

WASHINGTON VOCATIONAL SERVICES



ANNUAL REPORT 2020



WVS MISSION

We are dedicated to providing outstanding quality services that result in successful community involvement and employment.

WVS VISION

All people will be recognized for their abilities and contributions in the workplace and community



The year 2020 has been one of the most challenging in the 44-year history of our agency. A year of significant challenges in the lives of our customers, stakeholders, and staff. While the first two months of the year were strong months for us and our budget, by the second week of March everything came to a sudden halt. The Covid-19 pandemic brought significant changes, and new meaning to the words' uncertainty, and unpredictability. Even though we thought we were only preparing to adapt for a few short weeks, we quickly pivoted to a new "normal". Staff members quickly transformed their home spaces into working environments, continuing to work hard to keep our customers safe and engaged in services. The pandemic brought increased understanding to what we have always known-our services are essential. We remained on the front lines with those working essential jobs and creatively implemented new ways to stay connected with others, working hard to ensure growth continued rather than seeing previous progress roll back. Here we are, a year later, and we are still adapting to changes and living with uncertainty.

While we remain concerned about numerous issues that have resulted from the pandemic, we are very grateful to our dedicated and committed Board Members and the staff who have navigated their way through this storm. A huge thank you to our funding partners who have supported us in unprecedented ways to make sure we can continue providing our services.

There were plenty of reasons to celebrate in 2020 as well. On July 26th, the Americans with Disabilities Act turned 30 years old. This landmark legislation transformed American society and increased access and opportunities for individuals with disabilities. WVS joined numerous state and community leaders in celebrating this occasion. While the passage of the ADA sparked positive change, all of us at WVS recognize there are still too many barriers to equal opportunity remaining. We used this momentous anniversary to recommit ourselves to our work to make the promise of the ADA a reality and enable ALL individuals to reach their full potential. Another milestone that occurred during the year was the 100th anniversary of the Division of Vocational Rehabilitation. On October 15th, a virtual event was hosted to celebrate a century of transforming lives! We are very proud of our partnership with DVR and applaud them for the incredible work they do and the impact they have made over the past 100 years.

We hope you will join us now in reflecting on this past year and celebrate our success in learning to adapt to the changes our community has experienced.

Janet



\$14.14 Average Wage

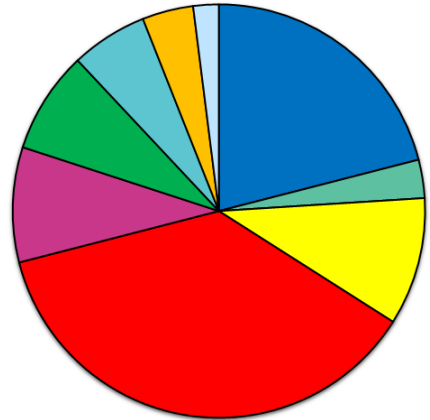


758 Served



44 Paid Placements

Disability Type

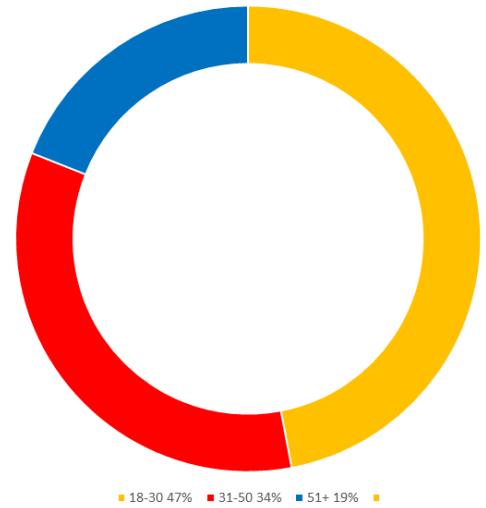


- Autism 21%
- Blind/Low Vision 3%
- Deaf/Hard of Hearing 10%
- Intellectual Disability 37%
- Learning Disability 9%
- Mental Health 8%
- Neurological 6%
- Physical 4%
- Other 2%

Gender



Age Groups



Our Board.

