago Deputy Regional Administrator
- Maria Buxbaum VRC 4 Regional Transition Consultant - Kennewick
- Michell Wood VRC 4 Regional Transition Consultant – Spokane
- Mistie Larch VRC 4 Regional Transition Consultant – Wenatchee
- Aimee Elber VRC 4 Regional Transition Consultant – Spokane
- Michael Fox Assistive Technology Assessment Practitioner 2
- Sammyra Blazina 4 Regional Transition Consultant - Yakima
Recruiting/Retaining Staff successes and challenges

- Established Internship pathway through DSHS internship program
- Set up recruitment Hand Shake accounts
- Update recruitment posts
How is the transition going with return to in-person services

- Increased demand for in-person

- Supervisors have done an excellent job of ensuring office coverage
Strategy to address customer satisfaction concerns

• Currently updating phone lists
• Internal and external directories
• Referral inbox
• Focus on recruitment, hiring, onboarding.
Successes/Challenges in serving rural/urban communities in the region

• Many rural communities continue to experience difficulty getting reliable internet connection and utilizing virtual platforms.
• It’s been difficult to connect with schools and students.
• Slow stream of applications
• WorkSource Partners employee turnover.

Successes

• Attending Job Fairs and Resource Fairs.
• Working closely with Tribal VR.
Tribal Liaisons/Relationships with local tribes

Perry Martinez VRC 3 Tribal Liaison to Spokane Tribe of Indians
Carolina Maria Perky VRC 4 Tribal Liaison to Colville Confederated Tribes
Gilbert Garza VRC 4 Tribal Liaison to Yakama Nation Vocational Rehab.

Wellpinit Health and Resource Fair

Left to Right:
Kaylana Miller- VRC Spokane Tribe of Indians
Mercedes Bekke- Regional Support Operations Manager
Region 1
Transition and Assistive Technology & Assessment Practitioner (ATAP)

Presented by: Mary Crago, Sam Blazina, and Michael Fox

August 2022
Pre-ETS Updates

• PreETS Program Manager Update
• Synergy/PreETS Facilitated Process
• Washington Transition Project (WTP) Updates Pilot Sites (3 sites in Region 1)
• Competitive Bid Process Update
• Current Contractors Big Bend Community College, South Central WDC (People for People), SkillSource, Blue Mountain Action Center (BMAC), Spokane Community College – PACE program The ARC of Spokane, Asotin County, ESD 112, ESD 105
Job Foundations

• Active in the following counties: Okanogan, Spokane, Pend Oreille, Stevens, Ferry, Lincoln, Asotin, Kittitas, Walla Walla, Columbia, Whitman, Yakima. Benton/Franklin (Coming for 2024 graduating Seniors), Chelan Douglas (in process), Grant, Adams (new county coordinator, not planning on JF currently)

• Training of Region 1 Staff

• Region 1 Data/Statewide Data

• Collaboration between DVR, County DD, and DDA to increase co-enrollment

• Biweekly meetings with County DD/Shared Spreadsheet

• Asotin Resource Night
School to Work

• Job Foundations and School to Work go hand in hand (How is this working in Spokane/Rest of Region 1?)

• School to Work (Spokane) Collaboration Efforts between DVR, County Developmental Disabilities and Developmental Disabilities Administration to increase DVR applications

• Update on Statewide School to Work Program Implementation
Monitoring Plans in Region 1

• History of Monitoring Plans at DVR; Where it all begin
• Collaboration between DDA/DVR/County DD/Employment Providers and other agencies/stakeholders
• Training/Rollout of Monitoring Plan Pilot in Region 1
• Successes
• Challenges
• How is it going now?
Transition and ATAP Updates

• Kittitas County Transition and Career Fair
• May 4th 2022
The Planning

- Kittitas County Transition Network
  - An “all” inclusive Transition/Career Fair was needed
  - Who were the key players that needed to be involved in the conversations
- Suitable location
- Collaboration with small surrounding rural schools
- Vendors/Agencies
Collaboration and Coordination
Self-Determination

Career Fair Instructions:  

Please collect a sticker to be placed below, from at least three different career representatives. Stickers are given when you ask thoughtful, relevant questions such as:

- What are the major components of your job on a daily basis?
- What do you enjoy most about your job?
- What are the biggest challenges?
- What training or education is required for those in your profession?
- What skills do I need to possess to succeed in this profession?
- What advice would you give someone who is considering this career?
- Where can I go to learn more about this field?

