



Washington State
Rehabilitation Council

Meeting Materials Packet
February 2026



February 2026 Quarterly Meeting

Meeting Materials Packet

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Quarterly Meeting Agenda
Thursday, February 12, 2026
9:00am – 12:30pm

[Join Zoom Meeting](#)

TIME	PRESENTER	TOPIC
9:00 AM	Michele Stelovich	Call to Order, Executive Committee <ul style="list-style-type: none">○ Introduction○ Vote: Approval of Nov. 2025 quarterly meeting minutes
9:20	Michele Stelovich	Public Comment
9:30	Dana Phelps	DVR Updates
10:00	Jamie Grund	Fiscal Updates
10:20		<i>BREAK</i>
10:40	Kristina Zawisza Michael Sims	Program Evaluation Updates
11:10	Michele Stelovich Jen Tabiando Matt Newton Alex Toney	2026 Council Priorities <ul style="list-style-type: none">○ Executive○ Policy & Planning○ CSPE○ Partnership
12:15 PM	Michele Stelovich	Council Wrap-up
12:30		<i>ADJOURN</i>



Division of Vocational Rehabilitation

Helping People with Disabilities Dream Big

February 12, 2026

Federal Updates

- Budget authorization for 2026
- US Department of Education - latest information
- RSA guidance on updating the state plan

State Legislative Activity

- No bills of concern
- House and Senate budgets to be released later this month
- Governor's budget proposed reductions to School to Work funding

Order of Selection – Waitlist Updates

- All service categories were closed effective December 8, 2025
- Soon we will begin review of data on total caseload and spending on case services
- Individuals interested in our services should continue to apply

Additional Topics

- State Plan Update - Progress
- Executive Order 24-05 – Background and efforts
- Complex Case Protocol and Policy



DSHS

WASHINGTON STATE
Department of Social
and Health Services

Questions

Dana Phelps, Director



DSHS
WASHINGTON STATE
Department of Social
and Health Services

**WSRC
Meeting**



DVR Fiscal Updates

Presented by: Jamie Grund

February: 2026

Division of Vocational Rehabilitation

DVR Services are provided by State and Federal VR Funds. The VR program typically receives 78.7% in Federal funds and must match least 21.3% in State funds. For detailed information on the dollar amount of Federal funds for the program, please visit

[Formula Grant Award Details | Rehabilitation Services Administration \(ed.gov\)](#)



Budget

Federal Budget was passed

- DVR awaiting grant award amount.

State Budget – Governor’s Budget

- **SFY 26 - \$36K reduction**
 - Transfers
- **SFY 27 - \$1.49M reduction**
 - Transfers reduction \$149K
 - Admin Reduction \$52K
 - School to Work Reduction \$1.2M
 - Back of the Budget 2% reduction to WMS/EMS



Grant update

VR Basic Support 2025

- We are in the second year of this grant
 - Carryover period (this ends September 30, 2026)
- Pre-ETS (only \$1.7M to hit target)
- We are on track to fully spend the grant by 9/30
 - \$8.4M to spend by 9/30/2026

VR Basic Support 2026

- We received \$19.6M as part of the continuing resolution
- Need to match with state funds by 9/30/26
 - Estimated State funds \$17.8M



Pre-ETS

Almost fully spent on the FFY 25 Grant.

Will most likely transition to FFY 26 Grant in April 2026.

Pre-ETS by Grant			
	Basic Support 24	<i>Basic Support 25</i>	<i>Basic Support 26</i>
Grant Award at end of period of performance (Year 1)	51,251,049	56,091,168	59,085,924
Reallotment Funds	4,000,000	5,000,000	
Total basis for Pre-ETS 15%	55,251,049	61,091,168	59,085,924
15% Set Aside (minimum)	8,287,657	9,163,675	8,862,889
Expenditures	8,503,921	7,503,211	
(Over)/under our Minimum	(216,264)	1,660,464	8,862,889
Target	8,500,000	9,300,000	9,000,000
Expenditures	8,503,921	7,503,211	-
(Over)/Under our Target	(3,921)	1,796,789	9,000,000