Board President Kenn Sandell

Board Vice President Mike Warden

Board Treasurer Ken Erickson

Director Brett Peterson

Director Brooke Bloomquist

Director Heather Hollingsworth

Director Karin Cook

Director Marci Miller

Director Mark Reed

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COUNTIES SERVED

Island, King, San Juan, Skagit,
Snohomish, & Whatcom

EXECUTIVE DIRECTOR

Janet Bruckshen

DEPUTY DIRECTOR

Peggy Frisk

CHIEF FINANCIAL OFFICER

Sue Lesh

WVS.ORG

Washington
Vocational
Services



Steve Blue, Store Manager

2020 GOVERNORS AWARD WINNER

We are proud to announce that Lake Forest Papa Murphy's were the recipients of the Governor's 2020 Small Private Employer Award. This prestigious award presented to one employer in the State of Washington, recognized Papa Murphy's for their dedication to inclusion and use of best practices. WVS Employment Consultant, Guadalupe Alejandre and King County Program Manager, Dan Misch, nominated the Lake Forest Store, which has hired over 5 WVS customers as well as provided numerous

assessments and learning opportunities. To quote the nomination submission, "Blue's unconditional support of his employees is apparent within minutes of entering the store. He deserves credit for the support and resiliency he provides to his employees. It is incredibly rare to come across an employer like Blue". We are happy to partner with such a strong employer and congratulate store manager Steve Blue and his team for their award.





Tracy Hoover, Store Manager

2020 WVS EMPLOYER OF THE YEAR AWARD WINNERS

Wendy's store #2117 was nominated by Whatcom County Lead Employment Consultant, Kay Taylor. Kay believed this Wendy's location deserved to be recognized for consistently following best practices. "Wendy's has been very encouraging, supportive, and clear with their expectations, holding ALL employees to a consistent and achievable standard of professionalism. This combination of support and consistent expectations pushes supported employees to master job skills and provides them with the opportunity to make mistakes and learn from them in a safe environment. This makes all of their employees feel valued and supported. They consistently focus on individual skills and take those strengths into account when scheduling and delegating tasks," stated Kay.

We are proud of our partnership with Wendy's and thank them for being a true champion of supported employment.



Marysville JC Penny's was nominated by Snohomish County Employment Consultant, Michelle Crowther. Michelle strongly felt that this store deserved recognition for it's internal efforts to be as inclusive as any Employment Consultant could hope for. Michelle stated, "the management and employees at this store have taken my customer and made them feel very much a part of their team. My customer is not treated any differently than anyone else. If a task has not worked out well, the management doesn't get discouraged or give up but has continually worked to make sure the job is a good fit for both the employee and the business. The employer clearly respects the role of the job coach and sees it as an opportunity for them to learn how to support their employees on their own. They take cues from us and appreciate the opportunity to become more inclusive and supportive."

Congratulations to JC Penney's on their achievement. We salute you for being a strong role model for other employers!

Ami Griffin, Store Manager



KING COUNTY

Randy

The word “determination” should have a picture of Randy Miner next to it in the dictionary. Since meeting Randy over 20 years ago, we haven’t seen anything stop him from achieving his goals. Randy is a deaf individual with an intellectual disability. His goal reaching tenacity has brought him all over the United States, including traveling to Las Vegas for the national Deafexpo, Oklahoma to visit family, and camping in eastern Washington.

Randy loves to work and is motivated by keeping productive, earning money, and building relationships with individuals in his communities. In the past he has worked at the Dale Turner YMCA and a Senior Center in Wallingford, however, during the pandemic, these opportunities were no longer available. Determined to get back to work as quickly as possible, Randy and his Employment Consultant, Mary Sabetto, got to work searching for new opportunities. Soon, Randy was back in business and working as a custodian where he manages the cleaning for LabCorp offices.

Randy has always been a model of what an individual can do when they combine a positive work ethic with a strong desire to succeed. It has been a pleasure watching Randy check off each goal he completes as he continues to strive for new heights.