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<td>Career: ____________________</td>
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Notes:  

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<th>Ellensburg School District</th>
<th>31B</th>
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<td>1B</td>
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<td>KSH</td>
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<td>City of Ellensburg</td>
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<td>1B</td>
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<td>CWU Police Department</td>
<td>19B</td>
<td>KSH</td>
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<td>Latah Bank</td>
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<td>Gallery One Visual Arts Center</td>
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<td>Ellensburg Pasta Company</td>
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<td>Kittitas County Search &amp; Rescue</td>
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<td>Kittitas Valley Memorial Pool Aquatic &amp; Recreation Supervisor</td>
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<td>16</td>
<td>Anderson Hay &amp; Grain</td>
<td>30B</td>
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<td>17</td>
<td>Prestige Care Free Nursing Assistant Program</td>
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<td>31A</td>
<td>WSU BOR Program</td>
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<td>Kittitas County Search &amp; Rescue</td>
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</tbody>
</table>

Washington State Department of Social and Health Services
Attendance
ATAP Update/Data and Success Story

- Total number of referrals to date
- Referral Process
- Different types of referrals received across the region/Most common referral types in Region 1
- Success Story
South Central Update

Presented by: Francisco Felan and Jessica Moreno

August 2022

Washington State Department of Social and Health Services
Business & WorkSource Relationships

• Staff is strongly involved with WorkSource Committees
  • Business Services Team for Sunnyside, Yakima and Moses Lake
  • The MAG/ Migrant Advocate Group
  • Sunnyside United Unidos Coalition
  • YVC Workforce Re-training (WRT) Advisory Committee

• Staff continue to seek local relationship opportunities by providing outreach
Labor Market Overview –

- Popular industries
- Recovering industries
- How has the downturn affected job seekers and people who need support to obtain and maintain employment?
Customer Success Stories

• La Cookie Gourmet Doggie Treat by Lauren

• Jared road to successful employment
Customer Satisfaction & Program Evaluation Subcommittee

Members: Jen Bean – Chair, Peggy Frisk, Jen Chong-Jewell, Matt Newton, and Ed Nicholson
August 2022
Customer Satisfaction Survey: FFY22 Q2 Highlights

• Customers Surveyed – 380
• Comments Received – 222
• Response Rate - 36%
• Overall satisfaction was 69% Statewide
  • Margin of Error is 4%
Customer Satisfaction Survey – Q2 Responses

Question 1 - My counselor does a good job keeping in touch with me.

All Regions Margin of Error – 4%
Customer Satisfaction Survey – Q2 Responses

Question 2 - My counselor understands what is important to me.

All Regions Margin of Error – 4%
Customer Satisfaction Survey – Q2 Responses

Question 3 - My counselor understands how my disability affects me.

All Regions Margin of Error – 4%
Customer Satisfaction Survey – Q2 Responses

Question 4 - My counselor cares about my input.

<table>
<thead>
<tr>
<th>Quarter 1</th>
<th>Quarter 2</th>
<th>Quarter 3</th>
<th>Quarter 4</th>
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<tbody>
<tr>
<td>Region 1</td>
<td>Region 2</td>
<td>Region 3</td>
<td>Statewide</td>
</tr>
</tbody>
</table>

All Regions Margin of Error – 4%
Customer Satisfaction Survey: Q2 Responses

Question 5 - DVR moves quickly enough for me

All Regions Margin of Error – 4%
Customer Satisfaction Survey: Q2 Responses

**Question 6 - Overall, I am satisfied with DVR**

- **Quarter 1**
  - Region 1: 75%
  - Region 2: 70%
  - Region 3: 65%
  - Statewide: 80%

- **Quarter 2**
  - Region 1: 75%
  - Region 2: 70%
  - Region 3: 70%
  - Statewide: 75%

- **Quarter 3**
  - Region 1: 70%
  - Region 2: 75%
  - Region 3: 65%
  - Statewide: 70%

- **Quarter 4**
  - Region 1: 70%
  - Region 2: 75%
  - Region 3: 65%
  - Statewide: 70%

All Regions Margin of Error – 4%
Comment Themes

- Personnel: 31%
- Program Outcomes: 26%
- Communication: 18%
- External Factors: 15%
- Program Access: 10%

Washington State Department of Social and Health Services
Comment Themes

NEW!:
• Prompt for comment if response was Disagree or Strongly Disagree
• Allows us to better understand why customers are dissatisfied

