

Working In Washington



2009
Annual Report
Division of Vocational Rehabilitation

Director's Message

By Lynnae Ruttledge, Director

It is with great pride that I welcome you to our 2009 Annual Report. This has been another remarkable year for our Division. Our motto has been 'We Are Open for Business' and it shows in our partnerships, in our customers' success stories and in our staff's performance. Building on last year's successes, the significant increases in the numbers of applications, eligibility determinations, employment plans developed and successful employment outcomes are nothing short of amazing.

As you read the success stories in the Annual Report, I know that you too will be proud of and impressed with the accomplishments of our customers. The diversity of the people we serve, the outcomes they achieve and the challenges they address are a true reflection of the high quality impact we have every day throughout the state.

The photo that accompanies this message has a special significance for me. It was taken in October 2009 and joyfully expresses the warm collaboration we enjoy with our tribal VR programs in Washington.

Early in 2010 I will depart from the state of Washington to accept a Presidential appointment to serve as the Rehabilitation Services Administration (RSA) Commissioner. Please accept my sincere thanks for your support and belief in Washington DVR during my four year tenure. We have succeeded beyond all expectations because of it! Thank you.

In the photo are representatives from the Department of Services for the Blind (DSB); Department of Social and Health Services Division of Vocational Rehabilitation (DVR); and Washington's Section 121 Tribal Vocational Rehabilitation Programs Directors and Staff.



BACK ROW FROM THE LEFT: **LouOma Durand** (DSB); **Barry Aberle** (DVR); **Edna Harper** (Lummi Tribe); **Nancy Holland** (Samish Tribe); **Ron Falberg** (DVR); **Andrés Aguirre** (DVR); **Donald Alveshere** (DSB); **Michael McKillop** (DSB); **Duane Johnson** (DVR);

FRONT ROW FROM THE LEFT: **Vivian Long** (Yakama Tribe); **Meredith Stannard** (DSB); **Sharron Packineau** (Yakama Tribe); **Sharey Cleveland** (Colville Tribe); **Lynnae Ruttledge** (DVR Director); **Shari Hughes** (Cowlitz Tribe); **Carol Cordova** (South Puget Intertribal Planning Agency); **Jerod Corpuz** (Yakama Tribe); **LeRoy Gregory** (Lummi Tribe); **Jana Finkbonner** (North Intertribal VR Program)

The Washington State Rehabilitation Council and DVR are Constructive Policy Partners

The Washington State Rehabilitation Council (WSRC) has a federally mandated policy partnership with DVR as defined in the Rehabilitation Act. The WSRC was established in 1994. Our 15 members are Governor-appointed volunteers who represent stakeholders including: Business, Industry and Labor; Tribal Vocational Rehabilitation Programs; the Client Assistance Program; the state's Parent Training and Advocacy Program, Washington PAVE; the Workforce Training and Education Coordinating Board; the Office of the Superintendent of Public Instruction; representatives of DVR from the field and the leadership; and also representatives of the Division's customers. The role of the WSRC is to assure the integrity of the publicly funded General Vocational Rehabilitation Program in our state. We follow DVR's progress toward supporting eligible people with disabilities to secure employment, and promote accountability in government. Our mandates include:

1. Garnering feedback from stakeholders, particularly DVR customers, through public forums, written comments, surveys, and assessments;
2. Sustaining dialogue with DVR and community partners for the purpose of highlighting strengths, trends, or concerns regarding DVR services;
3. Asking questions of DVR about service delivery and trends based on analysis of program and performance data and performance on the federal standards and indicators;
4. Developing recommendations on DVR policy and practice and for the State Plan, and;
5. Advocating for an accountable and innovative Vocational Rehabilitation service system.

In 2009 our members gave more than 1,200 hours of their time. We bid farewell to six members who concluded their service to the Council and to one who is awaiting confirmation to be the next RSA Commissioner. Five new, dynamic members were appointed. One position remains vacant. We took more public comment this year than any since 2005. To learn more about our work visit www.wastrehabcouncil.org.



