

# Washington Vocational Services



**WHERE VISIONS SUCCEED**

## 2017 ANNUAL REPORT



**Janet Bruckshen,  
Executive Director**

Dear friends of Washington Vocational Services,

We are excited to bring you our 2017 annual report, and a glimpse into the outcomes we've achieved over the past year. In this report, we will celebrate our key stakeholders, first and foremost, the individuals we support who are changing the culture of their communities by achieving their goals. You will read just a small sample of some truly inspirational success stories. Our skilled and dedicated team are ambitious for the people who use our service. While we consistently meet people where they are on their pathway to employment, we don't slow our momentum when they achieve employment. We encourage, and support individuals in achieving their next career step.

We at WVS, are committed to its responsibility to be good stewards of the funds and resources entrusted to us. We are constantly creating and sharing best practices, ensuring good governance and accountability, and our efforts are evidenced in our 2017 CARF accreditation outcome report. With only one recommendation in the numerous program standards, the surveyors stated "clients, their families, and other stakeholders expressed a strong sense of satisfaction with services provided by WVS. They reported that the organization is willing to listen to the clients, their families, and their employers; responds to questions and concerns; and fosters a strong sense of support at all levels of the organization."

We won't deny we still have much work to do, but each year and with each outcome, we are jumping the hurdles that keep individuals from living a life of full inclusion in their communities. We continue to face potential threats not only to funding and services but to the fundamental Americans with Disabilities Act. For every obstacle we face, there is a successful story right after it that puts things back into perspective.

I am grateful for our amazing team and for the backing and generosity of our board members, all of whom are committed to our mission and consistently reinforce my optimism for the future.

Now....get ready to celebrate WVS with us, **WHERE VISIONS SUCCEED!**

*Janet Bruckshen,*  
Executive Director

## Glorita McIntyre

Board member Glorita McIntyre passed away unexpectedly in a fatal car accident during the weekend of March 18th.

Glorita served as a board member for WVS since 1997 after retiring from the Governors Committee on Disability Issues and Employment. Glorita was very instrumental during her time with us and was a great advocate for individuals with disabilities. Glorita will be greatly missed and always remembered.



## Sven Mogelgaard

Board member Sven Mogelgaard passed away from medical complications in May 2017.



Sven had been an active member of the WVS Board of Directors since 2010. Sven generated enthusiasm for our mission, always looking for ways to impact our services.

Sven brought versatility, experience, and knowledge to his position on the board. He strengthened our direct service staff and we will all miss him

and the positive energy he generated.

## Board Members

### Officers

*President*

Marci Miller

*Vice President*

Ken Erikson

*Treasurer*

Michael Warden

### Directors

Brett Peterson

Heather Northup

Karin Cook

Kenn Sandal

Mark Reed

Tim Whitty

# 2017 BY THE NUMBERS

## Transition Services (ages 14-21)

### SKAGIT

- Attic - 20 students
- Dream Builders - 6 schools, 56 students
- Healthy Relationships - 16 students
- Bridges - 7 students

### SAN JUAN

- Dream Builders - 12 students

### KING

- Yes II - 27 students

### SNOHOMISH/ISLAND

- School to Work - 6 students

## Adult Services

### DDA

- 267 Participants
- 157 in paid employment
- Average wage: \$11.14
- Community Inclusion - 48 participants

### DVR

- 349 Participants
- 582 services provided
- Average Wage: \$12.61
- Community Transit - 41 participants



**849 Clients Served**



**31 Certified Staff**

**41**

**Years of Service**

## Parent Recommendation

“I would like to comment about the need for the Employment Support that has been given to my son Sean Curtis over the years by Washington Vocational Services.

WVS has been an important part of his work experience. His job coaches and others have been an ongoing support on the job and has made it possible for him to succeed in the workplace.

To me, hiring a person with a disability adds diversity to a company or organization and enables them to fulfill many positions that help make a workplace successful.

Through the support of WVS, my son has been able to contribute to, and be included in, his community.