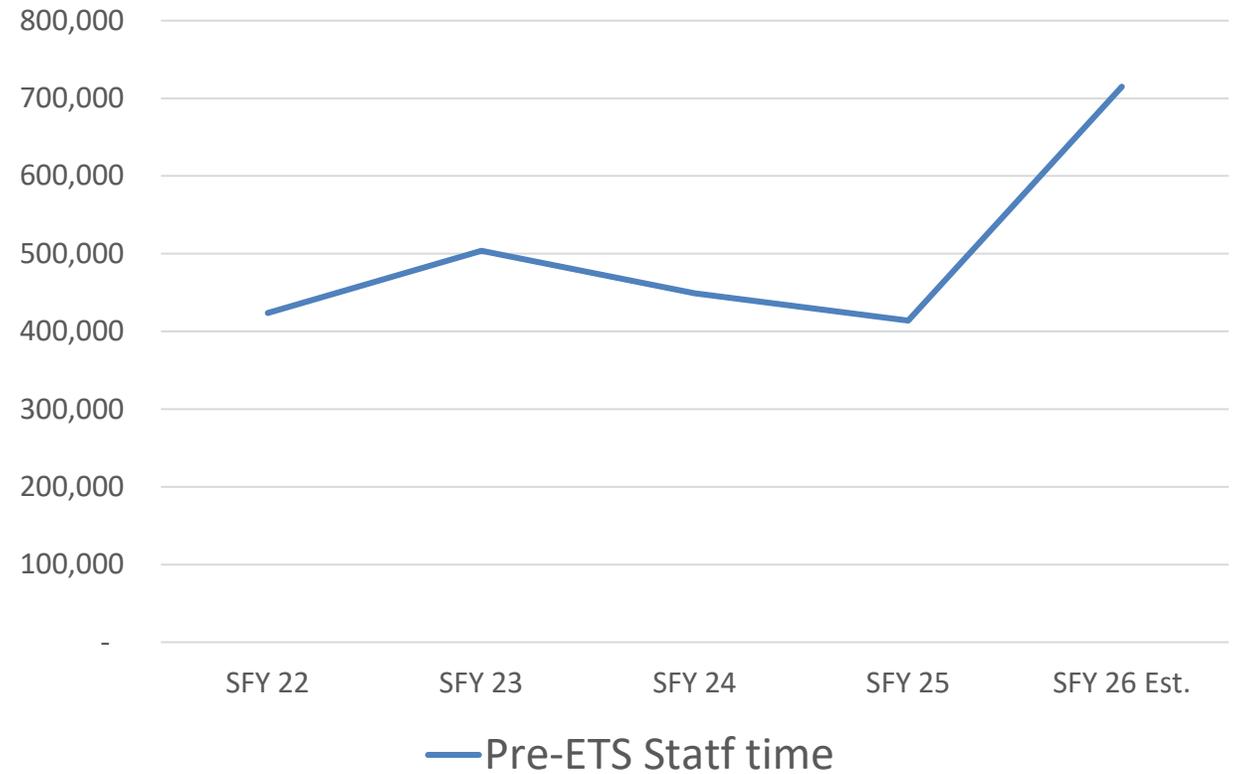


Staff Time on Pre-ETS

State Fiscal Year	Pre-ETS Staff Time
SFY 22	423,568
SFY 23	503,645
SFY 24	449,172
SFY 25	413,960
SFY 26 Est	715,000

