



# **2012 Annual Report State Rehabilitation Council (SRC)**

**DEPARTMENT OF SERVICES FOR THE BLIND (DSB)**

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The State Rehabilitation Council (SRC) for the Department of Services for the Blind (DSB) was established as mandated by the Rehabilitation Act as amended in 1998 to serve as a separate Council to DSB which administers the part of the state plan under which vocational rehabilitation services are provided for individuals who are blind.

The major purpose of the Council is to develop, analyze and make recommendations to state goals, the state plan, state policies, and state activities to insure that persons who are blind in the state of Washington receive the most effective and efficient services possible.

In addition, it is the purpose of this Council to:

- Provide direct public and consumer guidance to the Director of Services for the Blind;
- Where appropriate, advise or report directly to the Governor and make recommendations to the State Legislature to promote efficient and effective services; and
- Enhance the services, opportunities, and rights of Washingtonians who are blind by working closely with other state councils, state agencies and state organizations whose programs may impact such services.

## Council Membership

The SRC strongly supports demographic and ethnic diversity among its members.

### **Statutory / Current Members:**

Linda McClain - Statewide Independent Living Council (SILC)  
Tracy Kahlo - Parent Training and Information Center  
Bob Huven - Client Assistance Program (CAP)  
Alco Canfield - Qualified Vocational Rehabilitation Counselor  
Nate Marshall - Community Rehabilitation Program Service Provider  
Vacant - Blind and Multiply Disabled  
Mike Davis - Business, Industry, and Labor  
Veronica Baca - Business, Industry, and Labor  
Vacant - Business, Industry, and Labor  
Vacant - Business, Industry, and Labor  
Sue Ammeter - Disability Advocacy Group  
Gaylen Floy - Current or Former Recipient of VR Services  
Mike Cunningham - Current or Former Recipient of VR Services  
Yvonne Thomas-Miller - Section 121 Native American  
Lori Pulliam - State Educational Agency  
Patricia Spencer - State Workforce Investment Board

### **Departing Members:**

Jennifer Wheeler - Blind and Multiply Disabled  
Cindy Van Winkle - Current or Former Recipient of VR Services  
Dawn Andrews - Business, Industry and Labor  
Edna Harper - Section 121 Native American  
Ronald Moss - Business, Industry, and Labor  
Linda Wilder - Qualified Vocational Rehabilitation Counselor  
Patricia Spencer - State Workforce Investment Board  
Veronica Baca - Business, Industry, and Labor

## Biographies

### **Sue Ammeter – Representing Disability Advocacy Group**

*Port Hadlock, WA*

Sue has been a disability/civil rights advocate for over forty years. Sue worked for the City of Seattle, Washington State and King County in the areas of civil rights, disability accommodations and employee training. She has served on the Board of Directors of the American Council of the Blind (ACB) and as President of the Washington Council of the Blind (WCB) for several terms. She has served as Chair of the Governor’s Committee on Disability Issues and Employment and as Chair of the Patron Advisory Council for the Washington Talking Book and Braille Library (WTBBL). Currently, she is First Vice President of the Washington Council of the Blind; she chairs the Advocacy Committee and the Health Issues Task Force for the American Council of the Blind; she chairs the Advocacy and Legislative Committees for the Washington Council of the Blind; she serves on the State Rehab Council for the Department of Services for the Blind; and she is on the board of the Louis Braille School and the Washington Assistive Technology Program (WATA).

Following her retirement in 2005, Sue and her husband John moved to their retirement “dream home” in Port Hadlock which is about one hundred miles from Seattle on the Olympic Peninsula.

### **Veronica Baca – Representing Business, Industry, and Labor**

*Woodinville, WA*

Veronica worked for over two decades at the City of Seattle, Seattle Public Utilities, and has experience as a private business owner. After experiencing a medically caused permanent yet stable loss of 50% field of vision in each eye in 2009, she was temporarily unable to work until attending and graduating from the Orientation and Training Center in the Fall of 2010. The combination of her recent experience as a vocational rehabilitation services recipient, as well as her active involvement in industry, allows her a great perspective to make meaningful contributions to the Council’s objectives.

**Alco Canfield – Representing Qualified Vocational Rehabilitation Counselor**

*Walla Walla, WA*

Alco was born in Seattle, WA and lived there until 1976. After graduating from the University of Washington School of social work, she worked for the Department of Services for the Blind for fourteen years as a Vocational Rehabilitation Counselor and Rehabilitation Teacher. She also worked for the Division of Developmental Disabilities for twelve years, and retired in 2004. Alco joined the SRC in 2012.

Alco currently resides in Walla Walla, and is active in her community, serving in her church, and participating in the activities of the United Blind of Walla Walla chapter.

**Michael Cunningham – Representing Current or Former Recipient of VR Services**

*Olympia, WA*

In 2007, Mike was appointed by Governor Gregoire to the State Rehabilitation Council (SRC) for the Blind. Mike has served as Vice Chair and Chair and currently serves on the Operations Committee and Legislation Committee.

Mike has a Master's degree in Social Work, and a Certificate in Disability Management. He is nationally certified as a vocational rehabilitation counselor and a clinical social worker and licensed in the state of Washington as independent clinical social worker.

Mike has worked with the State of Washington Department of Social and Health Services (DSHS), Division of Vocational Rehabilitation (DVR) for 12 years. As policy manager, Mike consults on VR laws, regulations and policies. He develops policies and maintains the on-line policy manual. Mike provides statewide training at DVR on topics such as VR Process, Advanced Best Practices and Rehab Law.

Mike established social service departments for two hospitals and was co-founder and director of one of the first hospice programs in the State of Washington. Mike also successfully owned and operated a retail appliance business for 15 years.

Mike and his wife Jeanne live in Olympia.

**Mike Davis – Representing Business, Industry and Labor**

*Deer Park, WA*

Mike was born in Jacksonville, Arkansas. His family moved to Spokane when he was six years old. At the age of seventeen, he was diagnosed with Juvenile Macular Degeneration. Mike got married when he was twenty and feels fortunate to have been married for twenty-six years. He and his wife raised four children on the same family farm where his wife grew up. Over the years, he has owned and operated three different businesses. Mike has earned an AA degree and is working towards a BA in Economics.

Mike volunteered for AmeriCorps Vista and had been the volunteer director of a youth sports organization for thirteen years. Mike is employed as the administrative coordinator for the Inland Northwest Lighthouse, a manufacturing facility owned by the Lighthouse for the Blind, Inc. Mike has enjoyed the opportunity to serve on the State Rehabilitation Council for the past two years.

**Lou Oma Durand – Executive Director (Ex-Officio Member)**

*Seattle, WA*

Lou Oma Durand was appointed as Executive Director of the Washington State Department of Services for the Blind (DSB) in July of 2005. Previously she held the position of Deputy Director, as well as other executive and administrative positions since beginning her career at DSB in the late 1970's when it was then the State Commission for the Blind. Ms. Durand left state government from 1984-86 to work in the private sector for the Boeing Corporation, where she was responsible for the following corporation-wide programs: Injured Worker Return to Work Program, the Medically Impaired Employee, and the Handicapped New Hire programs. Lou Oma received a Special Achievement Award for the "Return to Work" program, saving Boeing millions of dollars and enabling Boeing workers to remain employed. Lou Oma worked for three years as a vocational rehabilitation counselor and two years as a rehabilitation teacher for Washington State Department of Services for the Blind. She spent three years as a high school English and humanities teacher at the Washington State School for the Blind and Vancouver School District. In addition to over twenty-five years of service in state government, Lou Oma has served on numerous education, arts and other non-profit boards, advisory councils, literary arts organizations, and legislative task forces.

