



2013 ANNUAL REPORT

State Rehabilitation Council (SRC) for the Blind

DEPARTMENT OF SERVICES FOR THE BLIND (DSB)

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MISSION

The State Rehabilitation Council (SRC) for the Department of Services for the Blind (DSB) is mandated by the Rehabilitation Act of 1973 as amended in 1998 and is authorized in Washington RCW 74.18.070-74.18.100. The SRC for the Blind serves as a separate Council to the DSB which administers the part of the State Plan for Vocational Rehabilitation under which services are provided to individuals who are blind.

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

In fulfilling its duties, the council:

- Provides direct guidance to the Director of Services for the Blind on behalf of the public and consumers;
- Where appropriate, advises or reports to the Governor or makes recommendations to the State Legislature to promote efficient and effective services; and
- Enhances 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.

In addition, where appropriate, this Council provides guidance and makes recommendations about other programs and services provided by the Department including the Independent Living Program services provided to children and adults, the Older Blind Independent Living Program, and the Business Enterprise Program.

CHAIRPERSON'S REPORT

Sue Ammeter

Honorable Jay Inslee, Governor, Washington State
Janet LaBreck, Commissioner, Rehabilitation Services Administration

As chair of the State Rehabilitation Council (SRC) for the Department of Services for the Blind (DSB), I am pleased to present to you, and to our friends and public stakeholders, our Annual Report for 2013.

The SRC for the Blind met four times in 2013. Members provided feedback to the Director in the areas of planning, policy, performance, cost savings, and meeting the challenges of federal sequestration along with other budget impacts. 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.

Three meetings were held at the DSB office in Seattle, Washington. Our June meeting was hosted by the Inland Northwest Lighthouse in Spokane, Washington and included a fabulous tour of the new Lighthouse facility and an informative presentation by Lighthouse CEO, Kirk Adams.

Other presentations throughout the year included: the Bridge Program; the Orientation and Training Center; the Older Blind Independent Living Program; the results from the SRC Customer Satisfaction Survey; our strategies for outreach and marketing; and an agency needs assessment. Since a number of our members are new appointees, we included a presentation on Responsibilities and Ethics for State Boards and Commissions at our December meeting.

During 2013, the SRC for the Blind also heard updates 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 Programs, 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 because they have failed to appoint a representative to the Council (as required by federal statute.)

As of December 2013, the SRC for the Blind has changed our meeting dates from Saturday to Friday. We anticipate cost savings, and hope this will make it easier for our representatives of agencies and business to participate without negative impact on our consumer input. The Council will evaluate the effectiveness of this change in one year.

As a direct outcome of our 2012 SRC retreat, Debbie Cook was appointed staff liaison to the Council effective July 1, 2013. We gratefully thank Marla Oughton for her fifteen years of excellent support and guidance to the SRC.

As Council chair, in June, I attended an SRC training seminar sponsored by the Rehabilitation Services Administration in Washington DC. We were given lots of information about the Rehabilitation Act and our responsibility as a Council. The program was informative, but I would have liked more time to hear from successful councils about their accomplishments and challenges.

I was also honored to represent DSB and the SRC for the Blind at the first National Braille Summit held at the Perkins School for the Blind in Watertown, Massachusetts. This event brought together leaders in the education, production, and promotion of Braille along with consumers and advocates of Braille. It was exciting to learn all that is being done to ensure that Braille remains a viable means of written communication for blind people. It was also great to know that our agencies in Washington – School for the Blind, Washington Talking Book and Braille Library, and Services for the Blind – are on the cutting edge when it comes to Braille.

In October, I attended the Assistive Technology Open House held at the Seattle DSB office. More than 70 consumers and professionals received information and consultation from DSB's knowledgeable staff and from various community partners that provide technology devices and services. I'm awed by the number of high tech options out there that can make people's lives better, but I'm also concerned that so many of these options may be hard to obtain for those of us who are no longer in the workplace.

In October, I also attended the National Federation of the Blind State Convention held in Everett. It is my hope that all of our members will attend at least one of the state consumer conventions next year in order to conduct outreach on behalf of the Council and to learn from these active advocacy organizations.

In 2013, two members of the SRC for the Blind completed their final terms and four new members were appointed. We continue to experience difficulty recruiting applicants who represent business and labor and currently have two vacancies. We welcome and appreciate any assistance that the Governor's Office could give us in recruiting qualified applicants. As noted above, we still do not have a representative of the State Workforce Board. Since the DSB is part of the State Workforce Investment System, we will be formally asking the Governor's Office to assist with resolving this critical appointment issue early in 2014.

The SRC for the Blind 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 Jay Inslee, Governor, WA State

Janet LaBreck, Commissioner, Rehabilitation Services Administration

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, employers who need qualified workers, and elderly citizens who want to remain independent in their homes.

The strong focus of the SRC for the Blind along with the successful outcomes achieved by our professional staff contributes to Washington's economic and cultural vitality by emphasizing the skills and abilities of all its citizens including those with disabilities. Most of our customers face multiple issues including the challenge of multiple disabilities in addition to vision loss.

In spite of the continued economic downturn, this past year the DSB placed 119 customers in competitive employment at an average hourly wage of over \$19. 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 provide comprehensive services specific to the issues of blindness--services as unique, intelligent, 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, including the 19 food service establishments operated by the Business enterprise Program in federal and state government facilities. We offer a range of challenging opportunities to help youth understand the types of skills they will need to be successful and also to connect them with other kids who are like them. The Independent Living Older Blind Program successfully served 1,467 individuals, age 55 and over, who wished to maintain or increase their independence at home and in the community after vision loss.

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.

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.

Ten of our Council members are blind or have other disabilities. They continue to thoughtfully share their expertise, resources, and life experiences with our customers. Both as a group and individually, they function as role models for an engaged Washington committed to the well-being of all its citizens and are 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

COUNCIL MEMBERSHIP

Council members are appointed by the Governor for no more than two 3-year consecutive terms. The SRC for the Blind actively seeks demographic and ethnic diversity among its members in addition to meeting the challenge of its statutory membership requirements.