Jade

When WVS first met Jade in June of 2018, we were immediately impressed with her motivation to succeed. She had provided a list of different types of jobs she'd be interested in applying for before the question could even be posed to her. It was clear that she was purpose driven and eager to get started.

Jade is deaf and uses American Sign Language to communicate with those around her. Jade also experiences Autism and receives support through the Developmental Disabilities Administration. In the beginning of her job search, there were some moments of discouragement, but she never let it deter her optimism and after a few months she was offered her very first paid job. The opportunity through a company called Environmental Control, resulted in her working at

Nu Motion in Tacoma a couple of times each week as well as working at the Big Brothers Club once a week. Today, she loves the variety this offers and the opportunities it's providing her. Jade relies on public transportation and even after a long bus ride, she is always very cheerful and ready to tackle her routine.

Jade is supported in her role by WVS Deaf Services Team, Paula Bower, and Mary Sabetto. Their mutual goal to support Jade in being completely independent in her role has led to creating lists to cue Jade on her task order, and they give large credit to her success to her mother, Jessica. Jessica has been very supportive of her daughter's success and a strong believer in supported employment.

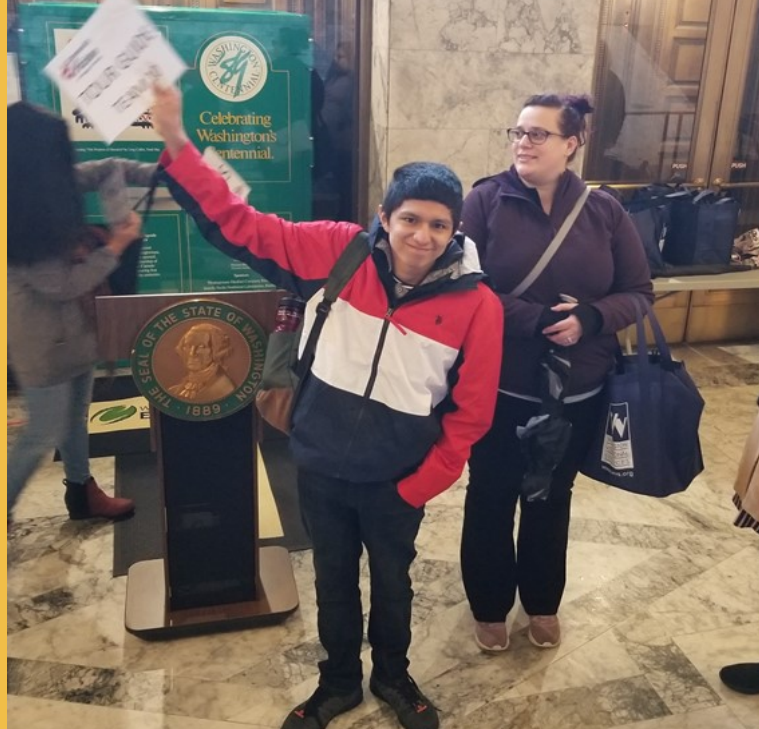
SNOHOMISH COUNTY



Daniel

Daniel had been hired at the Lynnwood convention center as a Houseman in October 2019. When bookings slowed down after the holidays, he was laid off with the expectation of returning to work in the spring of 2020. Unfortunately, when the pandemic hit, all in person events came to a halt, which meant a permanent lay off for Daniel. Daniel was interested in remaining engaged in work and immediately began looking for new opportunities with his Employment Consultant, Suzan Combs. In the meantime, Daniel appreciated any opportunity to get out of the house and accompany his father on errands and other outings.

One of those places he began to frequent was Gene Johnson Plumbing and Heating in Mukilteo. Always one to do a good deed, Daniel started cleaning the parking lot at Gene Johnsons during the summer of 2020. One of the owners noticed the difference in the cleanliness of the lot and inquired about it. Finding out who the man behind the broom was, led to an employment offer. On September 8th, Daniel began training for his new role of custodian at Gene Johnson Plumbing with the support of WWS. Daniel loves his new role and the opportunities he has to build his skills and make new friends.