Overall:
• Positive: 48%
• Negative: 41%
• Neutral: 11%

Following slides:
• Comment category percentages
• Subthemes descriptions
• Top 2 subthemes
• Sample comments
Comment Theme: Personnel 32%

Subthemes:
• Counselor untrained, ex. Didn’t understand my disability/disabilities – 4.7%
• Disrespectful staff
• Experienced Discrimination
• Staff changes
• Staff/counselor – Good 17.4%
• Staff/counselor – Negative

Comment samples:
I'm sincerely grateful for the help and services provided by DVR. It's important and valuable work and I wouldn't have been able to elevate my position to where I am today without them.

My counselor made sure our path was the best fit for me. I was very happy with how they listened to me.
Comment Theme: Program Outcomes 27.3%

Subthemes: *Almost even split between positive/negative*
- Didn’t help getting a job
- Found job with Other service
- **Happy with outcome** – 7%
- **Happy with progress** – 3.6%
- Job goal didn’t reflect my needs/goals
- **Jobs were not suited to me** – 3.6%
- Promised services not provided
- Skills training wasn’t offered
- Would recommend program

Comment samples:
My experience with DVR was frustrating. My counselor kept sending me info about jobs that I did not have the qualifications for and I was not interested in. He also repeatedly sent me info on jobs that would have required 2 to 3 years of college. I needed a job ASAP! Questionnaires about my skills my interest and my knowledge should’ve been done in the very beginning of this process not at the end. It felt like he didn’t know what to do.

DVR helped me get 3 Jobs when mine went out and I am very Satisfied with the DVR. I APPRECIATE everything that you done for me I have a great good Job. THANKS ALOT SO MUCH! I LOVE MY JOB.
Comment Theme: Communication – 16%

Subthemes:
• Confused, difficulty understanding
• Never heard from staff/counselor
• Staff/counselor non-responsive – 6.7%
• Staff/counselor very responsive
• Tech issues
• Wanted more information
• Wasn’t listened too – 2.3%

Comment samples:
The counselor did not return my calls, was unavailable to meet, demonstrated no interest in meeting with me.

Thank you for treating me with dignity. Everyone can get a job if they do the interview right and I was helped a lot in that regard.
Comment Theme: External Factors 14%

Subthemes:
- Covid – 3.6%
- Education
- Funding
- Mention government
- Mention of other programs
- Personal barriers – 4.2%

Comment sample:
My own medical conditions changed so I my full experience got put on hold so I haven't actually utilized it as much as I could have but that's because of me.
Comment Theme: Program Access 10%

Subthemes:
- Getting into program was difficult
- Getting removed from program without completing
- Mention of other programs
- Process takes too long – 3.6%
- Time issues – 3.1%

Comment samples:
We've been working with them for a year and a half and not much has been accomplished or happened. I haven't heard from them in a long time there hasn't been any follow up.

She's so busy you don't seem very important. It just seems like they do the bare minimum, and the process is so slow having to wait for weeks to see somebody and they are not that involved.
Next Steps & Future Goals

• Collaborate with Policy & Planning on the Recommendation to implement the **Counselor Reassignment Best Practices** Checklist
• **CRP Communications** Survey/Root Cause Analysis
• Comprehensive **Statewide Needs Assessment**
• Customer Satisfaction Survey
  • Working with WSU-SESRC to **refine data analysis**
• Customer **Listening Sessions**
  • Likely mid-September to early October
# Quarterly Meeting Agenda