STATUTORY / CURRENT MEMBERS

Sue Ammeter - Disability Advocacy Group, Chair

Lou Oma Durand - Department of Services for the Blind (ex officio)

Gaylen Floy - Current or Former Recipient of VR Services, Vice-chair

Alco Canfield - Qualified Vocational Rehabilitation Counselor

Steve Fiksdal - Business, Industry, and Labor

Bob Huven - Client Assistance Program (CAP)

Tracy Kahlo - Parent Training and Information Center

Dale Kosier - Statewide Independent Living Council (SILC)

Nate Marshall - Community Rehabilitation Program Service Provider

Linda McLain - Current or Former Recipient of VR Services

Lori Pulliam - State Educational Agency

Yvonne Thomas-Miller - Section 121 Native American

Sheila Turner - Blind with Multiple Disabilities

Gloria Walling - Business, Industry, and Labor

Vacant - Business, Industry, and Labor

Vacant - Business, Industry, and Labor

Vacant - State Workforce Investment Board

DEPARTING MEMBERS:

We thank our departing members for their tireless service and support of the Council:

Mike Cunningham - Current or Former Recipient of VR Services

Mike Davis - Business, Industry, and Labor

STAFF

Debbie Cook - Department of Services for the Blind Appointed Liaison

BIOGRAPHIES

STATUTORY / CURRENT MEMBERS

SUE AMMETER – REPRESENTING DISABILITY ADVOCACY GROUP, CHAIR

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 served on the Board of Directors of the American Council of the Blind, as President of the Washington Council of the Blind for several terms, 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. She is now Chair of the SRC for the Blind since June 2011, and serves on the Assistive Technology Program Advisory Council.



Sue Ammeter at a recent Braille Night event.

Following her retirement in 2005 Sue and her husband John moved to their retirement “dream home” in Port Hadlock.

LOU OMA DURAND – EXECUTIVE DIRECTOR (EX-OFFICIO MEMBER)

Seattle, WA

Lou Oma Durand was appointed Executive Director of the Washington State Department of Services for the Blind (DSB) in July 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 the State Commission for the Blind.

Lou Oma left state government from 1984-86 to work in the private sector for the Boeing Corporation, where she was responsible for corporation-wide programs, including the Injured Worker Return to Work, 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.

Lou Oma is proud to lead a state agency that ranks 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 is 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, VICE CHAIR

Federal Way, WA

Gaylen has worked as a graphic designer and illustrator for agencies and newspaper for 27 years. She received skills training at the OTC that allowed her to finish her bachelor's degree. Now Gaylen teaches Zoomtext and the Office Suite at the Orientation and Training Center part-time. She is also a part-time Marketing and Communications Intern at the Seattle Lighthouse for the Blind.

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 DSB for fourteen years as a Vocational Rehabilitation Counselor (VRC) and Rehabilitation Teacher. Following her time at the DSB, she worked for the Division of Developmental Disabilities for twelve years, and retired in 2004. Alco joined the SRC in 2012.

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

STEVE FIKSDAL—BUSINESS, LABOR AND INDUSTRY REPRESENTATIVE

Auburn, WA

Two years ago Steve became legally blind due to diabetic retinopathy. This brought a 25-year career in real estate to a conclusion. He is now the owner of an institute that provides relationship marketing education and support to independent service professionals and small business owners. Steve says the DSB played a significant role in the establishment of his new company and career by providing him the skills to succeed in a sighted world and the resources to form his own company and embark on a new and exciting vocation.

Steve is the founder/president of the DSB OTC Alumni Association, an independent support organization for those who have been DSB customers. Steve is also a member of the Washington Council of the Blind.

BOB HUVEN, M.ED., CRC – REPRESENTING CLIENT ASSISTANCE PROGRAM (CAP)

Seattle, WA

Bob has a 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 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 getting paid to do it. It was during those eight years that she had the pleasure of collaborating with Linda Wilder from the DSB 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 the 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 Washington State with loved ones who have a disability.

DALE KOSIER — REPRESENTING STATE INDEPENDENT LIVING COUNCIL

Puyallup, WA

Dale worked from 1981 to 2010 for the DSHS Division of Developmental Disabilities as the Coordinator for Sensory Impairment at the Rainier school in Buckley.

In 1982, he co-founded Washington State Deaf-Blind Citizens and served on the task force which created the Deaf-Blind Service Center in Seattle. Then, in 1985, Dale was appointed by Governor Booth Gardner to serve on a task force that reviewed parks to ensure that they met federal standards to accommodate people with disabilities.

Dale has three daughters, five grandchildren, and two great grandchildren.

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 and Olympia. Nate then became a MLK Service Learning VISTA staff member for FPA (now Solid Ground) at Franklin High School in Seattle. While there he began working as an educational program assistant for the Seattle Jewish Film Festival's FilmTalks Program. Nate then attended the University of Washington-Tacoma's Non-Profit Management Program.

He came to Tacoma Goodwill Industries (TGI) as the Wheels to Work Program's Project Coordinator in 2004. Since then, Nate has held a number of other positions at TGI, including the WorkFirst Case Manager in TGI's Lakewood office. And, until 2011, he was the Projects with Industry Career Consultant which included working as a job placement vendor for the DSB. He is currently a Placement Specialist with the YouthBuild program at TGI.

LINDA MCCLAIN--REPRESENTING CURRENT OR FORMER RECIPIENT OF VR SERVICES

Spokane, WA

Linda is a native of Southern California. 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. For 12 years, she was the Executive Director of Coalition of Responsible Disabled (CORD), the Center for Independent Living (IL) in Spokane that advocates for civil rights and educates consumers with disabilities about IL. She is also a former member of the Statewide Independent Living Council. She has been involved in several councils and committees dedicated to disability issues. She truly believes that all persons with disabilities have something to offer and are contributing members to society.