Currently averaging \$60K a month in Salaries and Benefits

Pre-ETS Staff Time towards 15%





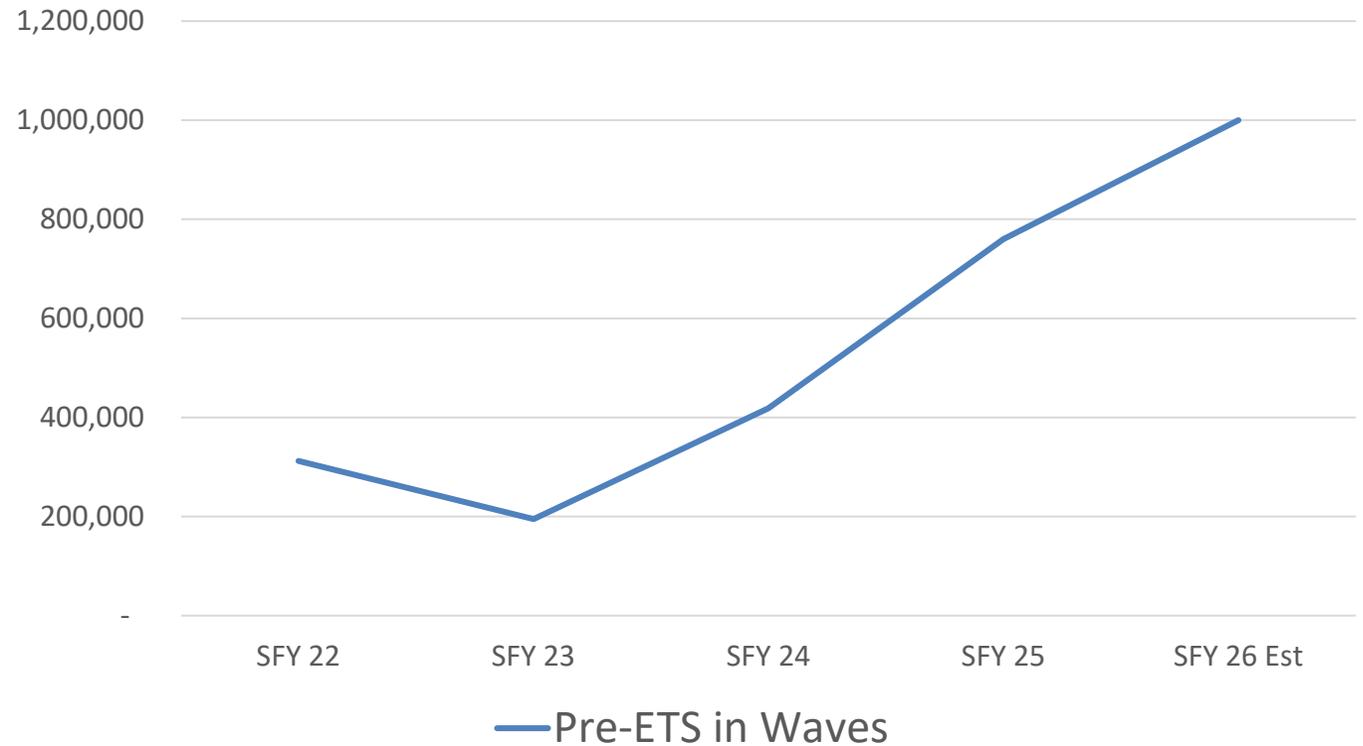
Pre-ETS In Waves

State Fiscal Year	Pre-ETS In Waves
SFY 22	312,429
SFY 23	194,838
SFY 24	418,689
SFY 25	760,030
SFY 26 Est	1,000,000