Archie Curtis  
Sean Curtis's Father

## WVS Staff



## Employment For All Advocacy Day

Wednesday February 1st at our State Capital in Olympia, staff and clients from WVS attended Advocacy Day and learned about legislative and state wide advocacy updates from ARC of Washington and CEA. Everyone was impressed when the keynote speaker, Lieutenant Governor Cyrus Hibab (pictured below), who highlighted his experience with the tech savvy accommodations that were implemented for him to communicate with members of the WA Senate during session. Afterward, Snohomish County attendees had the opportunity to meet with Representatives to provide personal testimony on the importance of employment services.



## New Seattle Location

In February 2017, our King County team moved from the Mountlake Terrace location to the Northgate area in Seattle.

Having an office in Seattle brings us another step closer to completing our Strategic Plan for the 2016-2021 years allowing us to serve more individuals in King county.

New King County address:

**10740 Meridian Avenue North  
Suite G3  
Seattle, WA 98133**

## King County Open House

King county had its official open house on April 27, 2017. It was an opportunity for staff , clients, board members, and other office building tenants to become acquainted.

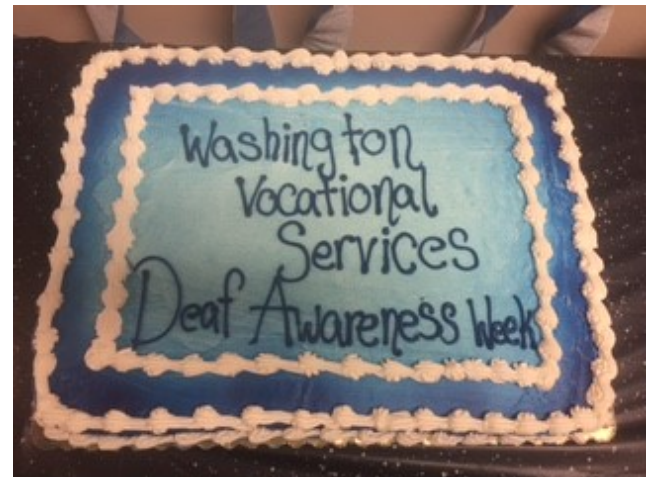
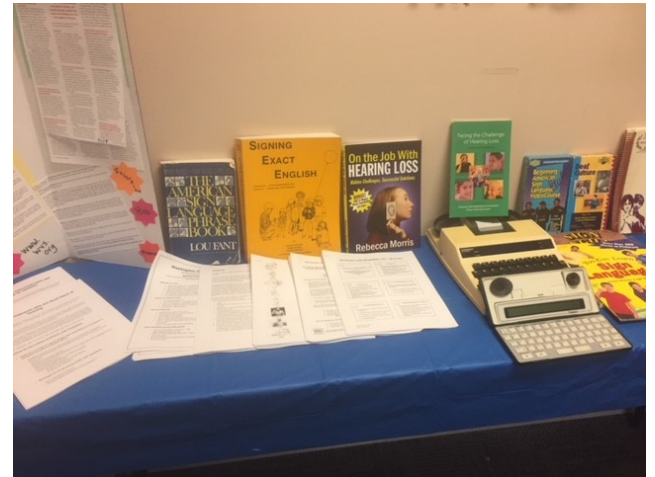


## Deaf Awareness Week

WVS celebrated Deaf Awareness week September 25<sup>th</sup> through the 29<sup>th</sup> at our Seattle office. Each day deaf educational posts were featured on media outlets. Information on Deaf culture and history as well as historical technology devices were featured around the office for all to experience.

The highlight of the week was our 2nd Annual Deaf Awareness Open House. We advertised throughout our community and media outlets to invite everyone to this exciting event. Our goal was to educate the public on Deaf Culture as our staff talked with visitors and answered questions. A Sorensen Video Relay Representative was onsite to share current equipment choices. It was a great opportunity for WVS staff to meet local neighbors and further develop relationships and possibilities for WVS Clients and Employers alike.

We want to give a special thanks to Fred Meyer, Subway, Safeway, Oroweat Bread Outlet, and The Dollar Tree for their delicious food and beverage donations, and to Sorensen Video Relay who graciously donated \$500 to support our program.



## Lummi Tribe Contracted

WVS has contracted with the Lummi Tribal Vocational Rehabilitation Department to assist tribal members with job search, assessments, and independent living.