Ms. Durand is proud to lead a state agency that for the past nine years has ranked in the nation's top three among agencies providing services to people with visual and other disabilities, using a variety of job placement quality indicators.

Lou Oma believes it's a privilege to help people take charge of their lives and become contributing members of their community.

**Gaylen Floy – Representing Current or Former Recipient of VR Services**

*Federal Way, WA*

Gaylen has worked as a graphic designer and illustrator for agencies and newspaper for 27 years. She teaches ZoomText and the Office Suite at the Orientation and Training Center part-time. Gaylen just completed a social media marketing course and is pursuing studies related to content management.

**Bob Huven, M.Ed., CRC – Representing Client Assistance Program (CAP)**

*Seattle, WA*

Bob has Bachelors' in Habilitation/Rehabilitation and American Sign Language as a Second Language from Antioch University. He also has a Master's in Vocational Education from the University of Washington and is certified both as a sign language interpreter and rehabilitation counselor. He looks forward to hearing from members of the community on issues related to blindness and low vision.

It has been Bob's privilege to serve the Governor and the people of Washington on the State Rehabilitation Council as the representative of the Client Assistance Program (CAP). He brings to the SRC his experience as a person with a disability and 30 years' experience working with blind, deaf, and other people who experience life with a disability.

**Tracy Kahlo – Representing Parent Information and Training Center**

*Tacoma, WA*

After moving to Washington in 1992, Tracy oversaw an Individual Employment Program serving persons with developmental disabilities residing in Pierce, King and Thurston counties for a local employment vendor. This position achieved a personal goal of doing what she loved to

do and couldn't believe she got paid to do it! It was during those eight years that she had the pleasure of collaborating with Linda Wilder to find and secure employment for two individuals who are blind. Both gentlemen became employed at a statewide organization thanks to the joint partnership with DSB, DVR and DDD. In 2000, Tracy had her most rewarding educational experience while earning a Master's in Not-for-Profit Leadership at Seattle University. She then enjoyed seven years as Vice President for a national not-for-profit in Seattle. In 2008, she was hired as the Executive Director of PAVE fulfilling her dreams to return to her home community of Pierce County and serve families in WA State with loved ones who have a disability. She looks forward to representing families and individuals while serving on the SRC.

**Linda McClain, Representing Statewide Independent Living Council (SILC)**

*Spokane, WA*

Linda is a native of Southern California and proud to have grown up in an area that offers so many opportunities to experience diversity. When she moved to Spokane 20 years ago, she knew her destiny was to become a social worker and dedicate her life to the independent living movement. She has a master's degree in Social work and has been involved in disability issues for over 20 years and will continue this journey on behalf of herself and folks with disabilities. For the past 12 years, she has been the Executive Director of Coalition of Responsible Disabled - CORD, the center for independent living in Spokane that advocates for the civil rights and educates folks with disabilities about IL. The job often seems never ending. She is also a member of the State Independent Living Council as well as the Treasurer on Association of Centers for Independent Living – ACIL-WA. She has been involved in several councils and committees dedicated to disability issues most of her life. She truly believes that all persons with disabilities have something to offer and are contributing members in society.

She loves music, outdoor activities and traveling.

**Nate Marshall – Representing Community Rehabilitation Program (CRP)**

*Tacoma, WA*

Nate graduated from the University of North Dakota with a Bachelor's of Arts Degree from the Department of Philosophy and Religion. He moved to Washington State in 2002. He served in AmeriCorps as a Reading Corps tutor in Oakville (2002-03) and Olympia (2003-04). Nate then

became a MLK Service Learning VISTA staff member for FPA (now Solid Ground) at Franklin High in Seattle. While there he began working as an educational program assistant for the Seattle Jewish Film Festival's FilmTalks Program for their 2003 program during that year's festival.

Nate then attended the University of Washington-Tacoma's Non-Profit Management Program under Dr. Stephen De Tray. He came to Tacoma Goodwill as the Wheels to Work Program's Project Coordinator during its inaugural program year. He has honed his skills in case management as a WorkFirst Case Manager in TGI's Lakewood office, and has been the PWI Career Consultant since April 2008. He plans on starting Masters Level Studies in Vocational Rehabilitation in 2011 and to learn how to apply cutting edge methods to help people with disability based barriers find work.

He has lived in Tacoma since 2004 and plays in a local independent rock band and is a practiced amateur poet and aspiring culture reporter on a mission to help Tacoma become the true "City of Destiny."

**Lori Pulliam – Representing State Educational Agency**

*Vancouver, WA*

Lori was appointed to the SRC to fill a vacancy in mid-2010. She has recently been re-appointed for a full term as the education representative. Lori has worked at the Washington State School for the Blind as a teacher since 1982. She has had a wide range of experience while at the school starting as a teacher of the deaf-blind, working with WSSB students who attend classes in the Vancouver Public Schools, the WSSB career and work experience program, the transition specialist, and most recently directing the LIFTT program; a postsecondary independent living program. She has been very involved in the YES summer career and work experience program from its inception. In the summer of 2010, Lori gained a position as director of the Residential program at WSSB.

Lori resides in Vancouver with her husband Roy, and has three grown children.

**Patricia Spencer – Representing State Workforce Investment Board**

*Fircrest, WA*

Patricia has been a State Rehabilitation Council (SRC) member since 2008. She earned a Bachelor's in Sociology from the University of Minnesota and participated in graduate-level studies in Economics, Statistics and Business at Pacific Lutheran University.

Patricia works for the Washington State Workforce Investment Board as an education program specialist to ensure adequate educational quality at private vocational schools. She has also contributed to the report on High Skills High Wages, a roadmap for Washington's workforce development system, envisioning what needs to be in place to ensure a vibrant economy fueled by a skilled workforce. She has over 27 years' experience working with employment and training programs, and vocational programs and services.

Patricia is a member of the Statewide Displaced Homemaker Advisory Committee and the Citizen Advisory Committee for Purdy Corrections Center for Women. She has been an active fundraiser for L'Arche, Charles Boromeo and Bellarmine Preparatory School.

**Yvonne Thomas-Miller – Representing Section 121 Native American**

*Bellingham, WA*

Yvonne has been employed part time by the Lummi Vocational Rehabilitation Program on the Lummi Reservation for over four years as a Vocational Rehabilitation Counselor Outreach. She attended the PET-AIR, Post Employment Training-American Indian Rehabilitation program and completed her certificate on July 15, 2010. Yvonne is a graduate of The Evergreen State University, Olympia, WA and the Institute of American Indian Arts, Santa Fe, NM.

Yvonne's past vocation has been doing fine arts such as drawing, painting, silkscreen and sculpture. She had been employed by the tribe as a Graphic Artist and worked on the local tribal newspaper. There were many other positions earlier in her life.

After the diagnosis and losing most of her vision in 1987, there was a period of seclusion until she began taking art classes at Northwest Indian College in 1990. She then went to DSB's Orientation Training Center to graduate in June 1991. Primarily she worked on art work as a busi-

ness but then decided to find something else to satisfy her career aspirations. She had been a member of United Blind of Whatcom County and served on the Executive Committee in various positions and volunteered for a variety of projects and/or programs. She also served on the Washington Council of the Blind. The volunteer work had her consider working for Lummi Vocational Rehabilitation program when the opportunity came. She felt it was a good match for utilizing her volunteer experience and education. Yvonne is working to obtain her Master's degree in Rehabilitation Counseling.

I have been honored to be appointed by the Governor, Christine Gregoire with the approval of the tribal programs to serve on the State Rehabilitation Council for the Blind in March of 2012.