LORI PULLIAM, REPRESENTING STATE EDUCATIONAL AGENCY

Vancouver, WA

Lori has worked at the Washington State School for the Blind (WSSB) since 1982. Lori has had a wide range of experiences while at the school, beginning as a teacher of the deaf-blind and moving on to work with WSSB students who attend classes in the Vancouver Public Schools. She has worked with the WSSB career and work experience program, as the transition specialist. Currently, Lori is the Director for the Learning Independence for Today and Tomorrow (LIFTT) Program, a postsecondary independent living program. In the summer of 2010, Lori additionally became the Director of the Residential Program at WSSB. As well as the various roles she has held at the WSSB, Lori has also been very involved in the Youth Employment Solutions (YES) program, a summer career and work experience program, from its inception.

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

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 is certified by the PET-AIR (Post Employment Training-American Indian Rehabilitation program) and is working to obtain her Master's degree in Rehabilitation Counseling. Yvonne is a graduate of Evergreen State University in Olympia, Washington and the Institute of American Indian Arts in Santa Fe, New Mexico.

Yvonne's past vocation was as a fine artist, specializing in drawing, painting, silkscreen, and sculpture. She was employed by the tribe as a Graphic Artist and worked on the local tribal newspaper.

After losing most of her vision, Yvonne attended DSB's Orientation Training Center. As an active member of the United Blind of Whatcom County and the Washington Council of the Blind, she welcomed the opportunity to work for the

Lummi Vocational Rehabilitation program as a good match for her volunteer experience and education.

SHEILA TURNER – REPRESENTING BLIND WITH MULTIPLE DISABILITIES

Pasco, WA

Sheila graduated from Washington State University in 2000 with a BA in Social Science. She has been employed since 2001 as an Independent Living Rehabilitation Teacher at the Edith Bishel Center for the Blind and Visually Impaired in Kennewick.

Sheila is a single mom and two of her children are legally blind. She is passionate about quality rehabilitation services across the life spectrum.

GLORIA WALLING — REPRESENTING BUSINESS, INDUSTRY AND LABOR

Olympia, WA

Gloria grew up in New Mexico. In 2007, she enrolled in the DSB Business Enterprise Program (BEP). Through the BEP, she received training and became a licensed operator in 2008, managing cafeterias and other locations.

Gloria is involved in her community and currently serves as President of the local chapter of the Washington Counsel of the Blind and has been a member of the Legislative committee. She is also Vice-Chair for the BEP Vender's committee.

DEPARTING MEMBERS:

MICHAEL CUNNINGHAM – REPRESENTING CURRENT OR FORMER RECIPIENT OF VR SERVICES

Olympia, WA

In 2007, Mike was appointed to the SRC for the Blind, at different times serving as Vice Chair and Chair.

Mike has a Master's degree in Social Work, a Certificate in Disability Management, is nationally certified as a VRC and as a clinical social worker, and is licensed in the State of Washington as an independent clinical social worker. Mike has worked at the State of Washington Department of Social and Health Services

(DSHS) within the Division of Vocational Rehabilitation (DVR) for 12 years. As policy manager, Mike consults on VR laws, regulations, and policies.

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 served as an SRC member for six years. He and his wife Jeanne live in Olympia.

MIKE DAVIS – REPRESENTING BUSINESS, INDUSTRY AND LABOR

Deer Park, WA

Mike was born in Jacksonville, Arkansas and moved to Spokane when he was six years old. At age seventeen, he was diagnosed with Juvenile Macular Degeneration. He is proud 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.

Mike has earned an AA degree and is working towards a BA in Economics. Mike has owned and operated three different businesses, volunteered for AmeriCorps Vista and was the volunteer director of a youth sports organization for thirteen years before taking his current job as Administrative Coordinator for the Inland Northwest Lighthouse.

Mike served as an SRC member for six years.

STAFF

DEBBIE COOK – APPOINTED LIASON

Seattle, WA

Debbie works for the University of Washington Center on Technology and Disability Studies where she manages the Older Blind Independent living Program as a sub-recipient grant of the DSB and serves on DSB's Executive Team as a consultant. Prior to her employment at the University, Debbie worked sixteen years at DSB as a VR Counselor, rehabilitation teacher and program manager and six years as an Independent Living service provider.

SUMMARY OF ACTIVITIES

PUBLIC MEETINGS

The State Rehabilitation Council (SRC) met four times during 2013. Three meetings were held in Seattle and one was held in Spokane. All meetings 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 and independent living programs, and issues impacting the employment or independence of blind Washington citizens.

Agenda items included the following:

- State Budget
 - Implementation of federal sequestration
 - Reauthorization of the federal rehab act
 - ILB grant funding
- ILOB program and funding
- Customer Services performance in relation to: GMAP and RSA standards and indicators
- Results Washington and its application to DSB
- Governor's Executive Orders on employment of people with disabilities and veterans
- VR Employment Outcomes
- RSA program review
- OTC program and services
- Agency outreach and marketing plan
- Youth Employment Solutions (YES) and Bridge programs
- 2013 SRC Customer Satisfaction Survey
- Agency needs assessment process
- Recruitment and Orientation of new SRC Members

- Review and amendment of SRC Bylaws
- SRC national training
- SRC Annual Report

COUNCIL ACTIVITIES & DSB RESPONSES

COMMUNICATION AND COLLABORATION

The Council continues to have a strong, collaborative relationship with the Department of Services for the Blind (DSB). Four 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'S RESPONSE:

The agency is impressed by the talent, representation and experience that have come to the SRC board as a result of this targeted recruitment 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 continues to be 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 ACTIVITY

The Council took steps to educate the community about possible impacts of Federal Senate Bill 1356 which proposes to move the VR program from the Department of Education to the Department of Labor. Advocates of the public VR program are concerned because VR is more than a program focused on jobs. It provides an array of pre-employment and other rehabilitation services that

address the unique needs of customers. Changes in addition to the move from Education to Labor include qualifications for counselors, minimum wage requirements, and new transition requirements. The Bill further proposes that IL programs, except for the Older Blind Program, would be moved to a new Independent Living Administration and aligned with Aging and Disability Services within the Federal Department of Human Services. The Governor's Office indicates they will not take a position at this time, and therefore, the Department cannot take a position. The Council provided information on the issues to consumer advocates who met with a representative from Senator Murray's office. No congressional action has been taken on the bill.

DSB RESPONSE

The agency is very appreciative of legislative advocacy 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.