# STUDENT SUCCESSES

## Yes II Program

The WVS King County office recently wrapped up the YES II Program. A total of 27 high school students with blindness or low vision were supported during their five-week internships throughout the greater Seattle area. The students were hard working, professional and, in most cases, mature well beyond their years.

Following the student's internships, WVS staff spoke with each employer to obtain feedback on the YES II Program and the individual student they hosted. The responses were incredible. Several employers admitted they were initially hesitant to host a student. Common concerns included the age of the students (16-18 years old), possible immaturity issues and minimal experience supporting individuals with vision impairments. Despite the concerns, every single employer had wonderful things to say about the program and the students. Many employers believed they were positively impacted in a larger manner than the students they hosted.

Many employers have already reached out to WVS in requesting YES II students again next year. This includes Microsoft, who participated in the program for the first time this summer. They were so pleased with the outcome they have already committed to involvement next summer. Additionally, they expressed their desire to involve Amazon, Starbucks, and Adobe in upcoming years.

The King County team looks forward to an on-going partnership with Division of Services for the Blind and the YES II Program for many years.

## Dream Builders Graduation

The last week of March saw a total of 18 students graduating from the Skagit County Dream Builders classes. Students invited their families, school principals and staff, as well as Skagit County Coordinator Brian Carlson, Skagit County Program Specialist Mai Hensel, and DDA Program Specialist Scott Watling to celebrate with them. During the graduation, students presented their final dream board projects. The projects exhibit some of the work they completed during the program including volunteer experiences, mini person centered plans, and Dream Builders Curriculum. The students were each presented with certificates of completion before enjoying some cake!

*"It's a magical thing to watch a student's mind and self-esteem grow before your very eyes"*



## ATTIC Program

Washington Vocational Services offers a transition program called ATTIC, Adult Transition to Independence Center. The goal of the ATTIC program is to prepare students for life after school through community involvement with activities that interest them. We believe that by breaking away from the typical classroom setting, students are more prepared to transition to life after high school and will already have contacts within in their local community and with Adult Services. Our transition center offers an in-house training kitchen, classrooms, laundry training facility, computer lab, and community-based learning experience opportunities.

## ATTIC Success & Graduation

The ATTIC Graduation was held in May and in addition to celebrating the graduation of FIVE students, they also celebrated their accomplishments and held a raffle to raise \$600 for the ATTIC program as well as highlighting some of the activities that have taken place over the past year. Some of those activities were, rock climbing and producing a quarterly newsletter named The ATTIC Article. In March they learned about the legislative process while attending “Self-Advocacy Day”. People from all over the state visited our state capitol and politicians to talk about the importance of individuals with disabilities using their own voice to advocate for themselves.



## ATTIC Parent and Student Quotes

“ATTIC is a way to help you find your future.” - Lance, Student

“I like that ATTIC is different than ordinary schools and focuses on my future.” - Skyler, Student

“I like working at Habitat for Humanity, straightening the bookshelves;  
My favorite thing is working on my resume on the computer.” - Dakota, Student

“ATTIC provides the tools needed for a hope of independent living in the future for my son. He gets exposed to living in the community environment and what is expected of him in a job, and having a meaningful job for my son means a fulfilling life of helping people. With guidance he has hope for a happy future.” - Renee, Parent

# ANNUAL FUNDRAISING EVENT



## A Toast to Abilities

On October 19th, WVS hosted our first annual dinner/auction, “*A Toast to Abilities*”. The event was such a great success, we decided to celebrate annually moving forward. Over 150 guests attended where they enjoyed a catered dinner, listened to great entertainment by *Bill and the Blue Notes*, participated in an energetic dessert dash, and most importantly, supported us via a live auction. The paddles were raised high and often throughout the evening as bid wars took place over items such as Disneyland passes, Seahawks tickets, a vacation rental in San Diego, a Holland America cruise, and more. The event brought in over \$17,000 to support our numerous programs. A little over \$8,000 was designated for the year’s Fund a Need item, which will support our Adult Transition To Independent Center (ATTIC) program. Our very own customer Roman Larson, shared his incredible story about how his persistence, positive attitude, and the support of his WVS employment team, led him to success.