Deborah Colvin

By Elsbeth Calvo, VR Counselor

Deborah Colvin imparts quiet confidence and wisdom that is inspiring. She shares her story on her path to wellness from addiction recovery, depression, homelessness, and domestic violence – a story she calls *Two Dollars and a Glimmer of Hope*. Her recovery has evolved into a life of service as a mental health peer counselor dedicated to helping others who have experienced similar life setbacks. She offers her clients hope along with teaching them solid recovery skills.

Deborah started her recovery several years ago when she was encouraged to buy *The Depression Workbook*, by Mary Ellen Copeland. Deborah found a \$2 used copy and poured herself into studying and working through the workbook. She realized that taking care of herself and changing her negative thinking was of utmost importance. Taking stock of everything that impacted her life, she made good strides in changing habits and adopting life-affirming physical and emotional attitudes and behaviors. The strength she gained opened up possibilities for her return to work. In March, 2007 she applied for DVR services through Sound Mental Health and began exploring employment options with a Sound Mental Health vocational specialist and DVR Counselor Beth Calvo. Beth sponsored a Wellness and Recovery Action Plan (WRAP) workshop that Deborah was invited to attend. Mary Ellen Copeland, *The Depression Workbook* author, also authored WRAP. Deborah's success in applying the workbook principles added to her enthusiasm and experience participating in the WRAP workshop.

Deborah was offered a volunteer internship as a job coach at Sound Mental Health and subsequently hired as a peer counselor. The message of hope she shares with her clients is to see themselves as she learned to see herself – as viable and unique individuals with gifts to share.



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Gordon Finnstrom

By Jennifer Gordon, VR Counselor

Gordon Finnstrom works for the International House of Pancakes (IHOP). Gordon is an individual with a developmental disability who is eligible for long term job coaching and supports in the workplace. His work at IHOP is a wonderful example of valuable community partnerships and natural supports from co-workers that have come together to provide him the rewards that result with employment.

Partnering for success, DVR staff teamed with Goodwill Industries to assist Gordon in obtaining gainful employment. Goodwill Industries approached IHOP to do a community based work assessment. After their first meeting with IHOP's manager, it was agreed to start Gordon on the assessment the following week. IHOP's management wanted to assess and train Gordon on their own, without the use of a job coach. IHOP strongly values diversity in the workplace and they are highly motivated to integrate people with all types of skills and backgrounds into their labor force.

It was not long before co-workers developed a close relationship with Gordon and enjoyed working with him so much that the IHOP staff prompted management to hire him permanently. Although Gordon qualified for long term job coaching, his co-workers took it upon themselves to provide him the support he needed to be a productive member of the team. In addition to providing natural supports, employees also helped Gordon with time management to be ready for the bus to pick him up and take him home after his shift.

IHOP's manager says Gordon gets along very well with his co-workers, "everyone loves to work with Gordon and enjoys having him there". Gordon states he enjoys feeling part of the IHOP team and that everyone there "loves me".



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**March is National
Traumatic Brain
Injury Awareness
Month.**

Paul White Eagle Frank

By Adriana Tossini, VR Counselor

Paul White Eagle Frank is an incredible example of the power of the human spirit to turn a life of sadness and addiction into a blessing of service and hope for others.

Paul grew up, one of nine children, on the Yakama Indian Reservation. He was continually surrounded by significant role models who were deep into alcohol and drug addiction – his parents, his siblings and most of his friends, many of whom died from the disease. Paul's life of poverty and hopelessness led him down the same road to addiction and he dropped out of school. Paul had no one to teach him how to be a powerful person and embrace the tradition and culture that was his birthright. Paul often got into fights and eventually an accident left him without the use of his right hand.

Paul entered treatment and soon realized that he could heal his life and give back to his community by becoming a successful Chemical Dependency Counselor. In October, 2007 he applied for DVR services and while on the wait list he completed his GED and applied to colleges. The Lummi Indian Nation helped him to complete his financial aid application. He also began receiving DVR services such as mileage reimbursement and a computer and printer to help with his college coursework and related workshops.