SRC SURVEY

The Council in collaboration with the DSB and the University of Washington Technology and Disabilities Studies completed a customer satisfaction survey. The survey was completed in November 2013 and a summary of the results is included in the Council Annual Report.

DSB RESPONSE

The agency appreciates this survey as 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 is pleased that the Council wishes to further refine the data collection process to make it even more meaningful to the department and to the community.

NEW MEMBER ORIENTATION

The Council formalized new member orientation in 2012. This year we included a presentation on responsibility and ethics for members of state Boards and

Commissions. This module incorporates the required reading materials from the Governor's Office and practical examples based on the world of DSB.

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, the agency, and clarifying expectations and responsibilities as an SRC board member. Members are more quickly engaged and active in the issues facing the agency and Council as a result.

STRATEGIC PLAN REVIEW AND INPUT

In March, the Council provided preliminary input to the Department's process for developing the 2015 Strategic Plan. The Council's input will be important in setting priorities. Resources and strategies need to be aligned with performance measures and targets in the State VR Plan. The Plan now also needs to be aligned with Results Washington targets and measures. The Council is responsible for some inputs such as the Customer Satisfaction Survey and the results of public forums. The Council will also be expanding its role to conduct a needs assessment in collaboration with DSB.

DSB RESPONSE

The on-going input of the SRC board is invaluable in reviewing, assessing, and reinvigorating Strategic Plan goals and strategies for the agency.

RSA PROGRAM REVIEW:

In May, DSB received a comprehensive program review from the federal Rehabilitation Services Administration. RSA was very positive about what is going on in Washington State and DSB. They were particularly impressed with the array of services for youth, changes which better align the OTC with the employment program, DSB's team approach to service delivery, and the strong relationships with many key stakeholders. Areas of concern included lack of formal relationships with local Workforce boards and continued strengthening of services to youth transitioning from high school. Several SRC members were

interviewed as part of the review in their capacities as Council members and in their other connections with DSB.

DSB RESPONSE:

We have not had a review of this nature since 2007 so it was a new process for our current Council members. It was so great having the SRC as a team member during this intensive review. They readily gave their time to provide input to the reviewers, demonstrated their knowledge and enthusiasm for the department, and were incredibly supportive throughout the process.

OPERATIONS COMMITTEE REPORT

COMMITTEE MEMBERS

Bob Huven, Committee 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 Council Bylaws. A recommendation was made to change election of officers to the fourth quarter in order to better coincide with preparation of the Annual Report. A recommendation was also made to add the Council Vice-chair to the executive Committee. These changes were adopted by the Council at the September meeting.

Respectfully submitted,

Bob Huven, Chair

Operations Committee

LEGISLATIVE COMMITTEE REPORT

COMMITTEE MEMBERS

Alco Canfield, Committee Chair

Mike Cunningham

Linda McClain

Gaylen Floy

Lori Pulliam

Yvonne Thomas-Miller

Sue Ammeter

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.

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.

The Council is tracking progress of Federal Senate Bill 1356, discussed elsewhere in this report, which would move the VR program from the Department of Education to the Department of Labor.

Respectfully submitted,

Alco Canfield, Chair
Legislative Committee

MEMBERSHIP/OUTREACH COMMITTEE REPORT

COMMITTEE MEMBERS

Mike Davis, Committee Chair

Gaylen Floy

Linda McClain

Tracy Kahlo

Sue Ammeter

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 (2)
- State Workforce Investment Board

Respectfully submitted,

Mike Davis, Chair

Membership/Outreach Committee

DSB RESULTS FOR FEDERAL FISCAL YEAR 2013

CUSTOMER SERVICES

THE VOCATIONAL REHABILITATION (VR) PROGRAM:

In Federal Fiscal Year 2013, 119 customers achieved successful employment outcomes with an average hourly wage of \$19.89.

Other 2013 results:

- 52% received insurance benefits through their job.
- 53 individuals (or 45%) received job retention assistance.
- 439 individuals applied for VR services.

VR is for people who are interested in getting a job or in keeping a job. To meet eligibility requirements, the agency must make sure the individual has a vision impairment, that there are functional limitations associated with that vision impairment, and that there are services that would benefit the individual in overcoming those limitations. Examples of services include: higher education or other job training; training in adaptive skills of blindness such as home and personal management, Braille, use of low vision devices and other specialized technologies, independent travel and orientation, etc.; provision of computer technology or other job equipment; career exploration and matching; internships and other work experiences; placement and follow-up services. It is a very comprehensive program that considers the needs of each individual, and it has the bulk of DSB's resources. There is a lot of freedom to explore and to work with an individual. The program cares about providing quality services to customers rather than just placing people in jobs. DSB consistently gets higher wages than most other VR programs and consistently has the highest ratio of individuals who earn enough to reduce or eliminate Social Security financial benefits.

VR is in a time of transition and growth. Numbers have been down compared to other states but this is beginning to change with new staff, a surge of new applicants, and increased outreach to the underserved Hispanic and Asian populations.

DSB has offices statewide: Spokane, Yakima, Vancouver, Lacey, Tacoma and Seattle. Staff have a lot of travel time in serving customers. Much of the assessment and service needs to happen in the customer's home, community, and workplace.