**Friday, August 12th, 2022**

9:00 am to 11:30 am

**Click here to join Zoom meeting**

<table>
<thead>
<tr>
<th>TIME</th>
<th>PRESENTER</th>
<th>AGENDA</th>
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<tbody>
<tr>
<td>8:50</td>
<td>Shelby Satko, Jolie Ramsey</td>
<td><strong>Sign into Zoom</strong>&lt;br&gt;• Opportunity to login early and troubleshoot connectivity issues so meeting can get started promptly at 9:00am</td>
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<tr>
<td>9:00</td>
<td>Peggy Frisk</td>
<td><strong>Call to Order</strong></td>
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<td>9:05</td>
<td>Peggy Frisk</td>
<td><strong>Executive Committee</strong></td>
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<td>9:45</td>
<td>Michele Stelovich</td>
<td><strong>Policy &amp; Planning Subcommittee</strong></td>
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<td>10:00</td>
<td><strong>BREAK</strong></td>
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<td>10:15</td>
<td>Erica Wollen, Ivanova Smith, Jen Chong-Jewell, Dion Graham, Laurae MacClain</td>
<td><strong>Partnership Subcommittee</strong>&lt;br&gt;• Workforce Training &amp; Education Coordinating Board&lt;br&gt;• Developmental Disabilities Council&lt;br&gt;• Special Education Advisory Council&lt;br&gt;• Pro-Equity Anti-Racism (PEAR)&lt;br&gt;• State Independent Living Council&lt;br&gt;• Tribal VR</td>
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<tr>
<td>11:00</td>
<td>Jen Bean, Doug Burkhalter</td>
<td><strong>Client Assistance Program</strong></td>
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<td>11:10</td>
<td>Peggy Frisk</td>
<td><strong>Working Lunch/Meeting Wrap up</strong></td>
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<tr>
<td>11:30</td>
<td>Peggy Frisk</td>
<td><strong>ADJOURN</strong></td>
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</tbody>
</table>
Executive Committee Updates

Members: Peggy Frisk – Chair, Jen Bean – Vice-Chair, Erica Wollen, and Michele Stelovich

Executive Director: Shelby Satko

August 2022
Executive Committee Updates

• 2023 Quarterly Meeting Dates and Locations
  • February 9th-10th – Olympia
  • May 11th & 12th – Spokane
  • August 10th & 11th – Lynnwood
  • November 2nd & 3rd – Tacoma/Puyallup

• RSA Monitoring Meeting Highlights

• Membership Updates
  • Term Renewals
  • Recruitment
Executive Committee Updates

- Council Development
  - Council policies to support proactive efforts to guide positive engagement in council activities
  - Board of Ethics will provide training for February 2023 Quarterly
  - Do you have other ideas we can look into?
Policy & Planning Subcommittee

Members: Michele Stelovich – Chair, Laurae MacClain, Lesa Dunphy, and Jen Bean

August 2022
Policy & Planning Subcommittee Updates

• Recommendation: Counselor Reassignment Best Practices
• Priorities discussion and Workforce & Labor Market Trends
  • Future of Work/Career Path Options
    • Customers: Career Connect WA: Pre-Apprenticeship/Apprenticeship
    • DVR Staff
    • Pre-ETS Policy Development and Review
• What’s coming up
  • State Plan
    • Priority Alignment
    • Next 4-year plan development starting early 2023
Jen Bean & Doug Burkhalter

Client Assistance Program

August 2022 - WSRC
Acknowledgements

• RSA monitoring
• WAVES
• New Employee Orientation – CAP Meet & Greet
Customer Satisfaction

- Shared goal of customer satisfaction
- 78% of CAP cases were resolved at the VRC level
- 27% of cases CAP found that DVR did the right thing
- Trends and Best Practices that lead to customer satisfaction.
Communication

**Trend:** Remote services communication differences

**Best Practices:**

- **Communication** preference and access to technology
- Considering *support needs for remote services*, ex. meetings, paperwork, etc.
- Intake **critical discussions**:
  - Explaining program, VR process, and paperwork
  - Timelines, next steps, responsibilities and expectations for both parties
  - Thorough assessment of disabilities and limitations
- **Being responsive**
- Putting next steps, homework, next meeting *in writing*
Vocational Assessment

**Trend:** Agreeing to goal without exploration

**Best Practices:**

- Review educational/employment history
- **Identify and address all barriers**, including need for background checks, interpersonal limitations
- Labor market information - **Be creative!**
  - Craigslist
  - Customer homework
  - Use resources: CRP, Biz Specialists, other networks
- **Advocate** for your customer
Self-employment

Trend: Making the decision too soon

Best Practices:

• Be creative and think outside the box
• Great resources available!!!
• Why does customer want self-employment? Is this the only way they think they can be successful?
• Self-employment vs. hobby
• Is self-employment appropriate for disability barriers and limitations? Determine before sending for feasibility.
• If you send customer for a feasibility, both the vendor and customers think VR supports goal
• Providing ongoing support and resources for follow along
doing the right thing

Best Practices:

• Explaining VR process and timelines
• Timely and clear communication
• Identifying and addressing barriers = Hard conversations
  • Making sure disabling conditions and barriers have been identified and addressed
  • Getting psych evals when needed, or ensuring VRC has recent records from MH provider
• Talking about what is different this time when working with “revolving door customers”?
• Intersection of Customer Service & Compliance
Partnership Subcommittee