We are grateful to the many sponsors and donors who made the night possible and to the many friends who shared the evening with us, raising money to support our vision. With your support we are one step closer to realizing full inclusion for all individuals with disabilities.

Mark your calendars for next years “*A Toast to Abilities*” which will be held on Friday, October 19, 2018.

We look forward to seeing you all there!



# EMPLOYEE SUCCESSES

## Melissa Adams



### Melissa happily at work

Melissa has been a client of our Snohomish County program since 2008. We originally introduced Melissa's Success Story in 2014, and we continue the journey with her. Melissa longed for a fulfilling paid employment position in an integrated environment, where

she could interact with co-workers and customers throughout the day. Dedicated to her long-term volunteer role at Providence Hospital Information Desk in Everett 4 days a week, Melissa excelled at being in a primary customer service role.

After years of hard work and with the assistance of her WVS Employment Consultant, Melissa developed confidence in a broader set of talents and aptitudes. In August 2017, Melissa was hired as the Reservation Manager for U-Haul in Everett, working 20 hours per week. She learned how to navigate her new environment and has continued to grow in her position with the following primary responsibilities: answering the reservations phone line, locating best rental options for customers,

arranging drop off location, confirming reservations and problem resolution.

Her Manager, Harley Johnson has been impressed with Melissa's high level of customer service, task analysis, prioritization abilities and the complex nature of problem solving she has undertaken. WVS in partnership with U-Haul has gone above and beyond to provide a balanced and supportive work environment assisting her to overcome previous barriers to success.

## Mark Hamilton

When Mark discussed job possibilities with his DVRC and his employment consultant the conversation regarding working with food brought a light to Mark's face. When asked where he wanted to work, Mark excitedly said, "Papa Murphy's." Mark's employment consultant was able to arrange a working interview for him at the Papa Murphy's location in Edmonds. Mark was hired on the spot and offered two shifts per week on Monday's and Saturday's from 10-1. This is Mark's first paying job. The position utilizes Mark's strength for detail and routine and he seems to have a lot of fun doing it. His supervisor Michelle, has nothing but good things to say about Mark's performance. This job is only the beginning for Mark. He is very independent, friendly, hard-working, and an all around joy to be around.



Mark's first day

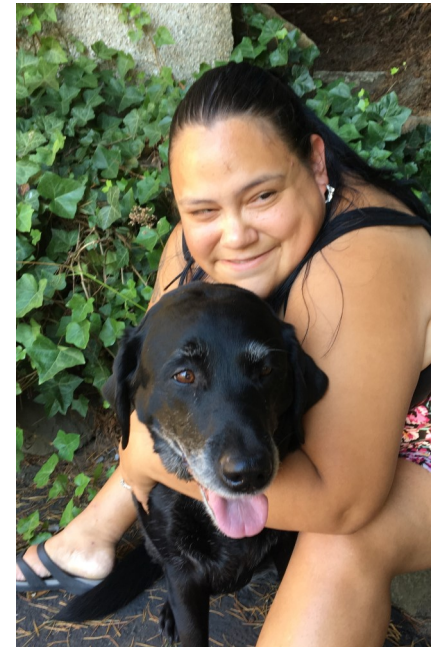
## Kristin Geary

Kristin came to WVS for support in finding employment. Despite being educated, intelligent and displaying a strong desire to work, Kristin had never been able to find a job suited for her abilities due to her visual impairment. Kristin has shared dozens of stories in which her disability prevented an employer from hiring her. She felt nobody was willing to look at her ABILITIES.

Kristin was being supported by Mary, a WVS Employment Consultant. It didn't take long before Mary approached her supervisor and said, "We need to bring Kristin onto our team! She would be great!" One month and two interviews later, Kristin became an official WVS employee. During her first month on the job, she impressed her colleagues and supervisor so much that her role quickly grew. Kristin ended up being a vital part of the successful YES II program. She was responsible for getting Microsoft to partner with WVS, DSB and the YES II students, which ultimately led to 4 of them spending their summer interning at Microsoft.

Kristin remains a valued, dedicated employee of WVS. She has spoken openly about how this job has changed her life and her own confidence and feelings of self-worth.