## **Chairperson's Report**

Sue Ammeter

Honorable Christine Gregoire, Governor  
Ed Anthony, Acting RSA Commissioner

As chair for the State Rehabilitation Council (SRC) for the Department of Services for the Blind (DSB), I am pleased to present to you, and the other committee internal and external stakeholders, our Annual Report for 2012.

The SRC met four times in 2012 at the DSB office in Seattle, Washington. During these meetings SRC members provided feedback to the Director in the areas of planning, policy, performance and cost savings to address budget reductions. Each meeting included time for public comment. Individuals and stakeholders from across the State gave input to the SRC in person or by conference call.

Since a number of our members are new appointees, the SRC devoted a considerable amount of time this year in training the Council about the various programs, activities and procedures of DSB. These presentations included: a discussion of the vocational rehabilitation process along with presentations from two participants, a presentation from the Child and Family Program, the development of the customer service survey, updates on the State Plan and a detailed presentation on the agency's budget process.

During 2012 the SRC also heard presentations from our members who represent various entities as required by the Rehabilitation Act. Reports were given by the Statewide Independent Living Council, the Client Assistance Program, the Section 121 Native American Vocational Rehabilitation Project, the Parent Training and Information Center and a Community Rehabilitation Service Provider. We were unable to have a presentation from the State Workforce Investment Board due to a leave of absence by the Council member and subsequent resignation.

In September, 2012 the SRC held a half-day retreat at DSB's Seattle office. The purpose of the

retreat was to: 1) clarify the role that state and federal policymakers had in mind for the SRC, 2) identify what we want to focus on during the upcoming year in partnership with DSB to accomplish this role and 3) explore how we can organize and operate to accomplish these goals. Paul Dziejdzic from the Center for Continuing Education and Rehabilitation (CCER) served as facilitator and his knowledge and expertise were invaluable throughout the afternoon's discussion. We were also fortunate to have the Executive Directors of the Statewide Independent Living Council (Deborah Cook) and the Washington State Rehabilitation Council (Joelle Brouner) present and their experience and wisdom were a great asset to the SRC during our discussion. As a result of the retreat, the SRC established administrative and operational protocols which we believe will improve the flow of communication and information between DSB and the Council. Additionally, the SRC is exploring, in collaboration with the Department, possible ways in which we could increase staff support for the Council. Also, the SRC worked with the Department to develop an annual calendar of strategic timelines which will keep us focused on meeting the established duties and responsibilities as prescribed under Federal and State law. Further, in 2013, the SRC is committed to re-evaluating the functions of our committees and to reactivating the Executive Committee. We believe that these outcomes of our retreat will strengthen the working partnership between the Department and the SRC.

In 2012, two members of the SRC resigned and two new members were appointed. However, we continue to experience difficulty recruiting individuals who want to dedicate the time and energy needed for service on the SRC. In particular, we have difficulty in recruiting applicants who represent business and labor. We would welcome and appreciate any assistance that the Governor's Office could give us in the area of recruiting qualified applicants.

The SRC is proud of the relationship we have with the Director and staff of DSB, and the partnerships we have with key stakeholder groups. We are passionate about representing individuals who are blind and we look forward to receiving your continued support.

Sincerely,  
Sue Ammeter, Chair

## Director's Report

Lou Oma Durand

Honorable Christine Gregoire, Governor  
Ed Anthony, Acting RSA Commissioner

Representing a broad spectrum of Washington citizens, the State Rehabilitation Council for the Blind guides our agency mission—“**Inclusion, Independence and Economic Vitality for People with Visual Disabilities.**”

The role of the Council has been particularly important in our current economic environment. Council members actively seek and convey the input of their respective constituents. Hence, the Council members have been strong partners in helping the agency to clarify values and assess options regarding our budget, policies and strategies.

As a result, Department of Services for the Blind (DSB) continues to demonstrate the positive impact of our services on children and families, youth transitioning from school to work, adults who want to be competitively employed, elderly citizens who want to remain independent in their homes, and employers who need qualified workers.

Our successful outcomes reflect the strong focus of the SRC and our professional staff on Washington's economic and cultural vitality by emphasizing the skills and abilities of all its citizens including those with disabilities and vision loss. In addition to blindness, most of our customers face multiple issues, including the challenges of multiple disabilities.

In spite of the continued economic downturn, this past year DSB trained and placed 147 customers in competitive employment at an average hourly wage of over \$17. These customers have taken charge of their lives, gained independence, gone to work in a wide range of good jobs with benefits, and now pay taxes. We create these successes by being innovative in how we manage our resources, providing our state employees an environment of recognition and development, maintaining a strong relationship with our stakeholders and keeping the public informed.

We provide comprehensive services specific to the issues of blindness, as unique and individualized as our customers. Our services include vocational counseling, an intensive residential training and adjustment to blindness program, low vision assessment and training, assistive technology, orientation and mobility training, job placement and other specialized services. In addition, we work with employers to retain qualified employees who have lost or are losing their vision. We assist talented entrepreneurs to establish small businesses. We provide services as unique, intelligent and individualized as our customers.

As a state agency, we continue to emphasize accountability, performance outcome measures, and careful analysis of data as the drivers for strategic planning, as well as the key tools for our Council members to be well-informed as advisors and advocates.

Six of our Council members are blind or have a disability themselves and continue to thoughtfully share their expertise, resources, and life experiences with our customers. As a group and individually, they function as role models for an engaged Washington committed to the well-being of all its citizens and persistent on behalf of the economic and cultural vitality of our state.

Thank you for the opportunity to introduce the work of these dedicated volunteers.

Sincerely,  
Lou Oma Durand, Director

### Input and Recommendations for 2012 State Plan

The State Rehabilitation Council (SRC) has met four times since the last State Plan update. Meetings were all held in Seattle and were open to the public, including a phone conferencing system with call-in information advertised ahead of time allowing interested consumers to take part regardless of where they live throughout our state. The agenda included a public comment period and allowed for opportunity for input on any subject related to the business of the agency including the vocational rehabilitation, independent living and employment of blind Washington citizens.

Topic areas included the following:

- State Budget
  - ◆ Implementation of state budget cuts
  - ◆ Change in funding to the Deaf Blind Service Center
  - ◆ Pay cut/temporary layoff days for state employees
  - ◆ Hiring exemptions
  - ◆ SSA reimbursements
  - ◆ ARRA funding
  - ◆ ILB grant funding
- ILOB program and funding
- Recruitment and Orientation of new SRC Members
- Customer Services performance in relation to: GMAP and RSA standards and indicators
- VR Employment Outcomes
- New Housing for OTC Residential Students
- ARRA funding and projects
- Customer Services Case Reviews and Results
- Youth Employment Solutions (YES) and Bridge programs
- 2011 SRC Customer Satisfaction Survey
- Review of SRC Bylaws
- Preparation/Review of State Plan
- SRC Annual Report

### **Communication and Collaboration**

The Council continues to have a strong, collaborative relationship with the Department of Services for the Blind (DSB). Several new members have been appointed to the Council as a result of the Council and Department's collaboration in recruiting. The Council Chair also presents at the Department's New Employee Orientation to educate new DSB employees about the purpose and role of the Council. In addition, there is open communication amongst Council members and DSB staff (executive, management, direct service) to discuss areas of interest and/or areas of concern.

### **DSB Response**

DSB and the SRC collaborated in targeting and recruiting for a full SRC board membership in 2011. The agency is impressed by the talent, representation and experience that have come to the SRC board as a result of this targeted effort. The SRC has shown eagerness to learn about how the agency operates, and has extended invitations and allotted extensive council meeting time for each program in DSB to present an overview of our current work initiatives. Having new SRC members integrated in DSB's new employee orientation with other new staff has been a great opportunity for new staff to understand on a personal basis what and who the SRC is, and for the new members to gain a deeper understanding for the agency's current organizational systems and processes. Communication and collaboration remain strong.