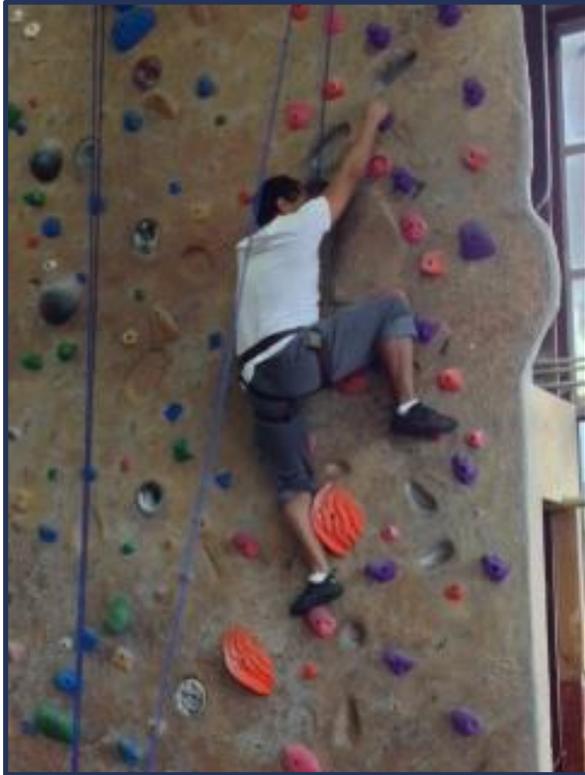
Customer Services works in multidisciplinary teams that include VR counselors, Rehab technicians, Rehab teaching and Orientation/Mobility instructors, and assistive technology specialists. The Rehab Technicians assist with paperwork and also conduct some of the career assessments and other prevocational activities with customers. Rehab teaching and O&M specialists conduct adaptive skill and low vision evaluations, and they arrange for the necessary skills training. The AT specialist provide support for any technology needs in training or on the job and they also perform job site assessments to determine what accommodations will be required.

ORIENTATION AND TRAINING CENTER (OTC)

The OTC is part of VR and is primarily a residential program where customers can get intensive daily instruction in adaptive skills of blindness and other employment-related experiences. Field staff also provide many of these services but they usually only see a customer once a week. Those with significant service needs benefit most from the intensive daily program at the OTC. It is an expensive, high risk program but VR could not provide the level of skills customers need without the OTC.

In 2013, the OTC provided training to 51 students during federal fiscal year 2013. Of those 51 students, 40 were full-time residential students and 11 were full-time commuting students. While attending the OTC, these students participated in a variety of classes, including Home Management, Braille, Keyboarding and Computers, O&M, and Home Maintenance/Shop. The adaptive skills they learned at the OTC will enable them to be independent and successful in the home, in school, on the job, and in their communities.

In addition to classes, OTC students were also given the opportunity to be a part of other activities and learning experiences. Challenge Activities help students build confidence with vision loss included. In 2013, students had the chance to participate in the following activities: rock climbing; snow shoeing or cross-



OTC student Marvin Cutayan rock climbing during a Challenge Activity.

country skiing; tandem bicycling; volunteering at Rainier Valley Food Bank; and workshops and other activities. Additional learning opportunities for students included a career class with internships in the community, yoga class, and English as a Second Language.

The OTC also offers some training opportunities for customers who are not fulltime OTC students. Intensive Workshops were conducted in April and September 2013 to provide adaptive skills training to 27 VR customers. And, Distance Braille classes were provided to three VR customers; all completed uncontracted braille and one completed contracted braille.

INDEPENDENT LIVING PROGRAM (IL):

IL serves people under age 55 who are not going to work at time of services. They could be medically fragile adults who need skills of blindness or they could be participating in DSB's youth programs for children who are not old enough for VR transition services. This program served 73 adults in 2013.

SERVICES TO YOUTH

A national emphasis in the VR program is services to ensure smooth transition for youth (ages 14-24) who are moving from high school to post-secondary activities.

DSB's VR caseload is about 28% transitioning youth. Overall, DSB served 124 youth, age birth through 20.

2013 youth services highlights:

- This summer, DSB expanded SCILS, a week-long day camp for students ages 9 to 13, by adding a session in Spokane with 11 students in addition to the one in Seattle which had 8 students enrolled. The focus was an expanded core curriculum: independent living skills, recreation, technology, and orientation and mobility.
- The Youth Employment Solutions (YES) 1 program, conducted in collaboration with the Washington School for the Blind, enrolled 15 students, ages 14-15. This program incorporates the expanded core curriculum and job shadowing in a residential environment.
- The YES 2 program set up 23 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 and food service. In addition, as residents of the YES house in Seattle's University District, many students lived away from home for the first time: 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 seven 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.
- DSB helped facilitate 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.

INDEPENDENT LIVING OLDER BLIND (ILOB)

The Independent Living Older Blind Program successfully served 1,467 individuals, age 55 and over, who wished to maintain or increase their independence at home and in the community after vision loss. The average age of ILOB customers is 86 years old. Most have vision loss due to macular degeneration, and most experience other age related limitations in addition to vision loss. Most live in their home or apartment rather than in a nursing or assisted living setting. Many need recurring services because their limitations will change over time.

Through a statewide network of independent contractors, the program provides training in adaptive skills of blindness, information, adjustment counseling, and specialized devices to the fastest growing population in our state. One of the major challenges is that funding does not increase but the population to serve is growing steadily.

OUTREACH EFFORTS

The emphasis continued on outreach to underserved communities, specifically Asian and Hispanic/Latino communities in Washington State. DSB staff have engaged in multiple half-hour radio call-in shows in Spanish to alert Spanish-speaking residents of our services. DSB staff have made new connections and relationships with agencies that serve Asian and Latino communities. At the end of FFY2012, the numbers of customers served had increased within both groups and they continued to increase in 2013.

SRC CUSTOMER SATISFACTION SURVEY

The University of Washington Center on Technology and Disability Studies conducted the anonymous customer satisfaction survey, on behalf of the State Rehabilitation Council for the Blind, for Vocational Rehabilitation customers who were closed in federal fiscal year 2013. The survey was conducted September through November 2013, online and by phone. The response rate was 46%, with 108 survey respondents out of the total 237 customers with closed cases for that fiscal year. This is down from the 80% response rate in 2012. This is the third year that the same survey questions have been asked, creating a benchmark for comparison.

The SRC has established a committee to review the survey and its administration. Some of the questions are not clear, the survey does not align with the Results Washington satisfaction components, and there may be ways of administering the survey that will encourage a higher response rate.

RESULTS

The overall satisfaction rate in 2011 was 85%, in 2012 was 81%, and in 2013 was markedly increased to 92%.

Additional 2013 outcomes:

- 72% said they received the career guidance they needed and 82% believe their current job is a good fit.
- 84% said they were offered the training they needed in daily living skills/personal care.
- 89% said they were offered the training they needed in mobility/travel skills.
- 72% said they were offered the training they needed in computer skills.
- 68% said they were offered the training they needed in Braille.
- 87% said their Counselor was knowledgeable about the issues of blindness and 73% said their Counselors understood the problems they faced.
- 76% said their Counselors returned calls promptly.