Kristin approaches each and every day with this positive attitude and strives to provide similar opportunities to her clients.

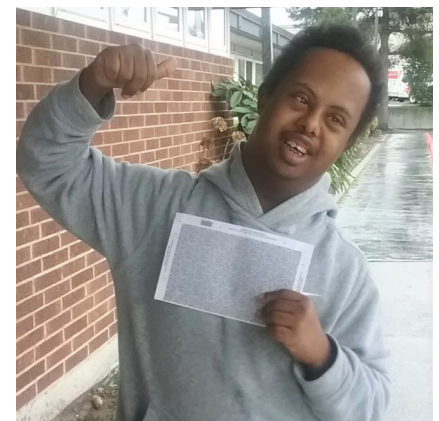


**Kristin and her companion  
Ginny**

## Yohannes "Jon" Ghebru

The Oakes at Forest Bay Housekeeping Manager Anthony Compton shares with us his experience with WVS Client Jon Ghebru.

Having Jon as an employee at The Oakes at Forest Bay makes every day joyful because of his attitude. Seeing his work ethic is inspiring to our employees as he wants to do the best he can and satisfy everyone he is working for. Jon loves to have fun at work but when it comes to doing his laundry folding tasks he puts aside his fun-loving nature and gets right to work. Also wonderful about Jon are his nurturing qualities towards our elderly residents. He offers hugs and will also say a prayer for them.



**Jon with his 1st paycheck**

# EMPLOYER AWARDS



**Debra Gepner,**  
**Human Resources Manager**

Lowe's management sets the bar high for providing accommodations and being supportive to all their employees. When hiring, Lowe's reaches out to supported employment agencies first. One example is after hiring an employee who is Deaf, the store coordinated a training to learn how they could more effectively communicate through Signed Exact English (SEE). The training was attended by all levels of store management. Managers are also accessible and responsive to requests to provide accommodations.

We were pleased to discover that one of our employers won the prestigious Governor's Employer Award in 2017. Following a submission by Laura Cox, Northwest Trophy won the Private Small Business Award, receiving a plaque during a public award breakfast on October 31st. Northwest Trophy brought WVS customer Joe Deng on the stage to accept the award and said a few words about how hiring a supported employee has changed their company culture in a positive manner. Earlier this year, Robb Anderson from NW Trophy was invited to a special ceremony in Olympia where he was congratulated by Governor Inslee. WVS is proud to partner with supportive, creative, and inspiring employers who truly care about inclusion.

## SEDRO WOOLLEY SENIOR CENTER



**Ellen Schweigert and  
Jennifer Mcdermott**

The Senior Center in Sedro-Woolley has been a very open and inviting environment for all of our customers. The Senior Center was very excited to start working with us and have continued to be welcoming and willing to try anything with our customers. This includes an ASL class, bingo, and other activities that our clients have wanted to do. Not only are the employees and volunteers of the center welcoming, the daily elderly clientele there also enjoy our clients and together everyone participates in discussions and activities as well. The entire atmosphere is very inclusive to all that come to the center.



**northwest  
trophy  
& awards, inc.**



**Robb Anderson, Owner, NW Trophy with  
Governor Jay Inslee**

# EMPLOYER HIGHLIGHT

## Papa Murphy's



**Stephanie Davis**

Papa Murphy's was nominated for both a CEA and WVS award for going above and beyond when working with persons with disabilities. Papa Murphy's tagline reads, "We've got something for everyone" regarding their diversity in pizza, they have also proven that same mentality when it comes to providing opportunities to all individuals. They truly care about the well being of all people and in treating their employees with kindness and respect.

One of the lucky employees to call Papa Murphy's their employer, stated that because of her job she has been saving money for a week-long camp that has been a goal of hers for quite a long time. Being able to pay for this on her own gives her a feeling of accomplishment as she wears her red apron proudly. WVS staff who have been involved with development or coaching at Papa Murphy's have stated that "they truly care about inclusion". From making sure that employees have the opportunity to share money in the tip jar to discussing store policies and news, they are an inclusive and empowering employer.

A slogan from Papa Murphy's is "Let us help create exactly what you want" and that is exactly what they've done for our clients. With their flexibility and understanding, they have customized the perfect jobs for our clients.