ADVOCACY DAY

Self-advocates and Employment Consultants from Washington Vocational Services descended upon Olympia on February 5th for the annual Advocacy Day gathering. The visit gave self-advocates the opportunity to speak to legislators and legislative assistants about the importance of supported employment, and what employment and inclusion means to them. They discussed current bills with their representatives and asked them to be inclusion champions. Over 20 advocates from our Snohomish and Skagit County programs participated in the event.

ATTIC

Skagit County's transitional vocational training program, Adult Transition to Independence Center (ATTIC), served students from the Anacortes, Burlington, Mount Vernon, and Sedro-Woolley school districts during the 2019/2020 school year. Any student with an IEP was eligible to attend ATTIC, and the 2019-2020 class was the largest yet, at 33 students. ATTIC is designed to meet students at their skill level, and teach them the tools and accommodations each individual needs to be successful. Student curriculum is comprised of employment exploration and the development of independent living skills.

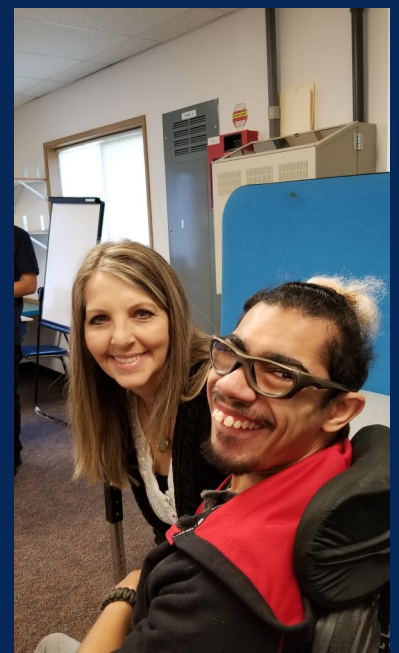
On of the most unique features of ATTIC is the Community Based

Learning Experience (CBLE). Students try out several different jobs in diverse industries throughout the school year. ATTIC partners with over 50 different businesses, such as Applebee's, Walgreens, Safeway, Lincoln Theatre, Truck Toys, Fair Haven Pet Groomers, Gleaners, Helping Hands, and Hampton Inn & Suites. Students explore opportunities both in their interest area, as well as other jobs they might not have considered before. These local businesses allow students to complete assessments at jobs like data entry and book re-shelving at local libraries, performing janitorial tasks at the theatre, taking orders and cleaning tables at one of the many local restaurants, or stocking shelves at a retail shop. This also provides an opportunity



for students to sharpen their transit and street safety skills by riding Skagit Transit to and from their CBLE sites.

In addition, students also learn critical independent living skills. grocery shopping, meal preparation, and laundry skills are taught, along with budgeting, time management, organizational skills, and more. Students continue to partner with school districts to use assistive technology and other specialized training that help students achieve success and independence. One of





graduation from the program by partnering with the Department of Vocational Rehabilitation, the Developmental Disabilities Administration, and other service providers.

During a typical school year, students would have an end of year talent show and fundraiser, as well as a graduation ceremony for exiting students. In March 2020, however, the COVID-19 pandemic sent our students home where they wrapped up the year with virtual learning. Exiting students instead received a visit from ATTIC staff for a Graduation Train, complete with candy bouquets and balloons to celebrate their accomplishments over the previous three years.

the most important skills that ATTIC teaches is self-advocacy, so that each student can articulate their needs and have them met.