- 84% said their Counselor listened to them and 85% said their Counselor answered their questions.
- 65% said their Counselor dealt with their complaints or concerns about services and 64% said their Counselor explained how to appeal decisions.
- 75% said their involvement with DSB helped them feel more confident.
- 67% were satisfied with service providers outside DSB who were involved with their case but only 11% said DSB helped them resolve problems with these providers.

For those customers who did not complete the program, poor health was cited as the most common reason.

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, generated 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.

DSB CUSTOMERS STORIES

MORGAN SANCHEZ: 8TH GRADE STUDENT & SCILS PROGRAM PARTICIPANT

Mount Vernon, WA

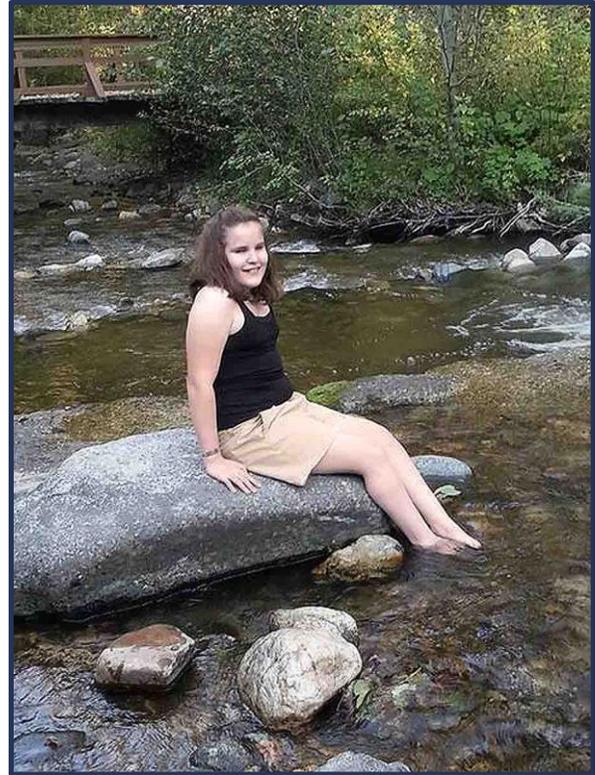
Morgan already knows what she wants to do when she grows up—she wants to be a church organist and is already playing the piano regularly at her church. She will have to overcome a variety of challenges to achieve this goal.

Morgan is an 8th grade student from Mount Vernon. In addition to blindness, Morgan has cerebral palsy which affects her gait and balance.

Every summer, Morgan attends the week long Summer Camp for Independent Living Skills, sponsored by DSB. Morgan's mom Tina says the program has really helped Morgan mature, has given her increased social opportunities, and has helped with practical skills like reading, typing and even cooking. Morgan's favorite camp activity last summer was a trip to a professional recording studio where she got to examine all of the recording equipment.

By far the most important part of the program for Morgan is the opportunity to make friends with other blind kids her age. This is the part of Morgan's school life that her mom feels is most lacking.

"She's behind in school so she's too busy with classes, appointments for services she needs, and so many other things that take her away from making friends," says Tina.



Morgan Sanchez cooling her feet off in a creek near her home.

Now that camp is over, Morgan is working with DSB Child and Family staff on basic cooking skills and how to carry her food safely from the kitchen to the table.

While Morgan will continue to benefit from DSB's many programs for youth, vision loss is not Morgan's greatest challenge. Tina wants to send a message of concern about whether advocates will be there to make sure that the special services and supports Morgan needs will be available so that she can be as independent as possible as an adult.

RACHEL BOWMAN: HIGH SCHOOL SENIOR & YES 2 PARTICIPANT

Richland, WA

Rachel was surprised to find that she really liked her YES 2 summer job providing clerical support at DSB's Seattle office. "Clerical work was just about last on my list of desirable jobs," she said, laughing. But Rachel learned that things are not always as they seem. "It was fun to go behind the scenes at DSB and learn what happens."

YES 2 participants are matched with a paid summer work experience, live on campus at UW, and take part in a variety of recreational activities. When asked what she valued most about the program, Rachel said it was meeting the other students and making friends. She feels somewhat isolated at school and had a great time living and hanging out with other kids who also have vision loss. Rachel especially enjoyed the weekend camping and kayak trip the students took with Outdoors For All.

Rachel hopes to attend the Bridge Program next summer, a five-week experience, living in a college dorm and taking courses at Eastern Washington University. And, she is considering a career in nursing. She has always been a good student but the iPad she recently received from DSB has made a big difference at school. Rachel uses screen magnification with her computer, but uses the synthetic speech screen reader on the iPad because the screen is very small. She knows these tools will make a big difference when she goes to college next year.

CINDY KESSNER: COMMUNITY PROGRAM MANAGER, CONAM MANAGEMENT

Renton, WA

Cindy learned about DSB from a VR customer while attending a ballgame. We wish she had learned about the Department from the many medical professionals she was seeing for treatment of her eye condition over the past four years, but that is not how it happened.

Cindy sought medical help for her vision loss because she was having difficulty driving; she was also falling off curbs and down stairs. She was diagnosed with retinitis pigmentosa, a progressive condition which limits the field of vision. It was becoming increasingly difficult to do her job as property manager for 120 families. She avoided stairs in the apartment complexes, struggled to see her paperwork, and generally felt like she was losing control of the situation. Then an observant DSB customer noticed Cindy holding on to her husband's shoulder as she stumbled up the stairs of the bleachers at the ballgame, and everything changed.



Cindy Kessner & Matilda going down the stairs together at home.

When Cindy came to DSB, she received assessments to determine her need for adaptive skills of blindness and specialized technology that might help her keep her job. Cindy was given a closed circuit magnification system to enlarge printed materials such as her paperwork, and she was given software that enlarges text and graphics on her computer screen. But the item she was given that changed her world is her white cane which she has affectionately named Matilda.