Paul received his Associate of Arts Degree in Chemical Dependency from the Lummi Indian Nation's Northwest Indian College. He also became his niece's guardian and with DVR guidance, obtained a Federal Indian Grant to provide housing and services to support her.

Paul works at the Thunderbird Treatment Center in Renton and is fulfilling his goal of helping others to heal their lives and create their own successes.



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Lee Hannigan

By Francisco Felan, VR Counselor

Lee Hannigan has turned his love for nature's bounty into a profitable business for himself and an economic resource for his native tribe on the Yakama Indian Reservation. For over 20 years, Lee had hunted and harvested mushrooms and huckleberries found at the foot of beautiful Mt. Adams in Central Washington's White Swan area.

Lee's passion for harvesting these prized commodities took him over uneven, alpine terrain. However, he became unable to search at the pace he once could when osteoarthritis impacted his body and led to a right hip replacement. Lee knew he needed to turn his knowledge, talent, skills and motivation into a business as a produce buyer and distributor. Developing this business would also provide another resource for his tribe which primarily relies on timber sales for its economic vitality.

He applied to DVR at the Wapato DVR office in late 2006 for services that could help him pursue this business concept. He received counseling and guidance from Marcie John, his former VR Counselor who requested a feasibility study and business plan by Fernandez Counseling, LLC. The study confirmed that Lee's business had a niche and Wilderness Delights, LLC was created!

DVR's Native American customers living on tribal lands can also receive services through the tribe's federal 121 VR program. The Wapato DVR office worked with the Yakama Nation VR program to coordinate some of Lee's services. Lee also obtained a computer through DVR to assist with his business activities.

Lee's business is doing very well. His biggest seller is the most highly prized Morel mushrooms – typically selling for \$20-\$24/lb. He sells them fresh or dried to markets and restaurants and has gone global with his own website!



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Michael Hardie

By Michael Hardie; DVR support provided by VR Counselors Louise Goodman and Julie Zander and Bo Welch, Job Developer

I had spent a large portion of my life trying to cope with depression, engaged in substance abuse, and dealing with a shoulder injury. In November 2007, I applied for DVR services and began working with Louise, Julie, and Bo from North Seattle DVR. Together we identified my career goals and addressed the obstacles preventing me from achieving success. DVR helped me buy proper interview clothes and make contacts with Training and Development professionals, my chosen field. A customized employment plan was developed and the key element of continuing with mental health treatment was included. I received Office Essentials training at Tacoma Goodwill where I learned new computer software and how to make presentations. I also attended workshops on self-esteem, dressing for success, interviewing and networking skills, and conducting job search activities. These skills helped rebuild my confidence and I became comfortable doing interviews – all I had to do was to be myself – the new me, that is!

My career as a Peer Support Specialist with OptumHealth in Tacoma is perfect for me. It taps into what I love doing – public speaking and outreach to inform, educate and reduce stigma surrounding mental health issues and sharing experiences in recovery to help people realize that they can recover from mental illness and thrive.

A lot of things in my life were ‘dis’abling when I walked into DVR. The most important thing DVR and other organizations did was to show me how to participate in my own rehabilitation. They started by helping me, but along the way they taught me how to help myself. Creating self-sufficiency was a HUGE part of my success.



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Miranda Levy

By Arlana Nelsen, VR Counselor

Miranda Levy was a go-getter and active with her vocational rehabilitation right from the start. Miranda has epilepsy and first contacted DVR for services in December 2005. Miranda received her Bachelor's Degree in Religion with a focus on Religious Sociology from Walla Walla's Whitman College in May of 2008. Last year, while in her senior year at Whitman College she contacted Seattle Mercer Street DVR to request a DVR case transfer to the Seattle area. While on a break from school, Miranda came to introduce herself, share her hopes for the future and promised to stay in touch. She lived up to that promise and stayed very involved with her DVR services.