Pre-ETS Cost in Waves

- Actual thru 1.27.26 is \$619K

Pre-ETS In Waves

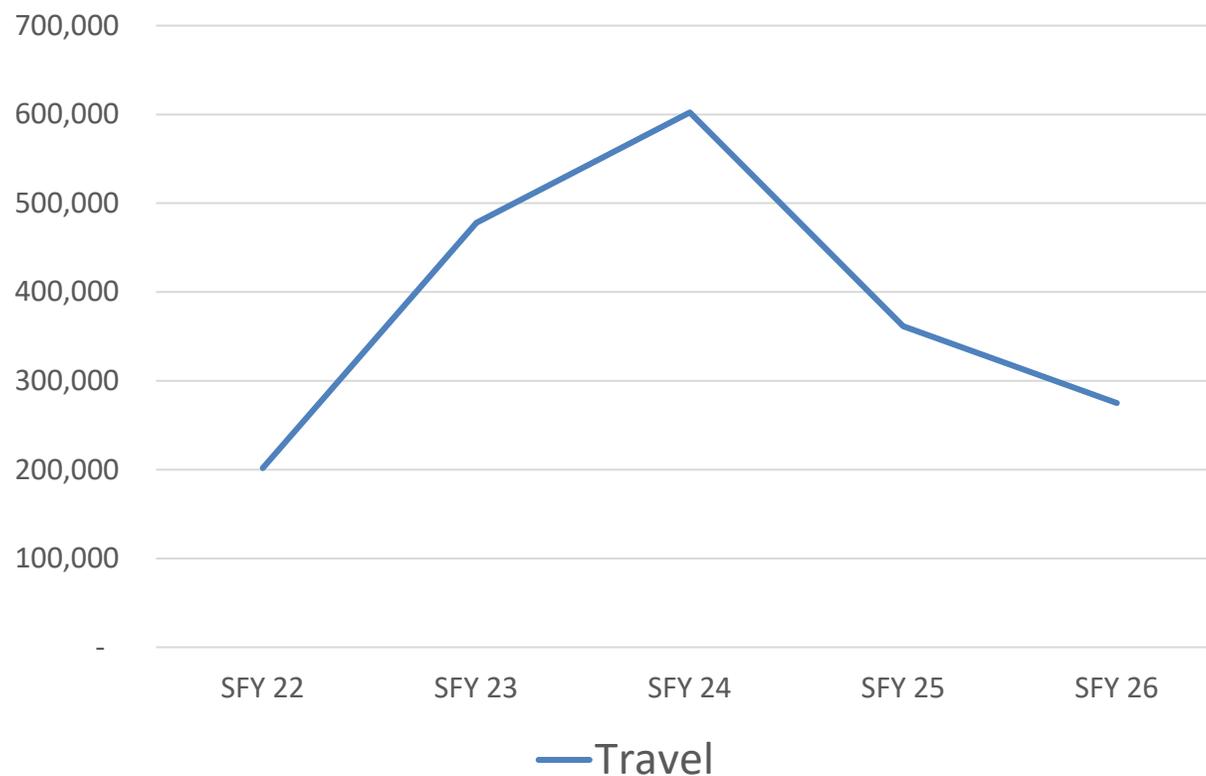




Travel

State Fiscal Year	Total Travel
SFY 22	201,746
SFY 23	477,842
SFY 24	602,262
SFY 25	361,557
SFY 26 Est.	275,000

Total Travel – Object G



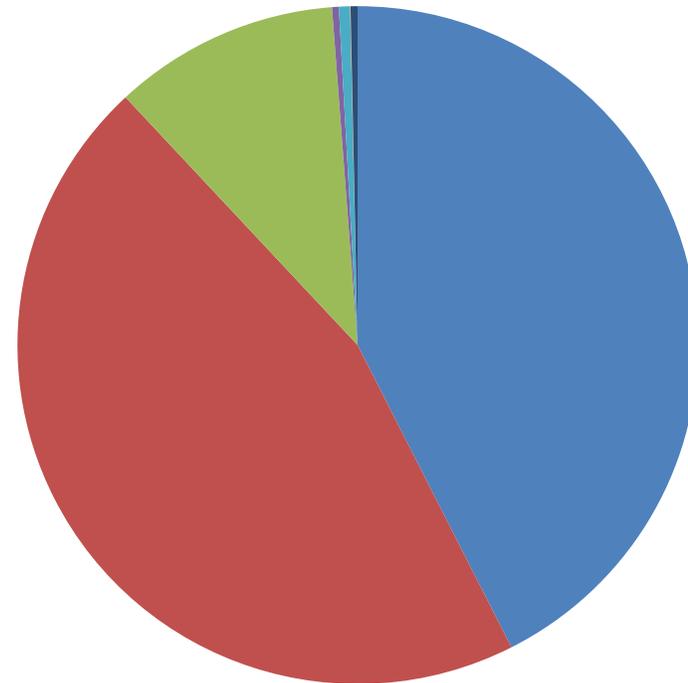


Where do we spend our money?

Object	Percent – SFY 26 Est.
Salary and Benefits	42.53%
Client Services	45.52%
Goods and Services	10.75%
Professional Services	.53%
Travel	.32%
Capital Outlay	.02%
Interagency	.33%

- In SFY 24 we were spending 3.75% on Professional services and have reduced costs to .53% (Results software)
- Interagency costs have reduced from \$1.1M to \$277K. This is due to the shift in direct to indirect costs.

SFY 26 Estimated Spend



■ Salary and Benefits
 ■ Client Services
 ■ Goods and Services
 ■ Travel
■ Professional Service
 ■ Capital Outlay
 ■ Interagency