## Direct Support Professional Award

Two of our very own Employment Consultants were recognized by the Governors Committee on Disability Issues and Employment this year. This award is intended to recognize exceptional professionals who provide direct support to individuals from the recruitment process to retention. Lupe Alejandre from our King County team and Traci Dosch from the Snohomish County team both received certificates signed by Governor Inslee during an award breakfast on October 31<sup>st</sup> at Microsoft. Both women embody the qualities of resourcefulness, commitment, consistency, innovation, respectfulness, problem solving, and tenacity, and we are extremely proud of each of them. Congratulations Lupe and Traci!



**Lupe Alejandre**



**Traci Dosch**

# CARF Accreditation



CARF is an independent, nonprofit accreditor of health and human services.

CARF is an acronym for Commission on Accreditation of Rehabilitation Facilities.

Through accreditation, CARF assists WVS in improving the quality of our services, demonstrating value, and meeting internationally recognized organizational and program standards.

The accreditation process applies sets of standards to service areas and business practices during an on-site survey. Accreditation, however, is an ongoing process, signaling to the public that WVS is committed to continuously improving services, encouraging feedback, and serving the community. Accreditation also demonstrates our commitment to enhance its performance, manage its risk, and distinguish its service delivery.

In October 2017, WVS hosted 3 CARF surveyors who took the time to visit our programs, funding sources, and speak with staff, clients, employers and families. We were awarded a 3-year Accreditation due to our commitment to quality services and our continuous efforts for improvement.

## CARF Surveyors Said...

*“Staff are dedicated, well trained, supported & enthusiastic and provide support that allows the clients to be independent & successful in their jobs”*

*“WVS is commended for community involvement and advocacy to reduce stigma surrounding clients”*

*“Team of professionals who strive to provide quality employment services”*



# SOCIAL ENTERPRISE

## Auntie Anne's—Seattle Premium Outlets

### WVS LLC dba Auntie Anne's Soft Pretzels

A Wholly Owned Social Enterprise Corporation  
WA 113 & WA 130 Locations

#### Financial Performance

(Fiscal Year Ending December 31st)

**\*\*Unaudited 2017 Financials**



**\*\*2017**

|   |                     |
|---|---------------------|
| <b>Total WVS LLC Revenue</b>  | <b>\$ 1,083,669</b> |
| WVS LLC Operating & Management<br>(Represents the costs of Operations & Salaries) | \$ 916,150          |
| Net Operating Income Social Enterprise  | \$ 167,518          |