An internship opportunity became available through a partnership between the Disability and Business Technical Assistance Center (DBTAC) Northwest and DVR. Miranda landed the opportunity. Bill Youngman, Mercer Street AT Specialist, did an assistive technology assessment and the work area was fitted to meet her needs. She was subsequently hired by DBTAC Northwest as a Training and Information Specialist after the internship was completed. Miranda, with extensive knowledge of the ADA, provides answers to questions about accessibility, employment, transportation, and service animals. She also provides training on Service Animals and travel, the ADA and Child-care. Miranda assists in creating marketing and educational materials for DBTAC Northwest. She was in charge of producing DBTAC's 2008 calendar and did such a wonderful job that she was asked to produce the 2009 calendar.

Miranda continues to become increasingly involved with the disability community through volunteer projects with the Epilepsy Foundation Northwest. She plans to pursue her Master's degree in Vocational Rehabilitation Counseling. Miranda is a fantastic young woman!



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Direct Interactions

By Lynnae Ruttledge, DVR Director

Matt Storey and Jonas Nicholson of Direct Interactions “walk the walk” – as employers, volunteers and business leaders committed to the employment of people with disabilities. Matt and Jonas are the owners of Direct Interactions, a Washington based call center provider that utilizes agents working from home instead of in a traditional office setting. The home-based call center business model enables people with disabilities to work as call center agents and more importantly balance the needs of their families and their careers. Matt shares, “The key to our business is having great people that are fun to work with and committed to serving customers. People with disabilities comprise more than half of our employees and are the primary reason our home-based agent model has been successful.”

Direct Interactions uses rewarding business practices including socially responsible hiring, an operational model that is environmentally friendly. They have a vision of creating five thousand U.S. call center jobs in the next three years. Direct Interactions has been a great partner with DVR in creating internship opportunities and hiring DVR customers for positions throughout their organization.

Matt makes a difference as a business leader and a committed volunteer. He is currently the President of the Washington State Business Leadership Network and frequently participates on employer panels. In addition, he serves on the King County Developmental Disabilities Division Business Leadership Advisory Committee and the Neurological Vocational Services Board.

Thanks, Matt!



Take Charge Summer Youth Leadership Program

By Jim Baker, Executive Director
disAbility Resources of Southwest Washington

Washington's Centers for Independent Living (CILs) are creating a new focus on youth leadership development. As a result, youth with disabilities are learning new skills and beginning to realize their leadership potential.

The program developed by disAbility Resources of Southwest Washington is an excellent example of the great work being done in CILs across the state. The Take Charge Summer Youth Leadership Program was designed to prepare students with disabilities to meet some of the challenges of transitioning from adolescence to adulthood, with the ultimate goal of independent living and becoming a leader and advocate in the community. Using the five steps of the nationally recognized Take Charge curriculum – Plan your future, Set goals, Problem solve, Prepare and Take action – a group of nine high school students with disabilities participated in this summer's program. Two key independent living skills – taking public transportation and budgeting money – were part of the curriculum each day. Additional topics included emergency preparedness, meeting with public officials to discuss volunteerism and involvement in community projects, recreational opportunities and how to vote.

Each student came away from the progressive five-day series of activities, field trips and lessons with different experiences. But all were quick to reflect at the end of the week on what they had accomplished and how they are now ready to implement these newfound independent living skills. All nine students expressed interest in continuing their independent living skills training and have signed up to participate in the Center's Youth In Transition Program this year.

Thank you Washington CILs for helping to prepare our future leaders for a better tomorrow for all of us.



Brock Williams

By LeAnne Raines, VR Lead Counselor

Brock Williams, a person with limited communication skills and severe autism, has excelled at his new job with Miller Sheet Metal in Bremerton. Brock had worked at Kitsap Applied Technology sorting nuts and bolts in a sheltered workshop and wanted to continue this type of work in the community. He applied for DVR services in 2008 and started down the path to competitive employment through the team efforts of the Division of Developmental Disabilities, DVR, Kitsap Applied Technology, Frances Hadden Morgan Center, Meyers Consulting and Miller Sheet Metal. The services and equipment provided by this community partnership coupled with Brock's strong drive to succeed resulted in Brock's employment at Miller Sheet Metal in August 2008.