### **Legislative Committee Activity**

The Council Chair and another member of the Council met with the Governor's office and representatives from the House and Senate in support of the Department and services to blind individuals. The meeting also included blind constituency groups. Discussion topics included the ILOB program, shifting funding for the Deaf Blind Service Center (DBSC) to Office of Deaf and Hard of Hearing (ODHH), the Washington State School for the Blind (WSSB), and resolutions made by Washington Council of the Blind (WCB) and National Federation of the Blind of Washington (NFBW). The meeting provided valuable information to the Governor's office and representatives and better familiarized them with the needs of blind individuals which can only benefit the Department in the future.

### **DSB Response**

The agency is very appreciative for the legislative advocacy put forward by the SRC and our other community stakeholders. The SRC's continued monitoring of issues that may affect the agency and the relationship building and education efforts they put forward have provided the agency with stronger local legislative support. Their advocacy has been critical in times of state budget crisis.

### **Implementation of State Budget Cuts**

DSB submitted an additional 10% budget reduction proposal to the Governor's Office during this reporting period. DSB's proposal included cutting support to the Deaf-Blind Service Center and moving funding to Department of Social & Health Services (DSHS), Office of Deaf & Hard of Hearing (ODHH). Ultimately this better positioned the DBSC for the future. The Council was involved early on in the discussion (discussions began in 2010) of cutting support to the DBSC and supported the budget proposal. The Council felt it was critical to maintain state funding match for the federal grants and to retain IL-Part B services. In addition, the Council suggested DSB look at partnering with grass roots organizations, consider similar benefits, and potential grant writing to help fill the funding gap and consider an economic needs assessment and/or a merit system as applied to participation in programs, etc.

### **DSB Response**

The agency appreciates the guidance of the SRC through the difficult state economic issues through 2011. The SRC provided the agency inputs in helping us prioritize and make decisions for required and difficult state funding cuts.

### **SRC Survey**

The Council in collaboration with the DSB completed a customer satisfaction survey. The Council updated the survey instrument and contracted with DSHS-Research Data Analysis to conduct the survey. The survey was completed in October 2011 and a summary of the results was included in the Council Annual Report.

### **DSB Response**

The 2011 customer satisfaction survey had an exceptionally high return rate (over 86%). The agency disseminated the results throughout the agency, and we appreciate this survey for the baseline data in which to maintain high ratings and improve low ratings towards creating a consistently high quality customer experience. The agency and Council members discussed preliminary results of the survey, and DSB has planned with the SRC to develop and present a more extensive agency response at the June 2012 SRC Board meeting.

### **New Member Orientation**

The Council formalized new member orientation. In the past, new member orientation would be addressed at one meeting during the year. Now, when new members are appointed they are contacted by the Council Chair and provided with a welcome and introduction. They are also provided with a New Member Orientation Packet, which was compiled this year, to further familiarize them with the purpose and role of the Council, agency programs and services, and RSA Council Course material. In addition, new Council members were invited and encouraged to attend DSB's New Employee Orientation (NEO) to gain more information about DSB and connect with DSB employees.

### **DSB Response**

The agency appreciates the care the SRC is taking towards bringing its new members into the fold, providing extensive orientation regarding the Council, the Rehab Act, and the agency, and clarifying expectations and responsibilities as an SRC board member. The SRC board members are more quickly engaged and active in the issues facing the agency and Council as a result.

### **State Plan Input**

The Council reviewed the updates to the 2012 State Plan and completed its attachment that included input and recommendation of the Council. After consideration of the state needs assessment information from the previous year, as well as input from the current year including: public comment; customer satisfaction survey data; and interaction with DSB staff and programs; it was agreed that there was no need for significant changes to the State Plan goals and strategies for this iteration of the state plan. The Council continues to support the goals

and strategies identified in the State Plan and recognized the efforts of DSB in preparation of the Plan.

**DSB Response**

The on-going input of the SRC board was invaluable in reviewing, assessing and reinvigorating last year's goals and strategies for the agency.

## Operations Committee Report

### Committee Members

Bob Huven, Chair  
Sue Ammeter  
Mike Cunningham  
Nate Marshall

### Purpose

It is the purpose of the Operations Committee to develop and propose draft processes, policy, and procedure for Council activities.

During this reporting period the Operation Committee reviewed the following:

- Participation in the Orientation & Training Center (OTC) and policy prohibiting smoking and the use of medical marijuana. The Committee looked at how the SRC might support the OTC with policy for medication in the pill form versus the smoking form. The Committee recognized the problems between getting involved with something the agency will be working on with the State vs. Federal law.
- Reviewed the SRC By-laws regarding conflict of interest.

In the coming year:

- The Committee will be making a recommendation to amend the By-laws to amend the SRC's role as policy review for both the SRC (as read now) and include wording for having a role to review policy of the agency as read more clearly per the Rehab Act as well.
- Discuss with the agency and OTC about future plans to support the medical marijuana use and any policy or revision of the OTC Handbook.
- Meet or phone conference with the Executive Director to discuss the Operation's Committee's ideas about the Committee's roles.

Respectfully submitted,  
Bob Huven, Chair  
Operations Committee

## Legislative Committee Report

### Committee Members

Sue Ammeter, Chair  
Mike Cunningham  
Linda McClain  
Gaylen Floy  
Lori Pulliam  
Yvonne Thomas-Miller  
Alco Canfield

### Purpose

It is the purpose of the Legislative Committee to annually track legislation impacting policies, procedures and/or any part of service delivery by the Department of Services for the Blind; educate the blind community and the legislature on the impacts of such legislation; testify at hearings; and propose legislation to the Rehabilitation Council and the Department, when appropriate.

During 2012, the SRC Legislative Committee monitored the progress and adoption of the 2011-13 biennial budget by the State Legislature. Additionally, DSB staff produced a weekly legislative report tracking the status of bills potentially affecting people with disabilities. This weekly report was e-mailed to the SRC, DSB staff, and interested stakeholders. Because of the report's timeliness, stakeholders often distributed it to their contact lists.

Respectfully submitted,  
Sue Ammeter, Chair  
Legislative Committee

## Membership/Outreach Committee Report

### Committee Members

Mike Davis, Chair  
Gaylen Floy  
Linda McClain  
Tracy Kahlo

### Purpose

It is the purpose of the Membership/Outreach Committee to recommend, recruit, and ensure a balanced makeup of the Council to the Governor and encourage involvement of persons with disabilities in activities of the Rehabilitation Council.

The Membership Committee is currently recruiting for the following vacancies:

- Business, Industry and Labor (3)
- Representatives of individuals with disabilities who have difficulty in representing themselves or are unable due to their disabilities to represent themselves
- State Workforce Investment Board

Respectfully submitted,  
Mike Davis, Chair  
Membership/Outreach Committee

## Results for Federal Fiscal Year 2012

### Employment

In Federal Fiscal Year 2012, 147 customers achieved successful employment outcomes with an average hourly wage of \$17.02.

- 75 of those individuals (or 52%) received insurance benefits through their job.
- 92 of those individuals (or 63%) received job retention assistance.
- The average hourly wage of job retention cases was \$19.35.
- The average hourly wage for *all successfully closed cases* was \$ 17.02.