**Coming Soon!**  
Auntie Anne's pretzel truck will be rolling out in 2018.

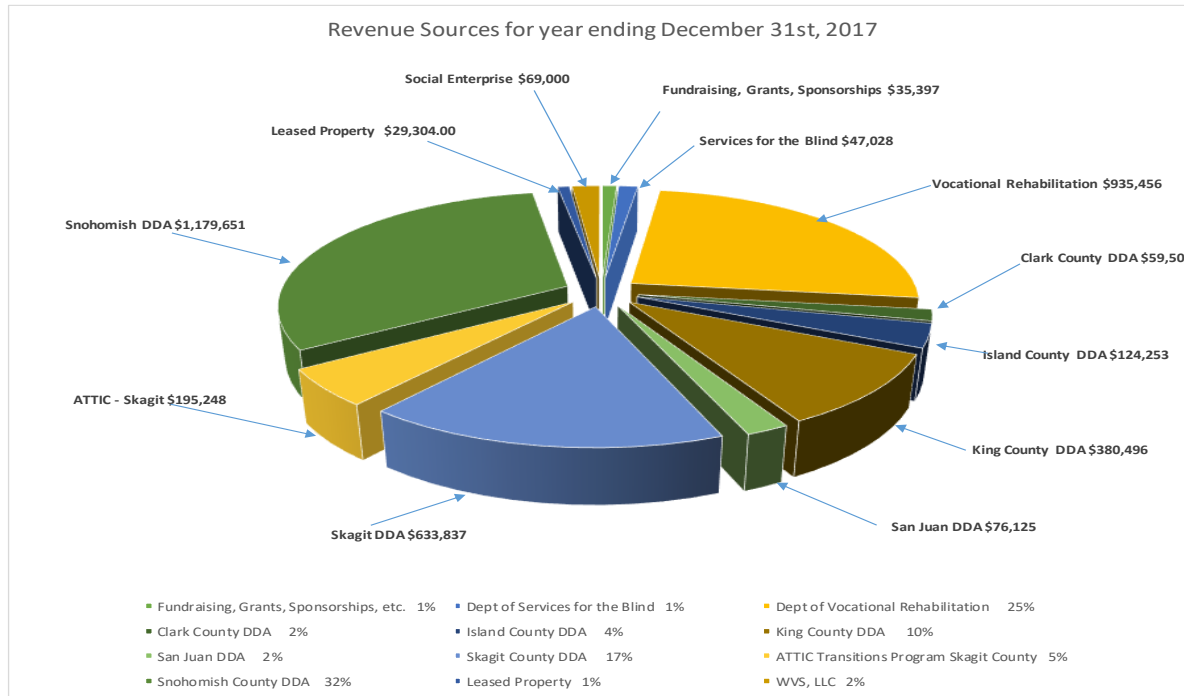
### Financial Status

Consolidated Balance Sheet

|                            |                   |
|----------------------------|-------------------|
| Total Assets               | \$ 700,371        |
| Total Liabilities          | \$ 321,416        |
| <u>Equity</u>              | <u>\$ 378,955</u> |
| Total Liabilities & Equity | \$ <b>700,371</b> |

# FINANCIAL PERFORMANCE

## 2017 WVS Program Revenue \$3,764,350



**\*\*2017**

|  |           |                  |
|--|-----------|------------------|
| Program Revenue Washington Vocational Services     | \$        | 3,634,335        |
| Social Enterprise Management Fee                   | \$        | 98,304           |
| <u>WVS Grants, Contributions &amp; Fundraising</u> | \$        | <u>31,712</u>    |
| <b>Total WVS Revenue</b>                           | <b>\$</b> | <b>3,764.350</b> |

|   |           |                 |
|---|-----------|-----------------|
| WVS Operating Expenses                                      | \$        | 3,811,350       |
| (Represents the costs of Operations & Salaries)             |           |                 |
| <b>Total Operating Income</b>                               | <b>\$</b> | <b>(47,000)</b> |
| (Represents the revenue that remains after operating costs) |           |                 |
| <b>Total Net of Other Income less Other Expenses</b>        | <b>\$</b> | <b>178,076</b>  |