Kitsap County DDD hired Meyers Consulting to create a visual communication system for Brock to use at home and work. Kitsap Applied Technology provided job development and placement services to help Miller Sheet Metal carve out an appropriate work setting. DVR purchased intensive training and job coaching services for job stabilization and Brock received long-term support through DDD and Kitsap Applied Technology. Frances Hadden Morgan Center bought Brock his own work equipment and a camera for his employer to take pictures to use as visual cues of Brock completing his tasks. Miller Sheet Metal provided a work environment that values his work and created a supportive work team to provide natural supports.

His visual communication system and calendar enable Brock to independently navigate his home and work environments. Brock's hard work has saved his company money as the once previously discarded nuts and bolts are now recycled and reused. Brock is a valuable, contributing member of the Miller Sheet Metal team and a successful employee!



Kelly Yarnes *Banana Belt Kelly*

By Marcia Farrell, VR Counselor

Kelly Yarnes had a vision of being self employed and saw her dream fulfilled when Sequim's Banana Belt Kelly opened July 2009. Her story beautifully illustrates the spirit and intent of the public VR program – delivering services and expertise that enable individuals with disabilities to overcome barriers and achieve meaningful and fulfilling employment.

Kelly was born with a seizure disorder that affected her learning and severe seizures when stressed or exceptionally tired seriously impacted her. Yet Kelly focused on thriving. In 1988, she represented the United States at the International Special Olympics held in Germany, was a Gold Medalist and was honored by lighting the Special Olympic's flame.

Since 1996 Kelly, wearing a fancy Victorian dress and broad-brimmed hat, has greeted guests at the Olympic Lavender Farm during Sequim's annual July Lavender Festival. She is known as "The Lavender Lady." She volunteered many weekends at Sequim's Open Aire Market helping others sell lavender products -- always dressed in her Victorian costumes. Kelly also operated her family farm's roadside stand selling fresh baked banana bread and fresh eggs.

Her renown and local success sparked a vision for more. She had worked at a variety of fast food restaurants, yet dreamed of owning her own shop. In December 2006, Kelly, her mother Laurie and Marcia, VR Counselor started brainstorming and created a self-employment plan for Kelly's dream job "to meet and greet people at a bed and breakfast, make lavender sachets, and sell them along with other gifts or garden décor in a little store at my house". Banana Belt Kelly is just the beginning for Kelly Yarnes – she has many more dreams to fulfill and a powerful human spirit to see those dreams come alive.



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Marisol Bazaldua

By Art Garza, VR Counselor

Marisol is a very artistic and energetic individual whose talents are integral to her role at the Opportunities Industrialization Center (OIC) of Washington in Yakima. Marisol has Devic's syndrome – a multiple sclerosis variant with devastating physical effects. Marisol's spirit of determination and accomplishment however, helps her continue to soar.

Marisol applied for DVR services in December 2004 and with the assistance of a computer and Dragon Natural Speaking provided by DVR, Marisol obtained her Bachelor's degree in Psychology from Washington State University. She began working with VR Counselor Art Garza to develop an internship agreement to obtain case management skills and experience. Art proposed the agreement to the Yakima OIC and provided Marisol with essential counseling and guidance to prepare her for the informational interview. Marisol's internship was implemented by Martin Cervantes, Regional Program Manager who oversaw the plan and provided monthly progress reports. Mr. Gilberto Alaniz, OIC State Program Director, subsequently offered Marisol full time employment with benefits.

Marisol's positive outlook helps her excel in all areas as an Employment and Training Representative with the New Beginnings VR Program for disabled Migrant and Seasonal Farmworkers. She employs her creative and artistic abilities in making posters, brochures, and in other projects. She is a valued employee and very pleased to work with an organization that promotes employment, prosperity and literacy so their customers can live lives with greater human dignity. This position fits well with her passion to make a significant impact and provide better opportunities for others.

Although Marisol's disability prevented her from her original career goal in sports, she shares her love for fitness by teaching a form of dance called Zumba along with her sister at the Yakima Athletic Club.