Members: Erica Wollen – Chair, Alexandra Toney, Ivanova Smith, and Dion Graham

August 2022
Partner Updates

• Workforce Training & Education Coordinating Board – Erica Wollen
• Developmental Disabilities Council – Ivanova Smith
• Special Education Advisory Council – Jen Chong-Jewell
• Pro-Equity Anti-Racism (PEAR) – Jen Chong-Jewell
• State Independent Living Council – Dion Graham
• Tribal VR – Laurae MacClain
Additional Resources

1. *Holding Onto the Heart: The Potential of WSRC Membership, by Duane French*. Excerpts shared during the Council teambuilding activity on Aug. 11. (p.84)

2. *I Am a Proud Vocational Rehabilitation Counselor, by Kyle Walker*. Article shared by Francisco Felan during his presentation on Aug. 11. (p.85)

3. *Career Representative Vendor List*. Shared by Sam Blazina during her presentation on Aug. 11. (p.86)

4. DVR Statewide Office Map (p.87)

5. WSRC Commonly Used Acronyms (p.88-91)
HOLDING ONTO THE HEART: THE POTENTIAL OF WSRC MEMBERSHIP
By: Duane French
WSRC Member 2004-2007, Council Chair 2005

Great disability rights leaders like Justin Dart Jr., Marca Bristo, Ed Roberts, Bob Michaels and others influenced federal legislation to be sure people with disabilities take part in directing disability programs and services. The Washington State Rehabilitation Council’s role is to offer direction to improve vocational rehabilitation services in Washington.

As a member of the State Rehabilitation Council it is important that you:

- Listen – people receiving services from DVR want to share their hopes, dreams, fears and frustrations.
- Talk – you can compel change with thoughtful words and actions; don't talk to just fill up space or impress yourself or others.
- Probe – ask difficult questions of DVR and don't accept niceties as answers.
- Advocate – improvements to DVR services will not occur without advocacy for more creative approaches to service delivery.
- Analyze – the concerns expressed by people receiving DVR services need careful analysis to identify systemic changes needed in VR services.
- Be brave – systems don't change without external pressure; apply the pressure needed to bring about positive change.
- Reflect – give people receiving DVR services, DVR staff, community providers, and other stakeholders an opportunity to talk about improvements without having to make immediate decisions.
- Focus – keep your focus on improving the present and the future; learn from the past but don't get stuck in it.

The reason most people with disabilities are not working is because of prejudice and discrimination. It's not because they can't go to work and be successful. It's because oppressive attitudes continue to influence federal spending on people with disabilities. America spends hundreds of billions of dollars each year warehousing people with disabilities in institutions and keeping them on public assistance. But, spending equal amounts of money to support them to be successful in their communities and at work continues to meet resistance.

Changing the prevailing attitudes of our age may take time. But, you must make use of every moment to keep the momentum for change moving forward.

Bureaucracies believe the status quo endearing. It is up to the State Rehabilitation Council to explore new frontiers for getting people with disabilities into good jobs with benefits and that offer career growth.
I am a proud Vocational Rehabilitation Counselor.

It seems trendy to drop vocational from Rehabilitation Counseling. But, I embrace that part of my professional identity unapologetically. Vocational is not a dirty word. Vocational is the heart of what I do and is central to the human experience.

My profession faces an existential crisis. I argue we must embrace our unique and distinctive value to those we serve to enhance our brand and reclaim our domain.

Vocational comes from the Latin word vocatio meaning calling or being called to our life purpose. Vocis translates to calling, or giving voice through purpose.

VR Counseling is a distinctive and unique craft and worldview not shared by any other profession. Our foundational philosophies, roles, and functions have always been a whole made up of three balanced parts.

Vocational: Human beings thrive when they have a clear sense of purpose that unleashes their passion, aligns with their values, and individual strengths. Work allows us to thrive mentally, intellectually, emotionally, and socially gaining a sense of belonging and competence. The vocational focus helps people discover strengths, adapt to challenges, and find their purpose in the world. Work helps us find our voice. I embrace vocational because finding our calling in life is an effective therapeutic intervention.