By the time students graduate from ATTIC, they have concentrated on IEP goals that are specifically tailored to their own skills and needs, and have a complete portfolio, including a video resume, to show prospective employers. ATTIC students typically achieve a high employment rate upon



SKAGIT COUNTY

Jordyn

Jordyn has worked at Fred Meyer in Burlington since April 2018 as a Parcel Clerk. While 2020 started out like any other year, by spring, Jordyn was considered an essential front-line worker. Jordyn rose to the challenge, wearing her mask during every shift and taking extra precautions to ensure the safety of her fellow co-workers and customers. Jordyn's infectious laugh and huge smile might have been hidden behind her mask, but her entire demeanor radiates friendliness and openness. Jordyn already had some experience with adversity – the home she shares with her family caught on fire the

previous year and Jordyn and family lived in a hotel for several months while repairs were made. COVID also made it difficult for Jordyn personally. Her grandmother, one of Jordyn's favorite people, was unable to visit the family through the end of 2020 because she lived in an assisted living facility that was not open to visitors during the pandemic. Jordyn missed her, but knew that as soon as it was allowed, she would be able to see her grandmother again in person instead of only talking on the phone. Throughout COVID, Jordyn maintained her work schedule and outgoing nature

through very tough times. Julie Howe, Jordyn's supervisor at Fred Meyer, values Jordyn as an employee and individual, and said that Jordyn and her fellow co-workers in Parcel have been the "backbone" of Fred Meyer's success. Jordyn's natural enthusiasm and love for her job is apparent. In fact, her favorite part of the job? "Pushing the carts!" Jordyn's Employment Consultant, Michelle Terry, has worked with her for several years, and says that "Jordyn is extremely kind, has great communication and people skills, and most of all, she's a loyal and devoted employee with a great work ethic!"



SUMMER CAMPS

Washington Vocational Services served 21 individuals for three weeks in our Summer Day Camp program in 2020. Due to COVID-19, Summer Camps were entirely virtual for the first time in our Summer Camp history. Virtual Summer Camps filled a particularly critical need during 2020 with the widespread closure of schools and transition programs for youth and young adults with disabilities.

The 2020 camp lineup consisted of three one-week camps: *Outdoor Fun and Games*, *In Search of the Salish Sea*, and *Digital Media & Marketing*. When camp commenced in July, staff could immediately see that the summer campers were “so happy and relieved to see other people again, talk to their peers and interact with staff.” Campers were highly engaged, week after week, in camp activities.

Week 1, where campers built outdoor games, was the most popular, and most of the campers had never experienced hands-on building activities before.

Regardless of camp theme, every day involved some element of movement and dance, and staff noted that campers highly valued those times where they could get up and move and interact with their peers on their own level, dancing to music or jumping around, or expressing themselves physically in general. At the end of the week, campers participated in a virtual carnival where everyone played the games they made, like cornhole, ladder toss, and others.

“The staff was amazing. I appreciate the creativity of the weekly kits. The ability for the kids to feel like they are being included and can be heard. The extra time to help individuals falling behind on a project was impressive. My son had a lot of fun and learned a lot of new things.”

~Elizabeth Villalobos



SAN JUAN COUNTY

Dylan



Dylan Moore moved to beautiful Orcas Island from Eastern Washington in 2017. Having never held a competitive job, he was very excited to obtain a position with Island Market in the produce department. Dylan's inexperience and his tendency to be shy in new situations made for a slow start. Dylan started as an assistant, working part time while he completed high school. Washington Vocational Services joined Dylan's support network and developed a relationship with Tim Baker, Dylan's supervisor as well as his father Tony. Soon everyone began to observe Dylan's comfort level and confidence go up and he began to "come out of his shell". Over time, Dylan has learned his routine, has taken initiative to demonstrate his willingness to be a team player and is proud to be a valued part of the produce department. He can be counted on to step in when the department is short-staffed and Dylan is

learning to communicate effectively and advocate for himself. Dylan's dad shared that before moving to Orcas Island, Dylan barely spoke outside of the comfort of his house. Today, Dylan has learned that by opening up he can develop acquaintances and friendships with coworkers and test the waters by making new connections around the island.

Today, Dylan enjoys all sorts of outdoor activities. He and his dad hunt, fish, hike and camp together. Dylan is currently working on mastering hunting with a bow and arrow. Additionally, Dylan is hard at work caring for bunnies and chickens who are an integral part of their huge garden, complete with greenhouse, chicken coop and bunny hutch all hand built by Tony and Dylan. It has been a pleasure to watch Dylan emerge and grow into his position at work as well as to observe him gain confidence in his abilities.