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Bret McKinney

By Brenelsa Tiburcio, VR Lead Counselor and Shelley Lahtinen, Rehabilitation Technician

The Walla Walla School District has an awesome new diesel mechanic, Bret McKinney, who was hired as part of a two person team to maintain all the district's school busses.

Bret McKinney is a very bright and self-directed man who knew when he entered DVR's door in May 2006 that he would thrive in a job where he could fix machinery. Bret had always liked fixing things and gained his mechanical skills working on the family farm. However, Bret experienced obstacles to completing his education and realizing his career goals due to specific learning disabilities.

Bret was already attending the Walla Walla Community College and had worked with a guidance counselor to develop his education plan and a career goal. He had paid for most of his tuition and fees and purchased some equipment needed for the course before being referred to DVR by the Disability Student Services office. Bret worked with Brenelsa Tiburcio, his DVR Counselor who provided counseling and guidance to help Bret complete his vocational training. DVR also paid for the remainder of his coursework and the equipment needed to complete his program.

After finishing his program, Bret applied for a diesel mechanic position with the Walla Walla School District but didn't have the experience needed for the job. However, he had made a big impression on Steve Olson, the hiring manager. Brenelsa worked with Bret and Steve to establish a job internship plan. Bret remained very motivated during the internship and gained the experience he needed as a diesel mechanic. Bret's internship with the Walla Walla School District has led to a permanent position with full benefits in a career he loves.



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October is National Disability Employment Awareness Month.

Tabitha Roemish

By Adriana Tossini, VR Counselor

From the first day Tabitha entered Mercer Street DVR as our new office assistant we knew that she was destined to be a DVR Calendar Success story. Nothing could stand in Tabitha's way – not Cystic Fibrosis, weeks in a coma, months on a transplant wait list, and ultimately, not even a double lung transplant.

Tabitha first applied for DVR services in June 2003. While waiting for DVR services, she attended the University of Washington and received a Bachelor's degree in English with a creative writing emphasis. She was served by Gil Cupat, North Seattle VR Counselor after her name was released from the waiting list in 2007. Gil placed Tabitha into a part-time position at DVR – she was always looking for opportunities to learn and take on more responsibility. Tabitha continued looking for full time work that would allow her to become self sufficient and no longer need SSI. Microsoft opened a full-time, higher paying position that was perfect. She applied and was hired.

After working a year with Microsoft, Tabitha went on a European vacation with friends, where her cystic fibrosis put her into a coma for weeks. Recovery was painfully slow and for months she was in and out of the hospital and eventually needed a lung transplant. During her recovery, her friends started a website so that people could learn about her progress and send messages to Tabitha. Kimber Duffy of Microsoft, who was instrumental in hiring Tabitha, became a key support to Tabitha's recovery along with many others. Tabitha is fully recovered and back to work at Microsoft. Tabitha loves her job! She is no longer dependent on SSI and is living independently.



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David Sherfield

By Linda Pomeroy, VR Counselor

David Sherfield is a happy man today with an excellent and challenging career as a Geographic Information Systems Technician. In his past, he had traveled a long employment road marked by a number of dissatisfying non-skilled labor jobs that didn't last long and paid very little.

David's former employment success was seriously impacted by unaddressed significant learning disabilities. He often faced insurmountable barriers when applying for jobs as he couldn't pass the written exam requirements. He had high hopes of becoming a police officer, but experienced difficulties with the profession's written expectations.

In November 2002, David's mother suggested that he apply for DVR services. His original career choice was law enforcement and with DVR and family support, David attended two quarters of criminal justice classes at Green River Community College to evaluate this as a career fit. In addition to his interest in law enforcement, David spent time learning how to use computers and began exploring Geocaching as a personal interest. After attending the criminal justice courses, David determined that a change in career direction was a good idea and delved deeper into incorporating his interest in GIS (Geographic Information Systems) and GSDB (Geo spatial data bases). David found his niche – this technology-driven field combined his interests of working outside with a variety of duties and Geocaching.

David changed focus and got an Associate of Arts in GIS at Green River Community College. Through a year-long internship he landed a permanent job locating city utilities and doing construction inspection. David says, "Thanks to the help DVR provided and guidance from Linda Pomeroy, I now have a great job that I enjoy. I would not be where I am today without them."