Rehabilitation: Human beings thrive when they have a sense of control over their own lives and the world around them. This sense of control, independence, self-reliance, and self-direction is highly correlated with a sense of self-confidence, mental health, and resilience. People with disabilities face a world that creates barriers to a sense of personal control. The rehabilitation focus helps people adjust, adapt, and overcome barriers to their right to life, liberty, and the pursuit of happiness. Rehabilitation focuses on individual genius and strengths when most of the world focuses on limitations and restricted opportunity. I embrace rehabilitation because reclaiming a sense of personal control and resilience is a therapeutic intervention.

Counseling: My craft has taught me that human beings best overcome barriers and learn to thrive in therapeutic relationships built on mutual trust, respect, kindness, caring, focused on learning, change, and growth. My training as a counselor gives me the clinical skills I need to build an effective working alliance to discover their concerns, interests, skills, abilities, capabilities, priorities, worldview, passions, and values. Counseling provides supportive reflection where discovery and creation of a vision for the future happens. I embrace counseling because a trusting and caring relationship is a therapeutic intervention.

I am a Vocational Rehabilitation Counselor.

No other counseling or helping profession does what we do.
To locate a career representative, match their number below to the corresponding table on the map.

<table>
<thead>
<tr>
<th>Number</th>
<th>Organization/Position</th>
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<tbody>
<tr>
<td>1A</td>
<td>Carmine Red Architecture, Architecture and Drafting</td>
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<td>Ellensburg School District, Family Liaisons</td>
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<tr>
<td>1B</td>
<td>Ellensburg Police Department, School Resource Officer</td>
<td>19A</td>
<td>KVH, RN-Director for Surgical Services</td>
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<tr>
<td>2A</td>
<td>CWU Police Department</td>
<td>19B</td>
<td>KVH, RN-Director of Medical Surgical Unit/Critical Care Unit</td>
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<td>2B</td>
<td>Mental Health Counselor</td>
<td>20A</td>
<td>Umpqua Bank, Community Member</td>
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<td>3A</td>
<td>Gallery One Visual Arts Center, CSA Education Coordinator</td>
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<td>Kittitas Bank, Commissioner</td>
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<td>3B</td>
<td>Nest Design Studio, Interior Designer</td>
<td>21A</td>
<td>Anytime Fitness</td>
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<td>4A</td>
<td>Kittitas County Public Health, Administrative Supervisor</td>
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<td>Professional Athlete</td>
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<td>People for People</td>
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<td>5A</td>
<td>Washington Department of Ecology, Toxics Reduction Specialist</td>
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<td>Elmview</td>
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<td>5B</td>
<td>Umpqua Bank, Home Mortgage Finance &amp; Loan Officer</td>
<td>23A</td>
<td>KVH, Medical Laboratory Technician</td>
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<td>6A</td>
<td>Puget Sound Energy, Outreach Coordinator</td>
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<td>KVH, Phlebotomist</td>
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<td>Vestas, Wind Turbine Technician</td>
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<td>Kittitas County Sheriff’s Office, Corrections Officer</td>
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<td>7</td>
<td>Kittitas County Treasurer</td>
<td>24B</td>
<td>Kittitas County Search &amp; Rescue</td>
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<td>KVH, RN-Director of Emergency Services</td>
<td>25A</td>
<td>CWU Associate Director, Marketing &amp; Communications</td>
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<td>8B</td>
<td>KVH, RN-Director of Family Birthing</td>
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<td>Goodwill</td>
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<td>Department of the Blind</td>
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<td>NW Laborers Union, Apprenticeship Coordinator</td>
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<td>WA Department of Natural Resources</td>
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<td>IT/Cybersecurity</td>
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<td>Happy Feet Daycare</td>
<td>27A</td>
<td>University Auto Center</td>
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<td>Ellensburg Pasta Company, Professional Chef</td>
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<td>Kittitas Valley Memorial Pool, Aquatic &amp; Recreation Supervisor</td>
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<td>Bluestone Academy, Cosmetology</td>
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<td>Anderson Hay &amp; Grain</td>
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<td>Prestige Care, Free Nursing Assistant Program</td>
<td>31A</td>
<td>WSU ROAR Program</td>
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<td>City of Ellensburg, Light Operations Supervisor</td>
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<td>FISH Food Bank</td>
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<td>The McGregor Company, Agricultural Research &amp; Technology</td>
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<td>Fred Meyer</td>
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<td>Yakima Valley College</td>
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<td>CWU Air Force ROTC</td>
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<td>Kittitas County Prosecuting Attorney’s Office, Deputy Prosecuting Attorney</td>
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<td>31</td>
<td>Mountain Construction Company</td>
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<tr>
<td>32</td>
<td>EMT/Firefighter</td>
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WSRC Commonly Used Acronyms