Cindy and Matilda go everywhere in the apartment complex and she does not hesitate to take the stairs or travel to an unfamiliar area. Cindy says that the new

skills and technology have also changed the attitude of her family and co-workers. Before coming to DSB, people did not believe that Cindy was having trouble seeing and they were frustrated with the mistakes and clumsiness that resulted from her lack of adaptive skills. Now that she has new skills and new self-confidence to adapt to vision loss, her family and co-workers “get it”, are much more encouraging and supportive, and have confidence in her as well. Cindy is proud to use Matilda even though this identifies her as a person with vision loss, and she is proud of her independence at home and at work.

Cindy expects challenges ahead. She is still driving, and she wonders what the world will be like when she loses this form of independence. She is also worried that maybe she will not be able to keep her job when she loses the rest of her vision. Her employer has been very flexible and accommodating, and her co-workers have come to rely on her despite her vision loss. So, Cindy will probably return to DSB when the need arises and will hopefully have her employment for a long time to come.

And oh yes, the beat goes on. Cindy recently met another person who looked like they might be struggling with vision loss, and she introduced that person to DSB as well. Cindy also wants to be more involved in spreading the word. She is planning to apply to serve on the State Rehabilitation Council for the Blind.

STEVE GERKIN: INVENTORY ANALYST, REI

Seattle, WA

After graduating from WSU, Steve held a variety of jobs in the sports and recreation field, and ultimately went to work for REI where he has been employed for 26 years. About 20 years ago, Steve began losing his vision due to a progressive condition called retinitis pigmentosa. After spending some time at DSB’s Orientation Training Center where he received training in skills like traveling with a white cane, reading Braille, using accessible computer software, and participating in activities designed to build his confidence as a blind person, Steve returned to work at REI, where they easily adopted the job accommodations he needed.

Steve says that DSB staff have done a great job advocating with his employer over the years to make sure that he had the accommodations necessary to do his job. In fact, Steve has returned to DSB several times to gain additional skills with technology and other adaptations as his vision has decreased and his work requirements have changed. Steve's employer recently upgraded their software, he could no longer use it, and Steve once again called on DSB for help. Unfortunately, the new software was not designed with accessibility in mind—guess the developer did not know that there is a blind guy buying maps and books for companies like REI who needs access to their product to do his job. DSB is unable to adapt this software so that it can be accessed using Steve's voice output screen reading solution. So, Steve has decided that it is time to move on from REI.

But that is not the end of the story. Steve is teaching himself how to use a Mac computer and recently got a Seeing Eye dog. And, Steve is likely to be calling on the Older Blind Independent Living program for assistance with the adaptations he might need to lead a full and independent life during retirement.

"It's nice to know that there's an agency doing something to give blind people support and answers," says Steve. "I have been able to keep my job, and I owe a lot to DSB for helping make that happen. I wouldn't have had a job without them."

RUTH HUTCHERSON: INDEPENDENT LIVING OLDER BLIND PROGRAM PARTICIPANT

Spokane, WA

Ruth is an 86 year old great-grandma with macular degeneration causing severe vision loss. She is receiving lutein injections that are not currently helping. Ruth has arthritis and experienced a minor stroke, but is otherwise healthy and quite independent. Ruth came to the program with a variety of daily living problems. She could not read the refill numbers on her prescription bottles and hoped to find a way to read them and other printed material. She had recently cut herself with a knife while preparing dinner for her and her husband. And, much to her disappointment, Ruth had given up sewing and quilting and was missing being able to engage in her favorite hobby. She would also very much like to be able to

use her computer to keep in touch with the goings on of her grandchildren and great-grandchildren.

Following a low vision assessment, Ruth chose a 5X magnifier allowing her to access her prescription bottles, recipes, and other printed materials. A variety of kitchen skills were taught to Ruth to help her be safe in the kitchen, including some alternative skills for using knives safely. Several kitchen tools were provided as well, including a lettuce knife, a double spatula, food stabilizers, and grip liners to hold food and the cutting board in place while she cuts with a knife. She reports feeling much more confident in the kitchen. After quite a bit of frustration and practice, Ruth learned some adaptive techniques to thread her needles and was provided with an Infila needle threader as well.

Finally, while trying out magnifiers, Ruth also expressed interest in having better access to the computer. During a couple of meetings with an Assistive Technology Specialist, different software options were presented, including Zoomtext, Dolphin Guide, and the built in accessibility features of Windows. Ruth was unimpressed with some of the programs and deterred by the cost of others. She still wants to be able to communicate with her grand- and great-grandchildren via the computer, so she says she is going to consider her options and will contact the program when she is ready to move forward.

RICARDO RAMOS: INDEPENDENT LIVING OLDER BLIND PROGRAM PARTICIPANT

Yakima, WA

Ricardo is an 81 year old who speaks very little English. He is legally blind, due to diabetic retinopathy, and only has an elementary education. While still otherwise healthy and active, he and his wife do live with his daughter's family. Ricardo came to the program with several concerns. He was experiencing difficulty making coffee and frozen meals. He wanted to be able to use a watch and read small print. And, he was frustrated that his wife and daughter always led him by the arm or steered him around with their hands on his shoulder.

At Ricardo's very first appointment, textual markers were placed on his microwave and coffee pot. A liquid level indicator for his coffee mug was also

provided. He no longer over cooks his frozen meals or burns himself when pouring his coffee. During subsequent appointments, Ricardo had the rest of his needs met. It was determined that a 3.5X magnifier would allow him to access his church's newsletter and identify paper money. And, Ricardo is now able to tell time using a Spanish talking watch. With the aid of large print calendar, he keeps track of his daily schedule and appointments, too. Ricardo was worried that his daughter's family would not be willing to learn how to walk with him using Sighted Guide, but it turns out that family loved the idea. They all practiced enthusiastically and now Ricardo feels much more comfortable walking with his family members. He has taught the basics to his friends as well and they now come over to go out on walks with Ricardo after church.