WHATCOM COUNTY

Daniel

Daniel is a young man in our Whatcom program who works at LKQ Ltd, a company that rebuilds engines. Daniel cleans the whole front of the building including the lobby, meeting room, break rooms, and some offices. Daniel has held this position for over three years. In that time he has become more and more independent in completing a long list of tasks, he has developed relationships with many long-time employees at LKQ, and he has adapted to many environmental and personnel changes. The moment Daniel completes his list of tasks, he goes to the break room and turns on the TV to watch some of his favorite animated tv shows until his ride comes. Every day at the end of his shift, one of the mechanics shares cookies with Daniel and everyone else on break greets Daniel enthusiastically. Several co-workers seek Daniel out to thank him for keeping things clean. Daniel has not missed a single day of work in the last year. With COVID, Daniel's sanitizing tasks have changed and increased, and he has stepped up to the challenge.

Daniel shows up on time, works hard, accepts feedback and fixes tasks when prompted. Due to the wide range of skills he has mastered, and his positive, hard working attitude, Daniel stands out among workers.

Congratulations Daniel on a job well done.



Levi was hired at Welcome Home to mow the back lawn surrounding the deck and gazebo area. Although Levi is completely blind, the director of Welcome Home, Sandra, saw his Employment Consultant Mark Forbes helping Levi mow the grass outside the Oak Harbor Transition classroom when she was on her way to work. Later, Sandra asked Mark if Levi was able to mow the grass in the back of Welcome Home. Both Sandra and Mark agreed to give it a try. Sandra offered Levi the job in April shortly after Covid-19 hit. Together, his support team put together a safety plan, with social distancing and consistent verbal cueing, Levi began his new job. With consistency and encouragement, Levi excelled in his role and today, Levi mows the grass, often with staff and residents watching and

encouraging him as he works.

In addition, to working at Welcome Home Levi also works at the Maple Leaf Cemetery, after he was hired by Mike Douglass on May 26, 2020. During the spring and summer months Levi mows the grass around the office. In the fall when the leaves drop, Levi takes his mower and mulches the grounds. During the cold winter months, Levi sweeps out the shop building and vacuums the office space.

Levi and his support team are happy that Sandra and Mike are able to look beyond any potential barriers and focus on Levi's many strengths.

ISLAND COUNTY

Levi





RACIAL EQUITY

The Diversity, Equity, and Inclusion Committee (DEI) has actively been working within all facets of WVS to ensure a culture of diversity, equity, and inclusion is fostered. Members of the committee have been designated roles within HR, Marketing, and the Newsletter. The Committee regularly re-evaluates WVS’s hiring practice and processes to ensure that diversity, equity, and inclusion are held as top priorities in all decisions. The Committee will also design and oversee active recruitment efforts and address programmatic obstacles for underrepresented groups with the goal of increasing the number of staff from diverse backgrounds. The Committee has been leading advocacy efforts for diversity, equity, and inclusion and have been working to enhance cultural competence, support anti-racism efforts, and seek to create an overall more inclusive culture both within and beyond WVS. The DEI committee has made great progress since last year. Here is a list of initiatives that were successfully implemented.

- Two committee members have been assigned to actively work with HR to oversee hiring practices and provide support.
- WVS newsletter added a section on Diversity, Equity, and Inclusion.
- WVS successfully recognized Juneteenth as a company holiday and an email was sent to all staff in recognition and celebration of Juneteenth.
- Cultural Competence module was created for all staff, and trainings on Microaggression and Implicit Bias were successfully held for all staff.
- Two Committee members have been assigned to actively work with the Marketing team to ensure our marketing tools are implemented with our vision of inclusion.
- Diversity, Equity, and Inclusion was added to the training segments for all new hires during their onboarding process

THE WORLD OF VIRTUAL



WVS VIRTUAL HOLIDAY CELEBRATION



We had to creatively adapt to new ways of carrying on agency traditions in 2020. Holiday parties were done virtually and the Seafair Holiday Cruise existed without water.