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Jamie VanderVeen

By Kathie Grignon, VR Lead Counselor

Although Jamie's warm, cheerful smile is the first thing noticed about him, it's his determined spirit and consistent ability to face challenges with optimism that most impresses those who know him. Jamie, a young man with cerebral palsy, first came to DVR in 2004 at the recommendation of his high school teacher who knew the success other students with disabilities were having with DVR.

Jamie received a variety of services from DVR. He went through an assistive technology assessment to assist with his mobility issues and received help with developing a Social Security PASS plan that enabled him to purchase a vehicle. After graduating from Big Bend Community College with an Associate Degree in Accounting, Jamie worked with his VR Counselor to perfect his resume, conduct job searches and write cover letters. Jamie feels the best part of his DVR experience was the thoughtful guidance he received from his counselor. Two months after graduation, Jamie secured an administrative position with SASCO Electric, a sub-contractor working on several Microsoft projects and subsequently moved to Redmond. His responsibilities with SASCO continued to increase as his abilities increased.

Jamie faces additional challenges and continues to inspire others with his cheerful, positive attitude and determination to reach his goals. Jamie's advice to others mirrors his own philosophy – be happy and as positive as possible. He has learned to accept and embrace his life, disability and all. He encourages others to keep searching for the type of work that makes them happy, to not be afraid to try new things, to stay in contact through networking, and stay positive knowing the right job will happen.



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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.

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.

Sources of Revenue

Federal Fiscal Year 2009

Total: \$61,153,731

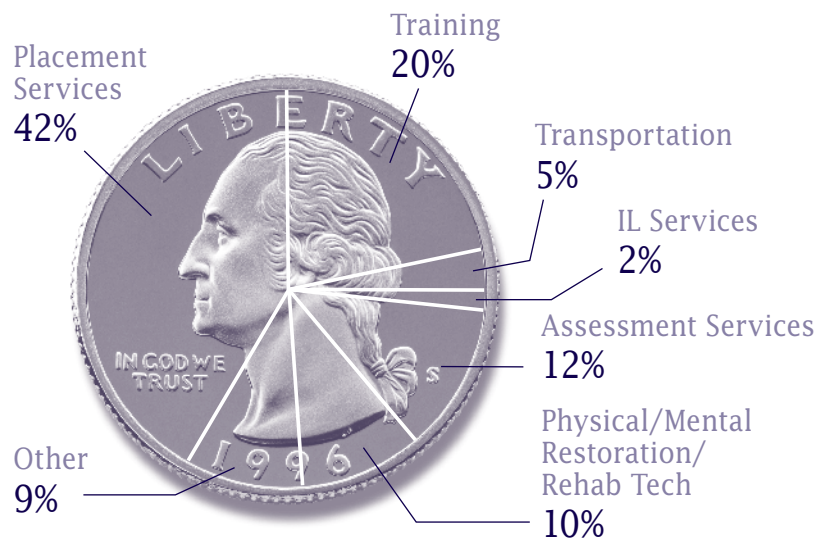


State Funds
\$12,274,566

Federal Funds
\$48,879,165

Case Service Expenditures

Federal Fiscal Year 2009



Average Earnings

Federal Fiscal Year 2009

Average annual earnings of customers before and after rehabilitation.