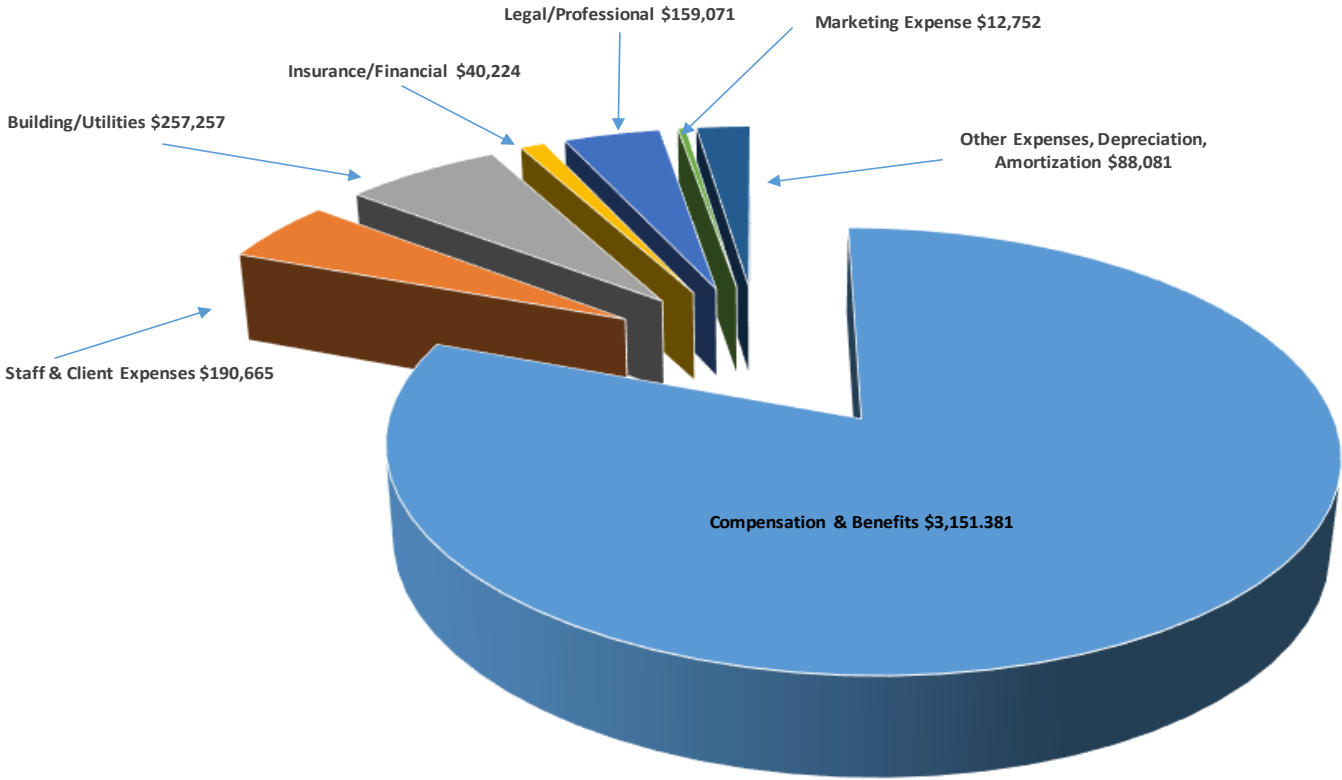
### Financial Status

#### Consolidated Balance Sheet

|                                       |           |                  |
|---------------------------------------|-----------|------------------|
| Total Assets                          | \$        | 2,305,735        |
| Total Liabilities                     | \$        | 572,364          |
| <u>Equity</u>                         | \$        | <u>1,733,371</u> |
| <b>Total Liabilities &amp; Equity</b> | <b>\$</b> | <b>2,305,735</b> |

## 2017 WVS Operating Expenses \$3,811,350

WVS Expenses by Category  
year ending December 31st, 2017



- Compensation and Benefits 80.8%
- Staff/Client Expense 4.9%
- Building/Utilities 6.6%
- Insurance/Financial 1%
- Legal/Professional 4.1%
- Marketing Expense .3%
- Other Expenses, Depreciation and Amortization 2.3%

( Fiscal Year Ending December 31, 2017)  
\*\* Unaudited Financials

# WVS SERVICES

## **Developmental Disabilities Administration Services**

- ◇ Community Inclusion
- ◇ Community Guide & Engagement
- ◇ Career Consulting and Planning
- ◇ Skills Assessments
- ◇ Resume Building
- ◇ Interview Coaching
- ◇ Job Placement and Retention Services
- ◇ Job readiness classes
- ◇ High School Transition

## **Deaf Services in the following Counties:**

- ◇ Clark County
- ◇ King County
- ◇ Pierce County
- ◇ Skagit County
- ◇ Snohomish County
- ◇ Thurston County

## **DSB Services for the Blind in the following Counties:**

- ◇ Clark County
- ◇ Skagit County
- ◇ Snohomish County
- ◇ King County

## **Healthy Relationships**

## **Medicaid Transformation Demonstration (New in 2018)**

## **Division of Vocational Rehabilitation Services**

- ◇ Community Based Assessments
- ◇ Job Placement
- ◇ Retention
- ◇ Intensive Training
- ◇ Independent Living Skills Support
- ◇ Pre-Employment Transition Services

## **ATTIC Contracted School Districts:**

- ◇ Anacortes
- ◇ Burlington-Edison
- ◇ Concrete
- ◇ La Connor
- ◇ Mount Vernon
- ◇ Sedro-Woolley

## **Dream Builders Program Contracted Counties:**

- ◇ San Juan County
- ◇ Skagit County

## **School to Work Program Contracted Counties:**

- ◇ Island County
- ◇ King County
- ◇ Snohomish County

## **Yes II Program**

- ◇ King County