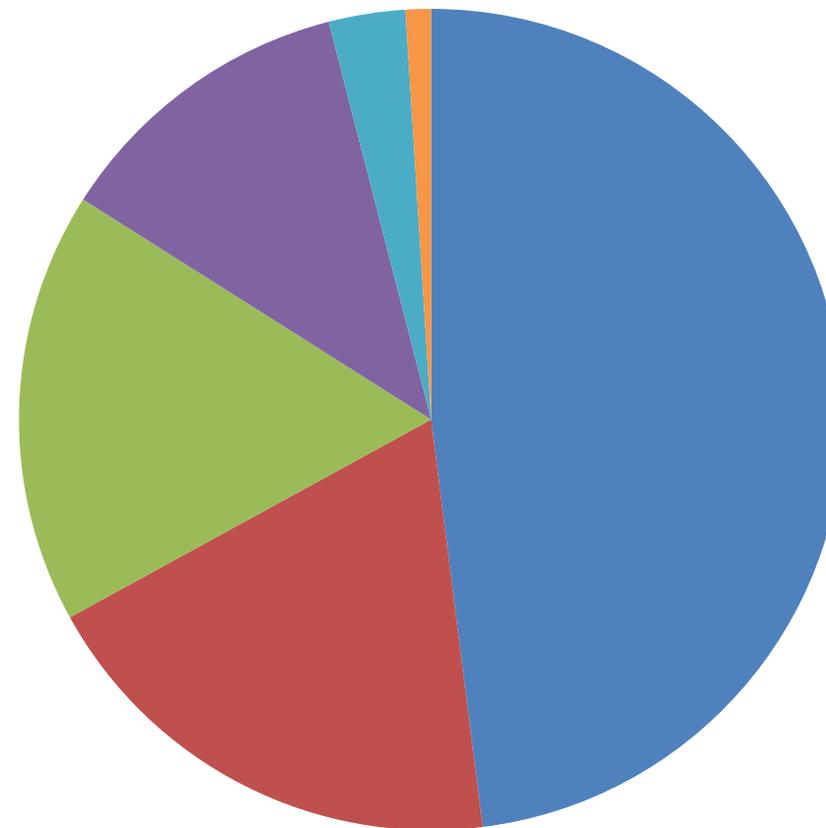


Client Service Spend

Category	Percent – SFY 26 Est.
CRP	48%
Training	19%
Pre-ETS	17%
Other	12%
Assistive Tech	3%
Direct Client Payments	1%

1. Training is college, Voc Ed, on the Job Training,
2. Other includes medical fees, transportation, computers, tools and self employment equipment.

