

Employment Support Services

Department of Social and Health Services' Developmental Disabilities Administration

Washington is an "Employment First" state. It is both a philosophy and a state policy that means working-age adults with intellectual and developmental disabilities can work in jobs fully integrated in their communities.

If you are 21 or older, we have services that provide support to help you find a job and be successful in it. Eligibility is determined during your DDA assessment. Your case resource manager can tell you about qualified employment providers and what services they offer. A good fit is important to your success. We encourage you to interview available providers. Choose one that provides the supports you need.

Pathway to Employment

A pathway to employment is your unique road to finding a job. It begins with a plan that considers your career goals, needs and supports.

Your pathway to employment may include:

INTAKE – meeting to gather and share basic information.

DISCOVERY – a person-centered approach to learn your likes and dislikes, job preference, goals and skills.

JOB PREPARATION – activities such as resume building, community-based assessments and travel training that help get you ready to start working.

MARKETING – finding and negotiating jobs, building relationships with employers and employment development.

JOB COACHING – support to be successful in your job.

JOB RETENTION – helps you keep your job, have a positive relationship with your employer, and find opportunities to ask for pay raises, promotions and other benefits.

Types of Employment Support Services

Employment support can be one-on-one or in a group setting.

Individual Employment – helps you find and keep competitive employment. Support for employment opportunities and career development is based on your needs, interests and abilities.

Group Supported Employment – you work in small groups in the community with supervision and shared supports. Services are intended to lead to individual jobs in the community. Crew examples include janitorial, landscaping or other work that can be done by a small group.

For more information on local employment providers check out the Provider Search Website at:

www.statedata.info/washington/search

The site has information about:

- Which providers have the best outcomes
- What to ask when choosing a provider
- What makes a quality provider



Transforming lives

Support Hours, Levels and Wages

Your number of support hours is determined by your support level and wage history.

Support levels have three categories:

- **Low acuity** – if you are independent in the community and need little job support. You communicate well with others and stay healthy and safe most of the time without supervision.
- **Medium acuity** – if you are independent in the community some of the time or need moderate employment support. You maintain health and safety in the community for short periods of time and may need some supervision, training or partial physical assistance with community activities
- **High acuity** – if you always need support in the community to stay healthy and safe. You need significant job supports such as frequent supervision, training or full physical assistance with community activities.

Your employment history is determined by the length of time you have worked over the past year. It is divided into three categories:

- **Continuous employment** – if you earned money at a job for nine months of the past year.
- **Recent or intermittent employment** – if you earned money at a job for at least one month out of the past year.
- **Unemployed** – If you have not earned money at a job in the past year.



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Employment & Community Inclusion

If you participate in DDA employment services for at least nine months, you can choose to add Community Inclusion services.

Community Inclusion connects you to people in your local community. This allows you to build relationships with others who share similar interests. The support services are individualized and help you join typical community associations, volunteer and participate in organizations.

Your case resource manager can help you with requests for exception to the nine-month rule.

Read more about Community Inclusion at: <https://dshs.wa.gov/sites/default/files/DDA/dda/documents/22-0711%20DDA%20Community%20Inclusion%20FAQ.pdf>

For more information visit dshs.wa.gov/dda/county-best-practices



Contact Us or Find an Office Near You

Visit us online at: dshs.wa.gov/dda/service-and-information-request

Find an office at: dshs.wa.gov/office-locations

Counties	Phone and Email
Chelan, Douglas, Ferry, Lincoln, Okanogan, Pend Oreille, Spokane, Stevens	(800) 319-7116 R1ServiceRequestA@dshs.wa.gov
Adams, Asotin, Benton, Columbia, Franklin, Garfield, Grant, Kittitas, Klickitat, Walla Walla, Whitman, Yakima	(866) 715-3646 R1ServiceRequestB@dshs.wa.gov
Island, San Juan, Skagit, Snohomish, Whatcom	(800) 567-5582 R2ServiceRequestA@dshs.wa.gov
King	(800) 974-4428 R2ServiceRequestB@dshs.wa.gov
Kitsap, Pierce	(800) 735-6740 R3ServiceRequestA@dshs.wa.gov
Clallam, Clark, Cowlitz, Grays Harbor, Jefferson, Lewis, Mason, Pacific, Skamania, Thurston, Wahkiakum	(888) 707-1202 R3ServiceRequestB@dshs.wa.gov

People needing support with hearing or communication can call the Washington Telecommunication Relay Service by dialing 7-1-1 or (800) 833-6388 (TTY).