### Independent Living Part B/Children and Youth

- The Youth Employment Solutions (YES) program set up 18 high school students (soon-to-be Juniors and Seniors) who are blind or have low vision with paid summer work experiences in a variety of job settings, including customer service at Value Village and Alexis Hotel, food service at NOAA Café and First Floor Café, and public education at the Pacific Science Center. In addition, as residents of the YES house in Seattle's University District, many students for the first time lived away from home--shopping, cooking and cleaning for themselves, earning and managing money in checking accounts. The exposure to work culture and expectations, the emphasis on both independence and community, as well as the program's opportunities for recreation (such as camping, hiking and rafting) help prepare students for the decisions they will make about their futures and careers.
- The BRIDGE program enrolled 8 high-school graduates in summer courses at Eastern Washington University, where they learned how to advocate for & secure accommodations in higher education programs, experienced life in the dorm, and developed systems for navigating the college campus.
- In July, DSB sponsored a week-long day camp for 10 students, ages 9 through 13, from the King, Skagit and Pierce Counties. The focus of this day camp was on the expanded core curriculum: independent living skills, recreation, technology and orientation and mobility. In addition to working on their skills, the kids had opportunities for sailing, visiting the DSB AT lab, as well as working with a speech and language pathologist on social thinking and etiquette. They travelled on the Metro bus and visited the Seattle Art Museum where they

had the opportunity to receive a hands-on tour of the Australian Aboriginal Art exhibit and later got to make their own tactile artworks.

- In addition to these three programs, our agency sponsored 2 youths with visual impairments to the Governor's Committee on Disability Issues and Employment (GCDE) Youth Leadership Forum, which covered essential topics related to leadership and transition with an emphasis on empowerment, self-advocacy, teamwork, careers, and exploring choices. The participating youths developed and worked on a "Personal Leadership Plan" to carry with them beyond the Leadership Forum.
- With state funding cuts restored in April 2012, DSB staff was able to serve the independent living needs of 127 customers age Birth through 13, and 141 customers ages 14 through 55.

#### **Outreach Efforts**

- An emphasis was made in 2012 on outreach to underserved communities, specifically Asian and Hispanic/Latino communities in Washington State. DSB staff has engaged in multiple half-hour radio call-in shows in Spanish to alert Spanish-speaking residents of our services. DSB staff has made new connections and relationships with agencies that serve Asian and Latino communities. At the end of FFY2012, the numbers of customers served has increased within both groups.
- DSB is collaborating with service organizations statewide to meet, discuss and address the issues of serving Washington State's Blind youth. The group is investigating ways to coordinate outreach and awareness efforts, and how to streamline service provision among the agencies.

#### **Orientation and Training Center (OTC)**

- The Orientation and Training Center (OTC) served a total of 52 students during FFY 2012.
  - ◆ 34 were full-time residential students, 6 were full-time commuting students and 12 were part-time commuting students.
  - ◆ 6 (12 %) of the students were from East Region, 28 (54 %) were from North Region and remaining 18 (34 %) were from South Region.
  - ◆ 26 out of 33 students leaving the OTC successfully completed the program. Out of the 26 students who successfully completed the program, one individ-

ual is employed, two are employed but not closed, seven are actively doing job search, two are involved in Higher Ed, five are engaged in vocational training, four are engaged in career planning, one is receiving further adaptive skills training, and four are addressing their health issues.

- **Intensive Workshops**

- ◆ Two intensive workshops were conducted in April and September 2012 to provide adaptive skills training to VR participants who are not current students in the OTC program.
- ◆ 279 hours of instruction in 14 instructional areas were provided to 23 non OTC participants by 16 OTC and Customer Services field staff and 1 contract provider.
- ◆ Following the training, 6 individuals enrolled in the OTC regular program, 3 individuals have been referred and completing paperwork, 11 individuals are active in the job search/training for employment, 1 individual is employed and 2 individuals are on hold for personal reasons.

- **Distance Braille**

- ◆ Five VR customers participated in the distance braille class; all completed uncontracted braille and 2 completed contracted braille.

- **Challenge Activities**

- ◆ Rock Climbing: May 24, 2012
  - ◇ Location: Stone Gardens Gym, Ballard, WA
  - ◇ 11 students and 4 staff challenged the climbs of varying levels of difficulty.
- ◆ Snow Shoeing/Cross-Country Skiing: February 3, 2012
  - ◇ Location: Hyak at Snoqualmie Pass
  - ◇ Coordinated through Outdoor For All Foundation
  - ◇ 17 students and staff participated in this event.
- ◆ Tandem Bicycling: August 16, 2012
  - ◇ Location: Seward Park Seattle, WA
  - ◇ Coordinated through Outdoor For All Foundation
  - ◇ 21 students and staff participated in the event.

- **Community Integration/Giving**

- ◆ These activities were coordinated and implemented by the students.
  - ◇ Volunteering at Rainier Valley Food Bank December, September 2012
  - ◇ Toiletry Drive, August 2012

- **Workshops and Activities**

- ◆ Interpersonal communication skills with Wendy David: students learned strategies to effectively communicate with one another to address difficult situations. These strategies when employed have helped the students to find mutually satisfactory solutions.
- ◆ Career class implemented: First of three Career class series with Mark Adreon began in January focusing on “Self Discovery” which was followed by “workplace Discovery” and “Careers and Career Planning” modules in the subsequent terms.

- **Student Training and Experience Program (STEP)**

- ◆ Two students engaged in volunteer work experience during this period:
  - ◇ Food Service Assistant at Business Enterprise Program (BEP) Café NOAA - Performed variety of activities during his experience including food prep, serving, washing dishes, etc.
  - ◇ Database Intern at Northwest Foundation - Performed data entry and conducted internet research for the Foundation.

- **Program Changes**

- ◆ Initiated 7-week terms in January to allow more time to assess and orient /train incoming residential students at the apartments during the assessment week. This change has helped the residential students to be more at ease with living at the large apartment complex.
- ◆ OTC System 7: In preparation for OTC System 7 coming live in July, staff received training and signed on to the deploy system in June. OTC applications were implemented in July and we’re working through challenges with the new system.
- ◆ Additional apartment: Added 7<sup>th</sup> apartment in September to increase residential capacity by 2 students. There has been greater demand for residential student status in the program and OTC has a waiting list of students who need residential accommodation. Targeted date for occupancy in the new apartment was November 2012.
- ◆ Increased training capacity
  - ◇ Negotiated client service contracts for Orientation and Mobility training in the OTC and local area counselors with Sight Connection to fill in for staff on leave and handle overflow of students. Availability of additional mobility instruction

has improved the quality of services to our students and expedited learning among students.

- ◇ In order to address and provide unique and individualized training/assistance to some of the students who need additional/individualized training so that they can progress in classes, a DSB customer pursuing career as a teacher in the blindness field was placed in the OTC as an intern. Upon completion of her internship, we negotiated a client service contract effective November 2012 to provide one-on-one training/tutoring for selected students. Her areas of instruction will include ESL, daily living skills, braille, computers and note taking devices.
- ◆ OTC has initiated Yoga instruction on a weekly basis during training weeks effective November 2011. Some students and staff look forward to stretching and unwinding from the week's whirlwind of activities. Due to its popularity, OTC has negotiated a client service contract so the cost per participant remains at \$5 regardless of number in class.

### SRC Customer Satisfaction Survey

The State Rehabilitation Council contracted to have an anonymous customer satisfaction survey conducted for Vocational Rehabilitation customers who were closed in federal fiscal year 2012. The survey was conducted September - November 2012, by phone. The response rate was 80%, with 170 survey respondents out of the total 213 customers with closed cases for that fiscal year.

This is the second year that the same survey questions have been asked, creating a benchmark for comparison.

There were 21 fewer respondents than in 2011, and a smaller ratio of respondents (13% fewer) reported a successful employment outcome in 2012 than in 2011.