DEAF AWARENESS WEEK



SEPTEMBER 21 – 25, 2020



Every year, WVS takes pride in putting together educational information for our staff, stakeholders and the general public to help them understand and recognize Deaf Culture and Awareness. Included is our annual Open House, held at our Seattle Office where we invite everyone to visit our office to meet our staff, eat lunch, experience Deaf Culture and participate in a drawing to win fabulous prizes.

However, with COVID happening, the Deaf Team was unable to hold the Open House but made sure that we continued virtually by providing useful information via email, our website and social media.

In addition to this celebration, we reached out to possible businesses to seek generous donations to our Deaf Program to help WVS provide services to our customers which they may need.

Our two biggest donations were received from AT&T for \$5000.00 and from Stantec, another \$1000.00.

We greatly appreciate their support at a critical time.

COMMUNITY TRANSIT SHOUT OUT

While bus training looked dramatically different for the majority of 2020, we did continue to provide travel instruction to students and eligible riders.

Below is a message to EC Christine Schroeder from an employee with the Edmonds School District.

Ms Schroeder,

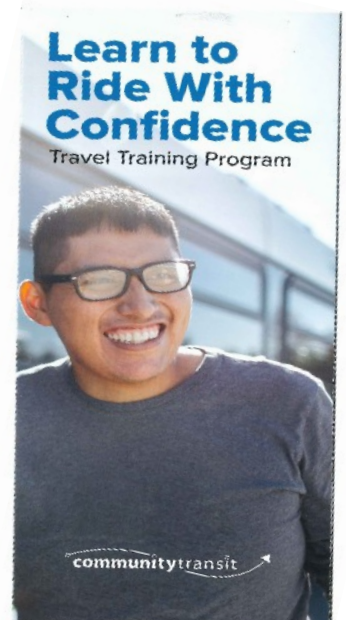
Thank you for your presentation to VOICE. It was a pleasure to have you join our Zoom class and give us information about using Community Transit. Our class is working on a unit on Planning Public Transportation for Work and Fun. We look forward to next school year when we will hopefully be able to again use CT to move between school and vocational job sites in the community.

I thought I'd share some of the student comments on your presentation.

- "Thank you for teaching us about Community Transit!"
- "You did great on your presentation!"
- "I liked how you were able to explain each slide clearly."
- "Christine knows about community transit."

Thanks again for your visit.