Before
\$3,006



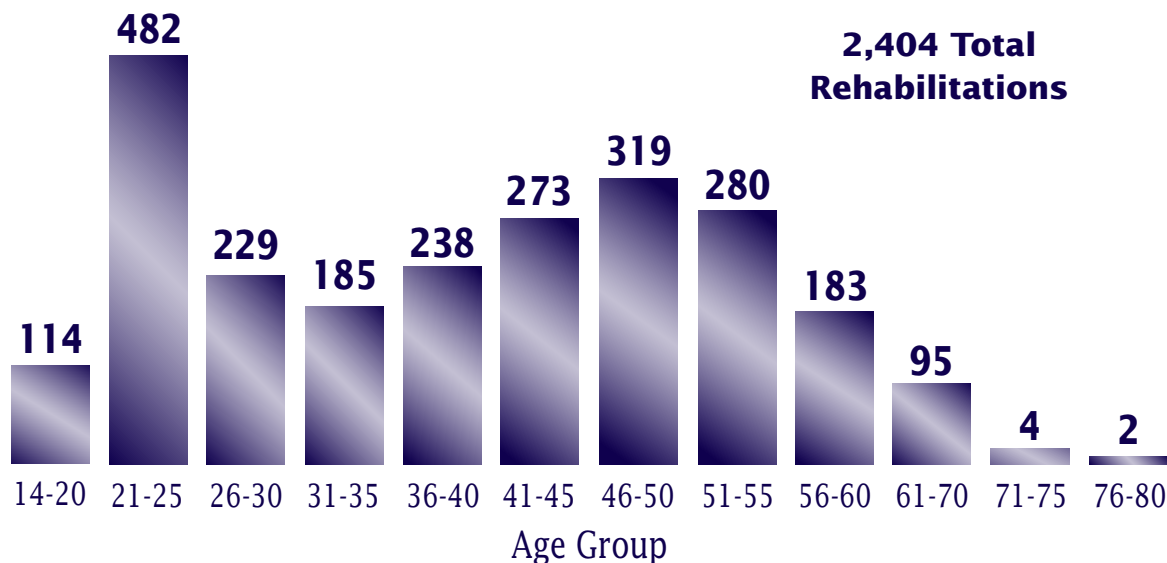
After
\$16,792



Ages of Customers

Federal Fiscal Year 2009

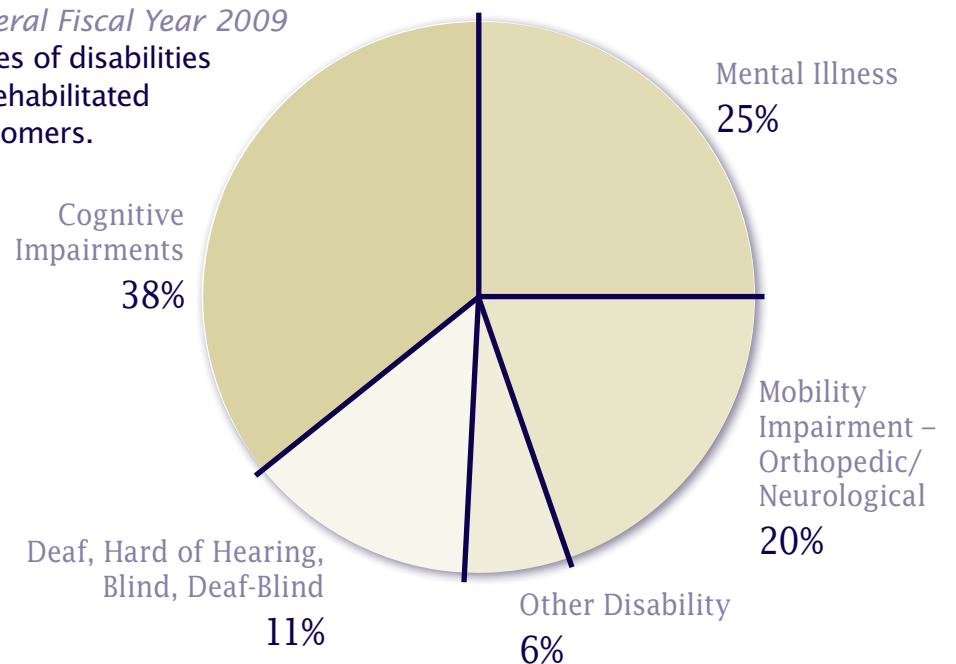
Total number of customers successfully rehabilitated in various age groups.



Types of Disabilities

Federal Fiscal Year 2009

Types of disabilities of rehabilitated customers.



2009 DVR Annual Report

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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
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DVR Division
of Vocational
Rehabilitation

DVR's focus:

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