The overall average ratings for 2012 were 81% positive, whereas for 2011 they were 85% positive.

For the quantitative aspects of the survey in 2012 from the previous year, the agency showed an average rating drop across all questions of 4.6%: the East and South regions showed an average 3% drop, and the north showed an average 6% drop.

While the 2012 results are lower than 2011, many of the results are strong:

- One area of increase in ratings was in Braille training: agency increase of 3.6% stating they received Braille training; there was also an increase in numbers reporting they already know & use Braille: a 5.6% increase
- The South region showed improvement in a few areas:
  - ◆ Increase of 5% reported being offered daily living skills training
  - ◆ Increase of 11% reported being offered mobility training
  - ◆ Increase of 5% counselor responsiveness
  - ◆ Increase of 4% counselor dealt with problems
  - ◆ Increase of 4% satisfied with level of support from DSB to get or keep a job

- The North region showed improvement in explaining how to appeal decisions (increase of 8%)
- The East region showed improvement in satisfaction with service providers (increase of 5%)

The qualitative aspects of the survey involved four questions:

- For those who closed without an employment outcome, why did you end DSB services?
- What was most helpful in your DSB experience?
- What suggestions for improvement?
- Other comments?

For the first question, why end services without an employment outcome, the largest number of respondents (32%) reported they closed their case because they no longer had a need for DSB services. Specific reasons cited for why there was no need for services included:

- Severe health issues
- Improved visual functioning
- Already working
- Not interested in working
- Eligibility for SSDI made looking for work less a priority

Out of the total 170 respondents, all but three identified one or more helpful results from their services with DSB. The respondents listed staff, training and tools as the top three most helpful things from their work with the agency.

The majority of respondents had no suggestions to offer for improvements to services. The items that were reported as suggestions for change, from most- to least-reported, include:

- Improved staff communications/customer service skills
- Improved staff responsiveness
- Wanting more training, or a different kind of training than was offered
- Increase in staff needed

- Wanting a longer time period for staff follow up after employment
- Increase agency outreach/advertising
- Wanting stronger employment networks and connections
- Wanting agency to address contracted vendor issues
- Inconvenient office hours/ locations

The last category, other comments, evoked a majority of generalized positive comments about DSB services, staff, or their experience. A number of comments simply expressed gratitude for the services they received.

The data results this year are somewhat more disappointing on the whole than in 2011. There are considerations that may have negatively impacted the 2012 ratings, including staff turnover, multiple new staff, service delivery providers at- or over-capacity, and a deliberate attention given to ensuring all cases were actively engaged in seeking employment. Staff is being engaged in conversations in January, 2013, to understand the 2012 results and brainstorm ways to improve the customer experience for 2013.

## Stories from DSB Customers

We'd like to share with you a sample of stories and statements we have gathered from customers who have received services from DSB this year.

### **Hongda**

**Case Manager, Pierce County Aging and Disability Resource Center**

**Tacoma, WA**

Since I became legally blind in 1996, it took many years of soul searching and self-compassion to discover the potential in my life. In 2005, when my son was at an age to care for himself, I reconnected with DSB. I told my DSB counselor Linda Wilder that I wanted to go to college and eventually obtain a job as a counselor working with troubled youth. Linda helped me create a vocational plan and provided the necessary tools for me to be successful. DSB provided computer lessons, O&M training, and years of valuable guidance. I worked extremely hard to graduate with honors from Pierce College. And amazingly, in 2007, I got accepted to UW Tacoma's Social Welfare Program. Being at UWT, it tested the limits of my will, heart, and mind. And eventually, I completed all of my credits and graduated in 2012.

Once again, another door of opportunity opened, and I walked into the most amazing year of my life. DSB offered me a paid internship, and I chose the agency where I wanted to build my career. On January 9, 2012, I started working at Pierce County Aging and Disability Resource Center. With hard work and determination, as of October 1<sup>ST</sup>, I got hired as a case manager. With my job, I can finally have a decent and secure future for me and my family. And the support from DSB throughout my endeavors has made it all possible for me to live my fullest potential in life.

### **John**

**Orientation and Training Center (OTC) Student**

**Hoquim, WA**

By the time I'd learned of DSB and the [Orientation and Training Center (OTC)], I'd been through a lot – I'd lost a large percentage of my visual acuity (due to Diabetic Retinopathy). I'd

done the “Why me, God?” thing. I’d suffered from severe depression as a result, and I had devolved into a housebound hermit. I felt like society had turned its back on me, now that I no longer served it any purpose. But there came a point, a turning point for me, where my self-determination began to creep back into my existence. I [wanted to] work. But how?

So now I’m here at the OTC. I have met a community of people, both students and faculty, who can relate to every little issue and nuance of this world that I’ve been thrust into. Here, too, I find a support and rehabilitation system that is tailored to my specific needs, which can work with my numerous medical conditions, and these folks all really want to see me succeed – students and staff alike. My confidence is growing by leaps and bounds, my attitude has become more positive, and I’m seeing progress in my recovery at an amazing pace. I stand here today filled with optimism, knowing now that my success is once again up to me and my efforts...I’m finally on the right track.

**Shalease**

**High School Student and DSB Summer Intern  
Seattle, WA**

DSB is an amazing place. The people there are all kind and welcoming, and there's just a great atmosphere all around when you're there.

Through working there this summer, I learned so much about the people there, and how they can help me. I was able to find out about all the things that they can help me with after I graduate, [including] finding a career. The [Youth Employment Solutions (YES)] program [helped] me so much. I have been able to become so much more independent since I attended. I am more independent at home, and at school as well. It's all because of DSB. I truly believe that my life would be drastically different now and in the future if it weren't for all the information and everything else I received from DSB.

**Martha**

**Contact Collection Representative, Internal Revenue Service (IRS)  
Seattle, WA**

Within the last couple of years, I attended two Job Search Boot Camps and another Workshop conducted by DSB. I honed and revised my resume repeatedly and have been continually updating my Dependable Strengths Report. I applied for everything that I was at least 80% qualified to perform in my field of study. Over this space of time I did have a couple of periods where discouragement took over but I persevered.

In mid-December of 2011, my DSB counselor, Eva Larrauri sent me an email about a prospective position in Seattle with the IRS. Training would begin on February 6, 2012 at the Lions World Services for the Blind (LWSB) in Little Rock, Arkansas (now known as the World Services for the Blind). That was a hectic time just before Christmas in order to make a quick decision, then arrange things for my family during my absence and pack everything needed to reside more than 3,000 miles away from home. The first 3 weeks of the assessment and evaluation seemed to fly by and I passed all the required curriculum of assistive technology, home management, keyboarding, low vision reading, math and calculation and mobility and orientation. [After the training], I was the first out of ten to be interviewed [and] I started work in Seattle at the Jackson Federal Building on June 11, 2012.

**Cathy**

**Student, Clark College  
Vancouver, WA**

When I met with my counselor, Christyna Hengstler for the first time, I was immediately put at ease. Christyna's "can do" attitude and positivity was a ray of sunshine in my life when I needed it most. After an eye exam it was determined that I'd not only qualify for magnifying equipment that would make my everyday work and home life easier, but that I qualified for cane training as well as one of DSB's programs that would help find the right career path for me. It wasn't until I enrolled in a Dependable Strengths class given by my DSB counselor that I began to really think about what I wanted. Although I'd always known I had vision challenges, I'd always been able to work around them with the assistance of family and close friends.

It wasn't until I attended the class and saw others like myself that I was really able to acknowledge that I had low vision and fully understand what that meant. Through this class, I was able to determine what my strengths are and how I could apply those to the career of my choice. Through informational interviews and volunteer work, I've found a career that I know I'm going to love.