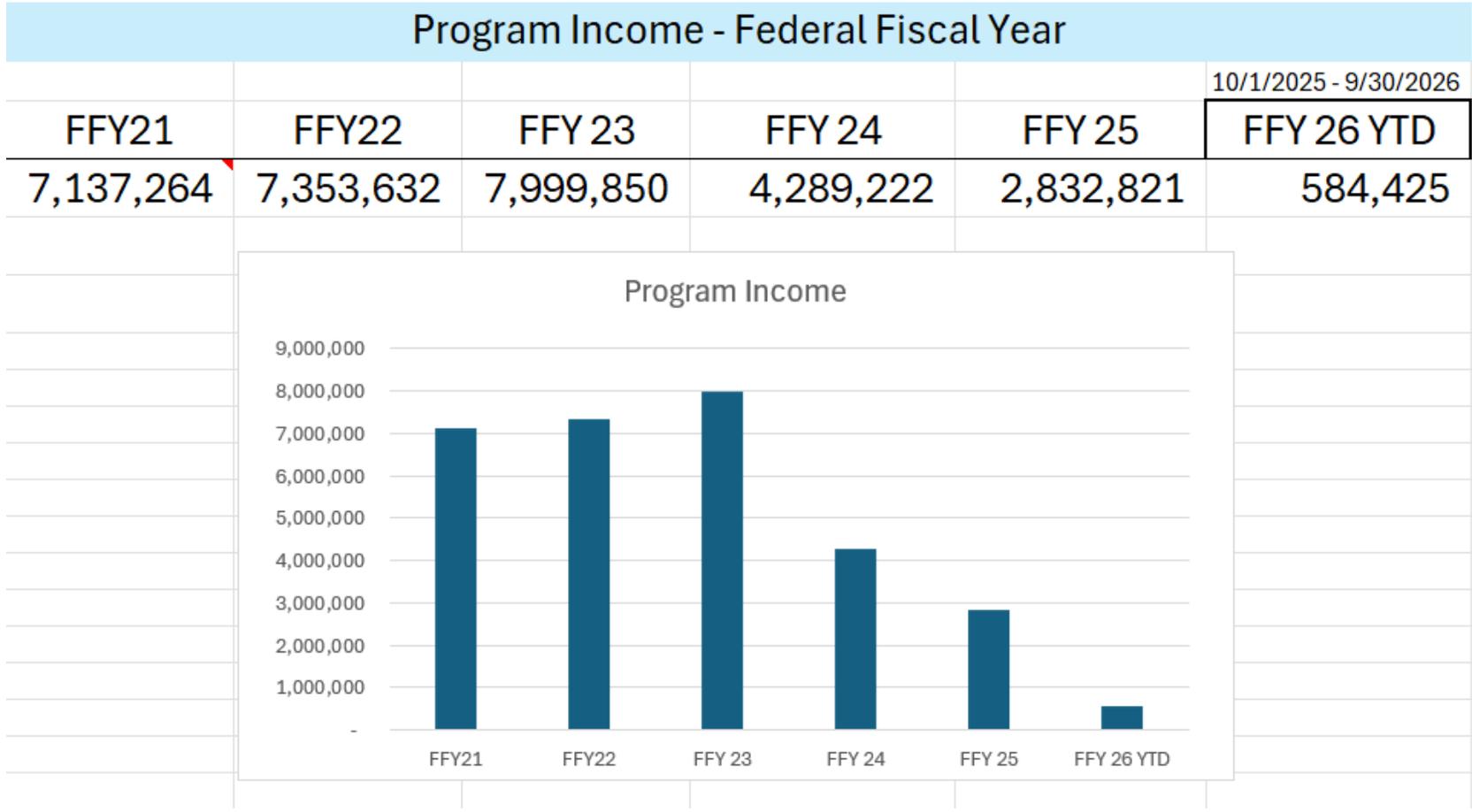
SFY 26 Estimated Spend



■ CRP ■ Training ■ Pre-ETS ■ Other ■ Assistive Tech ■ Direct Client Payments ■



Program Income





DVR Performance & Evaluation Projects Update

February 12, 2026

Performance & Evaluation Projects

Performance Management

- Enterprise Performance Management System
- Report Development
- CRP Performance Indicators
- Business Engagement & Quality Jobs Indicators
- WIOA Indicators

Evaluation

- Median Wages
- Rehab Rate
- Customer Satisfaction factors

Enterprise Performance Management System (EMPS)

- DVR has transitioned from Results as our EMPS to developing a DVR-created system
- Will similarly track outcome and process measures
- Allows DVR to tailor system to our needs and lets us incorporate feedback more easily
- Built using Power BI, using various data sources

Report Development

- DVR has created a Management Report Priority process with TIA, with priorities determined by ELT
- Process: review requirements with Business Analyst, identify data requirements with TIA, build draft report, test and incorporate feedback, release and continue improvements through Help Desk tickets
- Current list and recently developed reports

CRP Performance Indicators

- Developing methods for measuring CRP performance
- Will determine performance indicators by June 2026
- Differences in populations served by CRPs, local labor markets necessitate accounting for differences
- Have developed tool to track job outcomes, 2nd and 4th quarter employment, wages/hours, placement rates by CRP
- Will be discussed in detail regarding Median Wage, but also tracking low hour CRP job placements

Business Engagement and Quality Jobs Indicators

- Complete action plan for business engagement and quality jobs, with technical assistance from NVR-TAC.
- Develop methods for measuring performance and performance indicators

WIOA Indicators

- Five Workforce Innovation and Opportunity Act (WIOA) measures:
 - Employment Rate – 2nd Quarter After Exit
 - Employment Rate – 4th Quarter After Exit
 - Median Earnings – 2nd Quarter After Exit
 - Credential Attainment Rate (CA)
 - Measurable Skill Gain (MSG)
- Evaluated in each individual and overall program score (DVR and DSB evaluated together)
- Forthcoming WIOA measure: Effectiveness in Serving Employers, Job Retention 2nd to 4th Quarter



Actual WIOA Performance by PY (DVR-Specific)

Measure	PY22 (July 2022-June 2023)	PY23 (July 2023-June 2024)	PY24 (July 2024-June 2025)
Employment 2 nd Quarter	45.3%	55.58%	53.1%
Employment 4 th Quarter	34.4%	31.41%	50.8%
Median Earnings	\$3,727	\$3,741	\$4,125
CA	13.09%	26.97%	32.5%
MSG	46.49%	37.78%	40.1%



PY Results Statewide with DSB (How RSA Measures)

Measure	PY22 (July 2022-June 2023)	PY23 (July 2023-June 2024)	PY24 (July 2024-June 2025)
Employment 2 nd Quarter	45.3%	55.3%	46%
Employment 4 th Quarter	34.4%	32.7%	53.1%
Median Earnings	\$3,915	\$3,741	\$4,309
CA	14.5%	30.0%	34.5%
MSG	51.8%	44.6%	45.6%

Challenge: Adjusted Targets, PY23 as Example

Measure	Negotiated Target	Actual Value	Adjusted Target
Employment 2 nd Quarter	45.0%	55.3%	72.4%
Employment 4 th Quarter	37.0%	32.7%	51.6%
Median Earnings	\$4,400	\$3,741	\$6,288
CA	26.0%	30.0%	48.3%
MSG	48.0%	44.6%	N/A

*PY24 Adjusted Targets not yet released as of 2/5/2027

Performance Evaluation

Measure	PY22 (July 2022- June 2023)	PY23 (July 2023- June 2024)	PY24 (July 2024- June 2025)	PY25 Q1 & Q2 (July-Dec 2025)
Rehab Rate	52.3%	47.92%	40.46%	39.5%
% Attrition Prior to Plan	41.97%	37.57%	37.33%	26.49%
% IPEs Completed Timely	72.56%	84.9%	77.9%	89.1% (Q2 93.8%)
% Eligibilities Completed Timely	94.4%	82.7%	84.1%	93.3%