Pam Gaspers
Student Teacher Voice Program
Edmonds School District

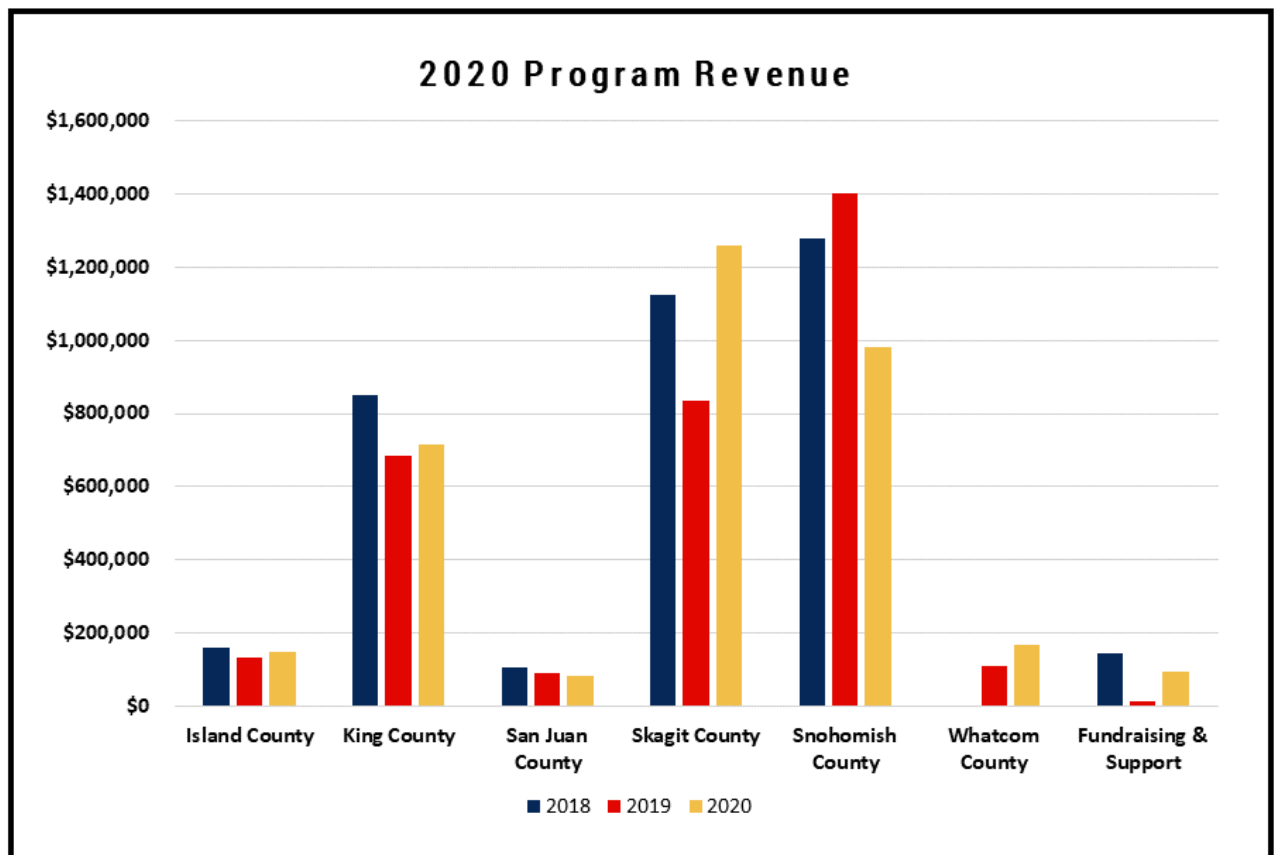


2020 FINANCIAL SNAPSHOT

Washington Vocational Services

Total Assets	\$	2,647,303	
Total Liabilities	\$	619,524	
Total Equity	\$	2,027,779	
Revenue		2020 Year End	% of Total
Transition Services Revenue	\$	553,989	16.1%
Employment Services Revenue	\$	2,824,396	81.9%
Fundraising, Grants, Donations and Sponsorships	\$	9,546	0.3%
Management Fee for Social Enterprise	\$	60,206	1.7%
Total Income	\$	3,448,137	
Investment Income Net of Expenses	\$	23,098	
Other Income - PPP	\$	701,500	
Expenses		2020 Year End	% of Total
Compensation and Benefits	\$	3,017,959	84.0%
Staff & Client Expense	\$	73,059	2.0%
Facility and Equipment	\$	278,186	7.7%
Insurance & Financial	\$	34,854	1.0%
Legal & Professional	\$	180,181	5.0%
Advertising & Marketing	\$	8,992	0.3%
Total Operating Expense	\$	3,593,232	
Other Expenses - Depreciation & Interest	\$	82,260	

WVS Social Enterprise Operations Auntie Anne's Soft Pretzel Stores	
Total Assets	\$ 536,236
Total Liabilities	\$ 111,296
Total Equity	\$ 424,940
Income	
	2020 Year End
Sales Revenue	\$ 720,040
Other Income	\$ 3,064
Other Income - PPP	\$ 86,942
Total Income	\$ 810,045
Expenses	
	2020 Year End
Cost of Goods Sold	\$ 113,858
Staff Salaries, Taxes and Benefits	\$ 269,563
Lease and CAM Costs	\$ 64,327
Operating Costs	\$ 176,289
Management Fee to WVS	\$ 60,206
Other Expenses	\$ 18,773
Total Expense	\$ 703,016
Other Expenses - Depreciation	\$ 44,141





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