DSB has made it possible for me to go back to school (something I couldn't have afforded to do on my own) through tuition assistance and emotional encouragement. I've just registered for my third term at a local community college, and at the age of 47, that's something that I never thought I'd be doing. I'm a completely different person than I was a year or so ago. I'm a much more confident person now. Thanks to my fantastic counselor and the experienced professionals at DSB, I know that I have the capability and determination it takes to get my degree and become an elementary school teacher's assistant and perhaps to work in a Special Education environment. I just can't thank DSB enough for all the life changes that I've been able to make through their kind support and assistance.

**Mark**

**Father of High School Student, Robert  
Richland, WA**

We live about two miles from Robert's high school, which is too near for the school buses to stop by. We have been driving Robert to and from high school for the last year. Robert was comfortable with a school bus from previous years, but not at all with city buses. This year, Robert has been taking a city bus to get to school and back home. It involves a three-block walk, then getting on the bus. He has complete confidence in this now—something he would not have been able to do at all before [DSB's Youth Employment Solutions (YES)] program. He is now working on taking the city buses to other locations; I think within a month he will be quite comfortable travelling five miles to a major retail area that will have many employment opportunities.

He is putting in for a work apprenticeship program through the high school. Before the YES II program, he would have been too concerned about the things he could NOT do - now he is focusing on what he CAN do...

**Rick**

**Minister and Owner of Quality WareHaus, Ebay Store**

**Moses Lake, WA**

After meeting my counselor Karla Jessen at my home, I was not sure what I was going to do. I had thought that I could do some work with our Ebay business that my wife had been doing. But it didn't look very promising. It was only a week later that I received a call from Karla with news that the National Federation of the Blind (NFB) and Ebay were partnering together to make Ebay accessible to the blind. Karla sent me all the information to apply for a chance to be trained by Ebay at the National Headquarters of the NFB in Baltimore, MD. I did all the forms, wrote the business plan, and wrote my essay on why I wanted to be in the program. A few weeks went by with no answer. Karla kept encouraging me and she kept working with me. She sent members of her team out to help me with equipment and mobility needs. I was beginning my training on JAWS as well. So, I was busy trying to get myself in a place where I could make money for my family. Then I received a phone call from the NFB informing me that I was chosen to be a part of this ground breaking program. I could have walked on water that day as I floated in a ray of hope six inches off the ground. It was so cool. I was going to be trained by one of the top people at Ebay.

I owe a lot of where we are today in business to Karla Jessen and the Washington DSB. They looked past my blindness and heard my heart. They could see that I was going to be successful at all I tried. They jumped in beside me so that I could get the tools to care for my family. My philosophy in life is that we were all created with a destiny and purpose; therefore, do something great with your life. Don't ever use blindness as an excuse. I have been around the world and I have done things that most sighted people cannot do. I invite you to be great as well! Your only limitation is your inability to believe in yourself. You can be great--just start believing.

**Successful Employment Outcomes for 2012**

147 people who are blind or have low vision successfully found employment in these jobs:

<b>Job Title</b>	<b>Employer Name</b>
Insurance Sales Agent	Advanced Planning, Inc.
Billing and Posting Clerk	Advantage IQ
Customer Service Representative	Aetna
Claims Adjuster, Examiner, and Investigator	Allstate insurance
Customer Service Representative	Amazon.com
Customer Service Representative	Amazon.com
Loan Interviewer and Clerk	American Home Key
Sales Representative	AMSOIL
Janitor/Cleaner	Arby's
Eligibility Interviewer	Bellevue College
Bookkeeping, Accounting, and Auditing Clerk	Best Western Plus Lakeway Inn
Project Manager, Information Technology	Boeing
Network Systems and Data Communications Analyst	Bonneville Power Administration
Teacher Assistant	Bremerton School District
Massage Therapist	Changing Tides
Sound Engineering Technician	Charisma Christian Center
Customer Service Representative	Clallam County Transport
Special Education Teacher, Secondary School	Clover Park School District
Lawyer	Columbia Legal Services
Telecommunications Line Installer and Repairer	Community Colleges of Spokane
Cook	Cornish College of Arts
Critical Care Nurse	CRISTA Senior Living
Farm, Ranch, and Other Agricultural Manager	Dan Denbeste Farms
Reservation and Transportation Ticket Agent and Travel Clerk	Delta Airlines
Massage Therapist	Discovery Wellness Center
Production Worker	Diversified Industries
Manager, Human Resources	Edith Bishel Center for the Blind and Visually Impaired
Low Vision, Orientation and Mobility, and Vision Rehabilitation Therapist	Envision Independence

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<b>Job Title</b>	<b>Employer Name</b>
Teacher, Secondary School	Everett School District
Production Worker	Evergreen Implement
Freight, Stock and Material Mover	Express Supply, Fort Lewis #2
Production Worker	Express Supply, McChord
Special Education Teacher, Preschool, Kindergarten, and Elementary School	Finley Elementary School
Freight, Stock and Material Mover	Food Pavilion
Biological Scientist	Fred Hutchinson Cancer Research Center
Shipping, Receiving, and Traffic Clerk	Fred Meyer
Risk Management Specialist	GE Capital Financial
Bookkeeping, Accounting, and Auditing Clerk	Goodwill
Retail Salesperson	Goodwill of Tacoma
Manager	Gorge Maid
Rehabilitation Counselor	Government of the District of Columbia Department on Disability Services
Massage Therapist	Greenlake Massage Health Center
Lawyer	Hapke Law Office
Customer Service Representative	Hawks IT Solutions
Social and Human Service Assistant	Home Instead Senior Care
Social and Human Service Assistant	Hopelink
Production Worker	Inland Northwest Lighthouse
Production Worker	Inland Northwest Lighthouse
Customer Service Representative	Internal Revenue Service
Reservation and Transportation Ticket Agent and Travel Clerk	Jet Blue Airlines
Stock Clerk, Sales Floor	Jo-Ann Fabric and Craft Store
Dietitian and Nutritionist	Kaiser Permanente
Keyboard Instrument Repairer and Tuner	Keynote Piano Care
Claims Examiner, Property and Casualty Insurance	King County
Office Clerk	Kitsap Applied Technologies
Teacher, Elementary	Latona School Associates
Administrative Services Manager	Liberty Clinic
Social Worker	Lifelong AIDS Alliance