Deep Dives into Performance

- Planning and Evaluation uses our Monthly Business Reviews to investigate and discuss key performance factors and identify areas for possible intervention
- Recent examples include ongoing challenges raising median wage, declining rehab rate
- Ongoing project analyzing customer satisfaction

Median Wages 2nd Quarter

- Challenge of median wage increased by high adjustment factor in our performance evaluation by RSA
- Data cleaning increased our reported median wage, but unable to raise wage to meet RSA's adjusted target

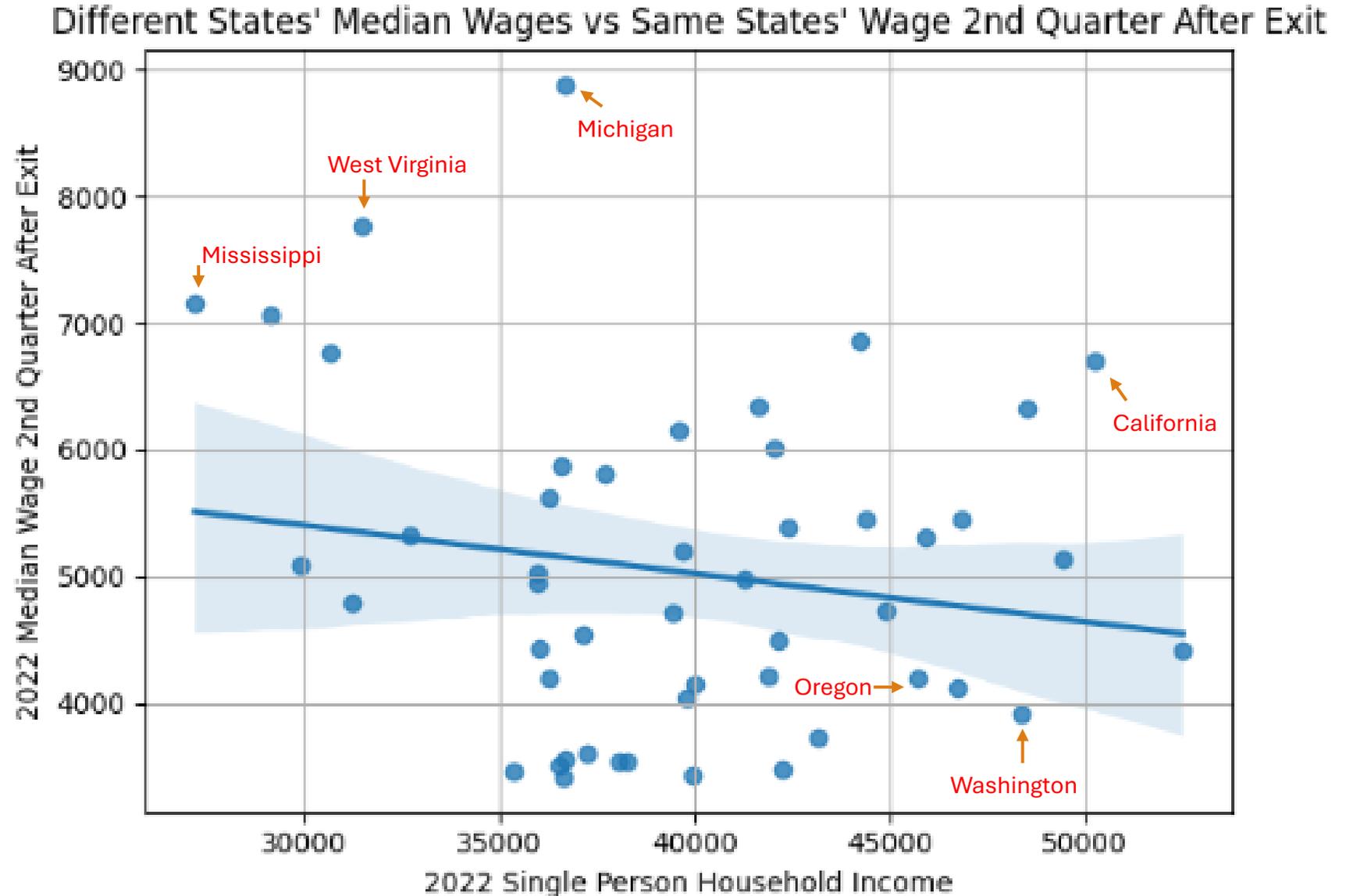
Program Year	Actual Median Earnings	Negotiated Level	Adjustment Factor	Adjusted Target
PY22*	\$3,915	\$4,350	\$717	\$5,067
PY23	\$3,741	\$4,400	\$1,887.95	\$6,287.95