ACS: American Community Survey (from the Census Bureau)
ADA: Americans with Disabilities Act
AJC: American Job Center
ALTSA: Aging and Long Term Support Administration
ASL: American Sign Language
AT: Assistive Technology
ATAP: Assistive Technology & Assessment Practitioner
BASC: Barriers and Accessibility Solutions Committee
BHA: Behavioral Health Administration
BLS: Bureau of Labor Statistics (Census of Employment and Wages)
BMMP: Business Management Modernization Project
CAP: Client Assistance Program
CARF: Commission on Accreditation of Rehabilitation Facilities
CART: Computer-assisted real-time Translation
CCER: Center for Continuing Education in Rehabilitation
CFR: Code of Federal Regulations
CIL: Center for Independent Living
CMS: Case Management System
CRP: Community Rehabilitation Provider
CP: Cerebral Palsy
CRC: Certified Rehabilitation Counselor
CSNA: Comprehensive Statewide Needs Assessment
DD: Developmental Disability
DDA: Developmental Disability Administration
DES: Department of Enterprise Services
DSB: Department of Services for the Blind
DSE or DSU: Designated State Entity or Designated State Unit
DVR: Division of Vocational Rehabilitation
EDI: Equity, Diversity, and Inclusion
ESD: Educational Service District, also, Employment Security Department
FCS: Functional Community Supports
FFY: Federal Fiscal Year
ID: Intellectual Disability
IDEA: Individuals with Disabilities Education Act
IEP: Individual Education Plan
IL: Independent Living
IRI: Institute on Rehabilitation Issues
JLARC: Joint Legislative Audit and Review Committee (Report on Employment and Community Inclusion Services for People with Developmental Disabilities)
LRE: Least Restrictive Environment
LTS: Long Term Support
MH: Mental Health
MOU: Memorandum of Understanding
OFM: Office of Financial Management
OJT: On-the-job Training
OSERS: Office of Special Education and Rehabilitation Services
OOS: Order of Selection
One-Stop: WorkSource Center
OSPI: Office of the Superintendent of Public Instruction
PAVE: Partnership for Actions Voices for Empowerment (Parent Advocacy)
RCW: Revised Code of Washington
RDA: Research and Data Analysis (research division of DSHS)
Region 10: Federal Region of Washington, per RSA
RFP/RFQ: Request for Proposal/Qualifications
RSA: Rehabilitation Services Administration
SILC: State Independent Living Council
SIPP: Survey of Income and Program Participation (Census Bureau)
SPIL: State Plan for independent living
SME: Subject Matter Expert
SSA: Social Security Administration
SSDI: Social Security Disability Insurance
SSI: Supplemental Security Income
TAP: Talent and Prosperity for All Plan
TBI: Traumatic Brain Injury
TSAT: Transition Self-Assessment Tool
Title 4: of WIOA is the Rehabilitation Act,
  Title 1: under Title 4, which authorizes DVR services and funds
    Section 105 of Title 1: authorizes State Rehabilitation Councils
UI: Unemployment Insurance
VR: Vocational Rehabilitation
VRC: Vocational Rehabilitation Counselor
WA DVR

AFP: Authorization for Purchase
CBA: Community Based Assessment
JD: Job Development
ELT: Executive Leadership Team
IPE: Individual Plan for Employment
IRWE: Impairment Related Work Expense
ITS: Intensive Training Services
MOU: Memorandum of Understanding
MSD: Most Significantly Disabled
NEO: New Employee Orientation
Pass Plan: Plan to achieve self-support
Pre-ETS: Pre-Employment Services
PES: Post-Employment Services
PHI: Protected Health Information
RA: Regional Administrator or Re
RCD – Rehab Counselors for the Deaf
Region 1: East of the Cascades
Region 2: King County north
Region 3: Pierce County south and all of the peninsula
ROI: Release of Information
RT: Rehabilitation Tech
SDOP: Service Delivery Outcome Plan
SDOR: Service Delivery Outcome Report
SE: Supported Employment
SO: State Office – DVR Headquarters
SOP: Standard Operating Procedure
STARS: DVRs customer database
TWE: Trial Work Experience
YSP: Youth Services Program
121 Program: Tribal Rehabilitation Program (Federal designation)
701 Program: Tribal Rehabilitation Program (WA State designation)