SUCCESSFUL EMPLOYMENT OUTCOMES FOR 2013

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

Job Title	Employer Name
Office Clerk	Adult Day Services of the Tri-Cities
Customer Service Representative	Albertsons
Mental Health Counselor	Antioch University
Social and Community Service Manager	ARC of Spokane
Aerospace Engineering and Operations Technician	Astronics Advanced Electronics Systems
Nonfarm Animal Caretaker	Beastie Boutique
Behavioral Health Counselor	Behavioral Health Resources
Retail Salesperson	Best Buy - Northgate
Engineering Technician	Boeing
Purchasing Managers	Boeing
Radio and Television Announcer*	Buffalo Country Radio
Human Resources Assistant	Bureau of Reclamation
Food Service Manager	Cafe B.L.U.
Marketing Manager	Cherry Creek Mortgage Company
Retail Salesperson	Coach
Bookkeeping, Accounting, and Auditing Clerk	Cogger and Associates
Manager	Columbia Basin Dispute Resolution Center
Home Health Aide	Communitas
Lawyer	Craig McDonald, LLC
Financial Specialist	CSL Home Loans
Food Service Manager*	Current Café
General and Operations Manager*	Define Laser MediSpa, LLC

Secretary	Division of Developmental Disabilities
Financial Specialist	DSHS
Healthcare Support Worker	DSHS
Customer Service Representative	DSHS/DDD
Janitor	Eagles Lodge Aerie #2
Counselor	Eastside FourSquare Church
Teacher Assistant	Education System District
Services Sales Representative	Filthy Rich
Laborers and Freight, Stock, and Material Mover	Fort Lewis Express Supply #2
Lawyer	Foster Pepper
Retail Salesperson	Fred Meyer
Customer Service Representative	Goodwill Industries
Teachers and Instructor	Goodwill of Tacoma
Registered Nurse	Group Health
Maintenance and Repair Worker	Hampton Inn at the Portland Airport
Business Operations Specialist*	J T and Associates
Human Resources Manager	Jewish Family Services
Massage Therapist	La Therapeutic Massage
Laborer and Freight, Stock, and Material Mover	Lewis County Work Opportunities
Production Worker	Lighthouse for the Blind, Inc.
Services Sales Representative	Lighthouse for the Blind, Inc.
Production Worker	Lighthouse for the Blind, Inc.
Machinist	Lighthouse for the Blind, Inc.
Media and Communication Worker	Lighthouse for the Blind, Inc.
Order Clerk	Lighthouse for the Blind, Inc.
Mental Health and Substance Abuse Social Worker	Lincoln House
Receptionist and Information Clerk	Lourdes Medical Center

Stock Clerk	Marshall's
Social Science Research Assistant	Massachusetts Eye and Ear Infirmary
Massage Therapist	Massage Envy
Computer Systems Analyst	McKesson Enterprise Medical Imaging
Public Relations Specialist	MCM
Computer Support Specialist	Mid Valley Hospital
Executive Secretary/Administrative Assistant	Mountain View Funeral Home
Social and Community Service Manager	National Asian Pacific Center On Aging
Network and Computer Systems Administrator	Naval Hospital Bremerton
Education Administrator	Neitzel Consultants, LLC
Customer Service Representative	New Seasons Market
Restaurant Host	Noodles and Company
Art, Drama, Music Teacher	Northport School District
Social and Community Service Manager	Northwest Center
Chief Executive	Northwest Clean Air Agency
Janitor	Obee Credit Union
Computer Support Specialist	Outta Sight Computing
Social Worker	Pierce County Adult and Disability Resources
Substance Abuse and Behavioral Disorder Counselor	Pioneer Center East
Shipping, Receiving, and Traffic Clerk	Port of Tacoma
Musician	Portland City Grill
Insurance Policy Processing Clerk	Premera
Restaurant Host	Quinault Beach Resort
Registered Nurse*	Recovery Innovations
Heating, Air Conditioning, and Refrigeration Mechanic and Installer	Refrigeration Equipment Co
Laborer and Freight, Stock, and	Safeway

Material Mover	
Counter and Rental Clerk	Safeway
Retail Salesperson	Sears
Electrical Engineer	Seattle City Light
Engineering Manager	Selland Construction
Food Service Waiter	Shari's Restaurant
Food Service Waiter	Shilo Beachfront Restaurant
Computer Support Specialist	SightConnection
Business Operations Specialist	Simply Hot Yoga LLC
Registered Nurse	Skagit Valley Hospital
Clergy	Skokomish Indian Tribal Center
Food Service Manager*	Snowflakes, LLC
Customer Service Representative	Staples
Administrative Adjudicator	State of Washington Employment Security Department
Computer Support Specialist	Steven Joseph
Appraiser and Assessor of Real Estate	Summit Appraisals
General and Operations Manager	Sursam Corda Retreats & Wellness Center
Patient Representative	Swedish Medical Center
Executive Secretary/Administrative Assistant	SYKES
Middle School Teacher	Tacoma Urban League
Substance Abuse and Behavioral Disorder Counselor	Tacoma/Pierce County Health Department
Floor Sander and Finisher	Taphandles
Production Worker	Setina Manufacturing
Hairdresser and Cosmetologist	The Hair Affair
Postsecondary Teacher	Todd Beamer High School
Laborer and Freight, Stock, and Material Mover	True Seals

Database Administrator	Twitter, Inc.
Manager	University of Washington
Financial Analyst	US General Accounting Office
Child Care Worker	UW Children's Center at Radford Court
Teacher	Vashon Island School District
Medical Transcriptionist	Virginia Mason Medical Center
Medical and Health Services Manager	Virginia Mason Medical Center
Sales Floor Stock Clerk	Walgreens
Laborer and Freight, Stock, and Material Mover	Walmart
Laborer and Freight, Stock, and Material Mover	Walmart Superstore
Services Sales Representative	Warehouse Demo Services
Customer Service Representative	Washington Demo Services
Proofreader and Copy Marker	Washington State School for the Blind
Registered Nurse	Wenatchee Valley Hospital
Machinery Maintenance Worker	Winco Foods
Elementary Special Education Teacher	Woodland Public Schools
Installation, Maintenance, and Repair Worker	Wood's Piano Tuning
Rehabilitation Counselor	Worksource
Substance Abuse and Behavioral Disorder Counselor	Youth Eastside Services

*Self-employed

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