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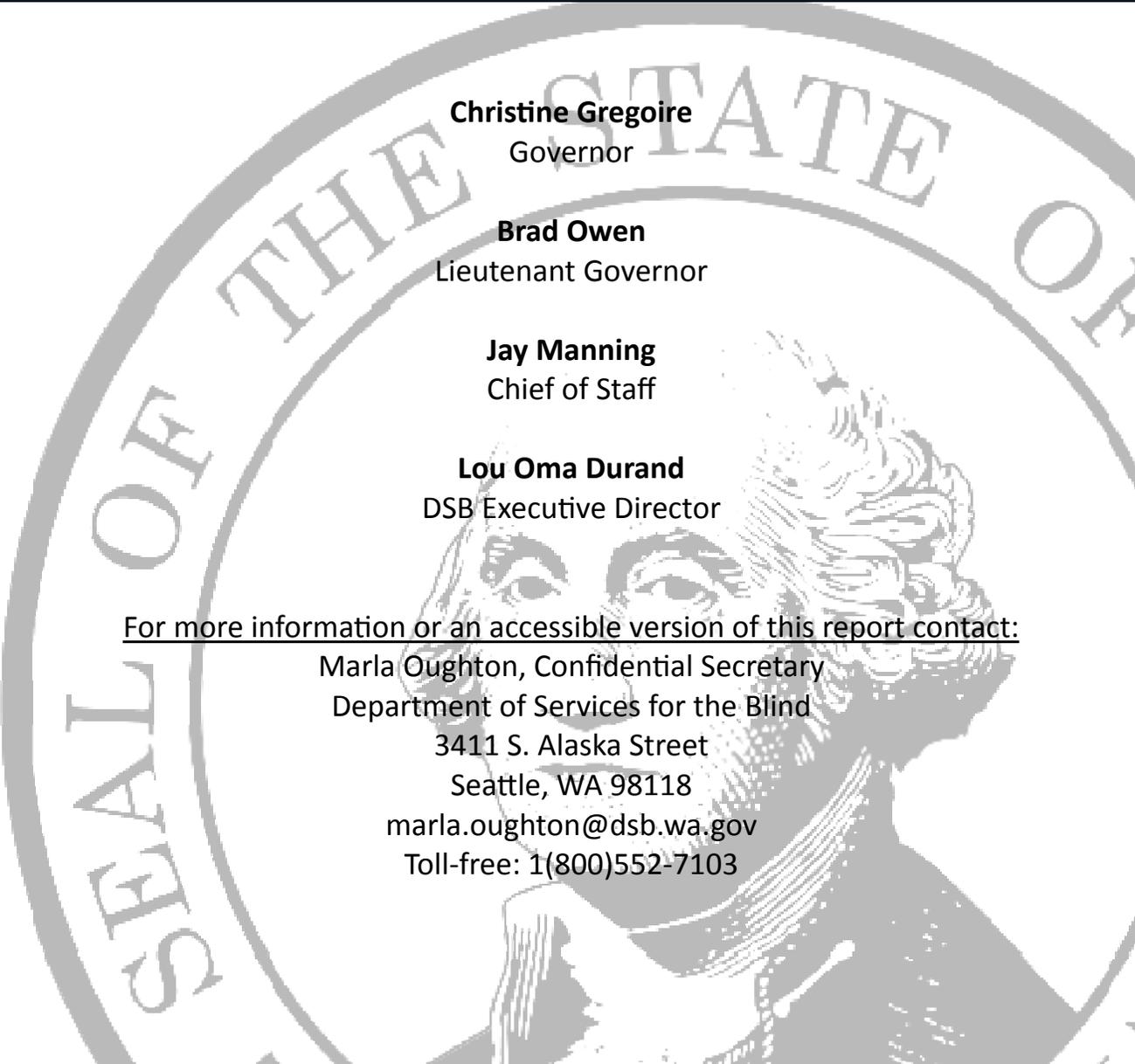
<b>Job Title</b>	<b>Employer Name</b>
Computer Support Specialist	Lighthouse for the Blind
Customer Service Representative	Lighthouse for the Blind
Production Worker	Lighthouse for the Blind
Production Worker	Lighthouse for the Blind
Production Worker	Lighthouse for the Blind
Production, Planning, and Expediting Clerk	Lighthouse for the Blind
Teacher and Instructor	Lighthouse for the Blind
Machine Feeder and Offbearer	Lighthouse for the Blind and Boeing
Stock Clerk, Stockroom, Warehouse, or Storage Yard	Lighthouse for the Blind, Lakewood
Manager	Lilac Services for the Blind
Customer Service Representative	Marcus Whitman Hotel
Receptionist and Information Clerk	Massage Mundo
Freight, Stock and Material Mover	McGill's Restaurant
Production Worker	McGill's Restaurant
Customer Service Representative	Merrill Gardens Retirement Communities
Lawyer	Microsoft
Teacher Assistant	Moses Lake School District
Teacher Assistant	Mount Baker High School
Social and Community Service Manager	National Asian Pacific Center on Aging
Bookkeeping, Accounting, and Auditing Clerk	New Seasons Market
Customer Service Representative	New Seasons Market
Education Administrator	North Thurston School District
Patient Representative	Northgate Hearing Services
Manager, Marketing	Notre Dame Mission Volunteers AmeriCorps
Customer Service Representative	Office Depot
Computer and Information Systems Manager	Okanogan Behavioral Healthcare
Teacher and Instructor	Oklahoma Department of Rehabilitation Services
Customer Service Representative	Orange Julius
Customer Service Representative	Pasha Automotive
Production Worker	Peninsula Packaging
Sales Manager	Quality WareHaus
Freight, Stock, and Material Mover	Quincy Market

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<b>Job Title</b>	<b>Employer Name</b>
Software Quality Assurance Engineer and Tester	RealNetworks
Special Education Teacher, Preschool, Kindergarten, and Elementary School	Renton School District
Production Worker	Round Table Pizza
Rehabilitation Counselor	RPM Rehabilitation Associates
Production Laborer	Safeco
Baker	Safeway
Customer Service Representative	Safeway
Bookkeeping, Accounting, and Auditing Clerk	SAIC
Administrative Assistant	Scentsy
Teacher and Instructor	School of Piano Technology for the Blind
Mental Health Counselor	Sea Mar Community Health Center
Homemaker	Self-Employed
Homemaker	Self-Employed
Musical Instrument Repairer and Tuner	Self-Employed
Receptionist and Information Clerk	Service Battery, Inc.
Computer Support Specialist	SightConnection
Customer Service Representative	SightConnection
Customer Service Representative	SightConnection
Telemarketer	SightConnection
Teacher, Self-Enrichment Education	Simply Safety Training
Office and Administrative Support Worker	Social Security Administration
Computer Specialist	Society for the Blind
Social and Community Service Manager	South Whidbey School District
Office and Administrative Support Worker	Southwest Youth & Family Services
Counter Attendant	Starbucks
Counselor	State of Washington
Job Printer	State of Washington
Community and Social Service Specialist	State of Washington Department of Employment Security
Bookkeeping, Accounting, and Auditing Clerk	State of Washington Employment Security Department
Janitor/Cleaner	Steamers Seafood Café
Counter Attendant	Subway

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<b>Job Title</b>	<b>Employer Name</b>
Customer Service Representative	Subway
Teacher	Sumner School District
Counselor	Swedish Medical Center
Hairstylist and Cosmetologist	Swiss Styling
Director, Religious Activities and Education	Tacoma School District
Teacher	Tacoma School District
Tax Preparer	Tax Services of America
Manager	The Giving Place
Mental Health and Substance Abuse Social Worker	The Narrative Therapist
Editor	The Perfect Last Word
Therapist, Marriage and Family	The Union Gospel Mission of Seattle
Psychologist	Therapy 4 Life
Housekeeping Cleaner	Travel Inn Lodge
Janitor/Cleaner	University of Washington
Teacher, Postsecondary	University of Washington Medical School
Medical Appliance Technician	US Department of Veterans Affairs
Personal Care and Service Worker	Visiting Nurse Home Care
Customer Service Representative	Walmart
Customer Service Representative	Walmart
Residential Advisor	Washington State School for the Blind
Teacher Assistant	Washington State School for the Blind
Automotive Body Repairer	Weber's Auto Body
Cook	Western State Hospital
Physical Therapist Aide	Whitesel Pro Therapy
Office Clerk	Yakima Transit
Agricultural Worker	Zirkle Fruit Company

The background features a large, light-colored watermark of the Seal of the State of Washington. The seal is circular and contains a portrait of George Washington. The words "SEAL OF THE STATE OF WASHINGTON" are written around the perimeter of the seal.

**Christine Gregoire**  
Governor

**Brad Owen**  
Lieutenant Governor

**Jay Manning**  
Chief of Staff

**Lou Oma Durand**  
DSB Executive Director

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