Investigation

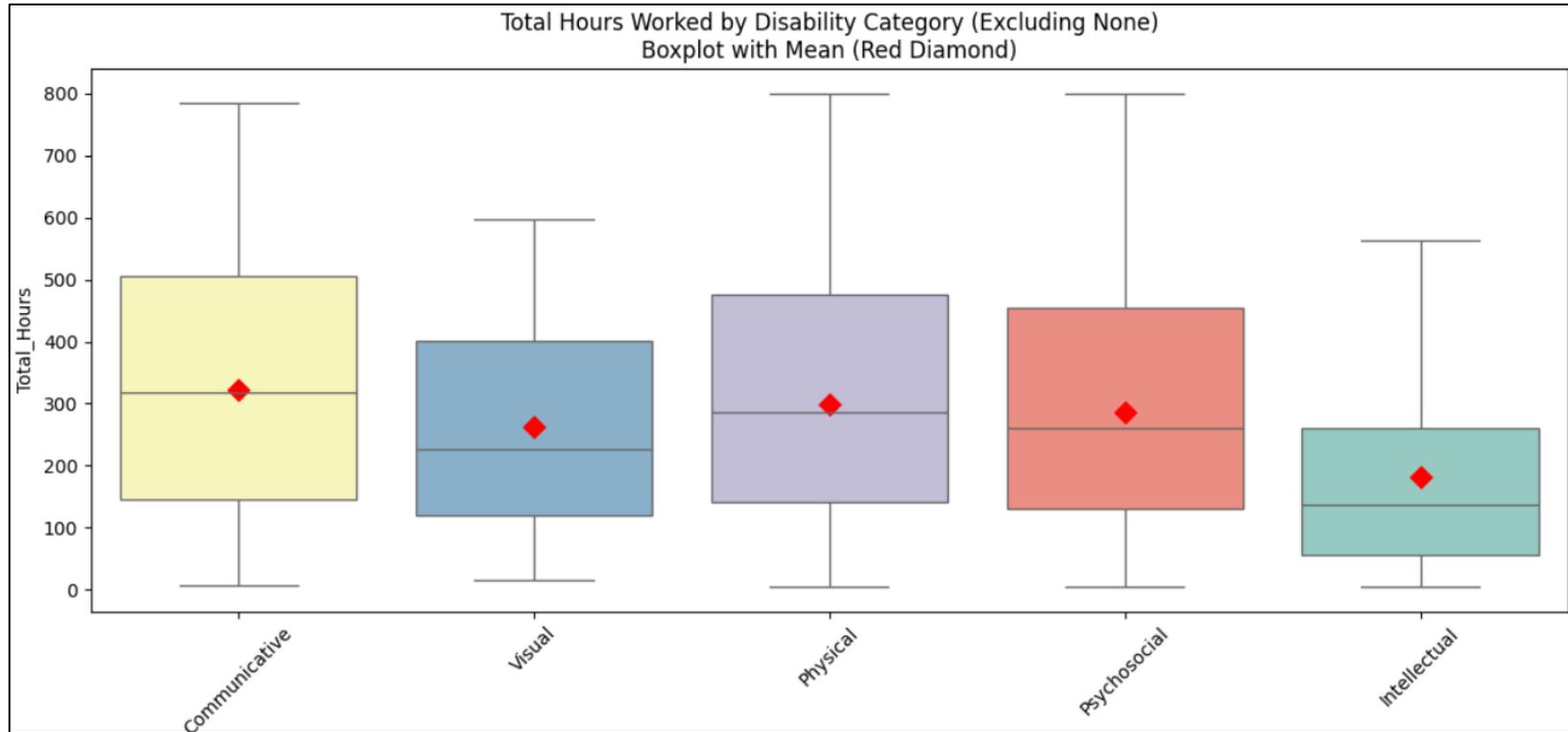
- Underlying paradox: how could high minimum wage state have median wage in the lowest quartile nationwide
- Compared DVR to neighboring states, high-performing states, other states with participants facing similar barriers to employment
- Analyzed what DVR case-level factors correlate with lower median wage

Underlying Assumption Proves False

Correlation
Between a State's
Median Wage and
WIOA Measure
Median Wage



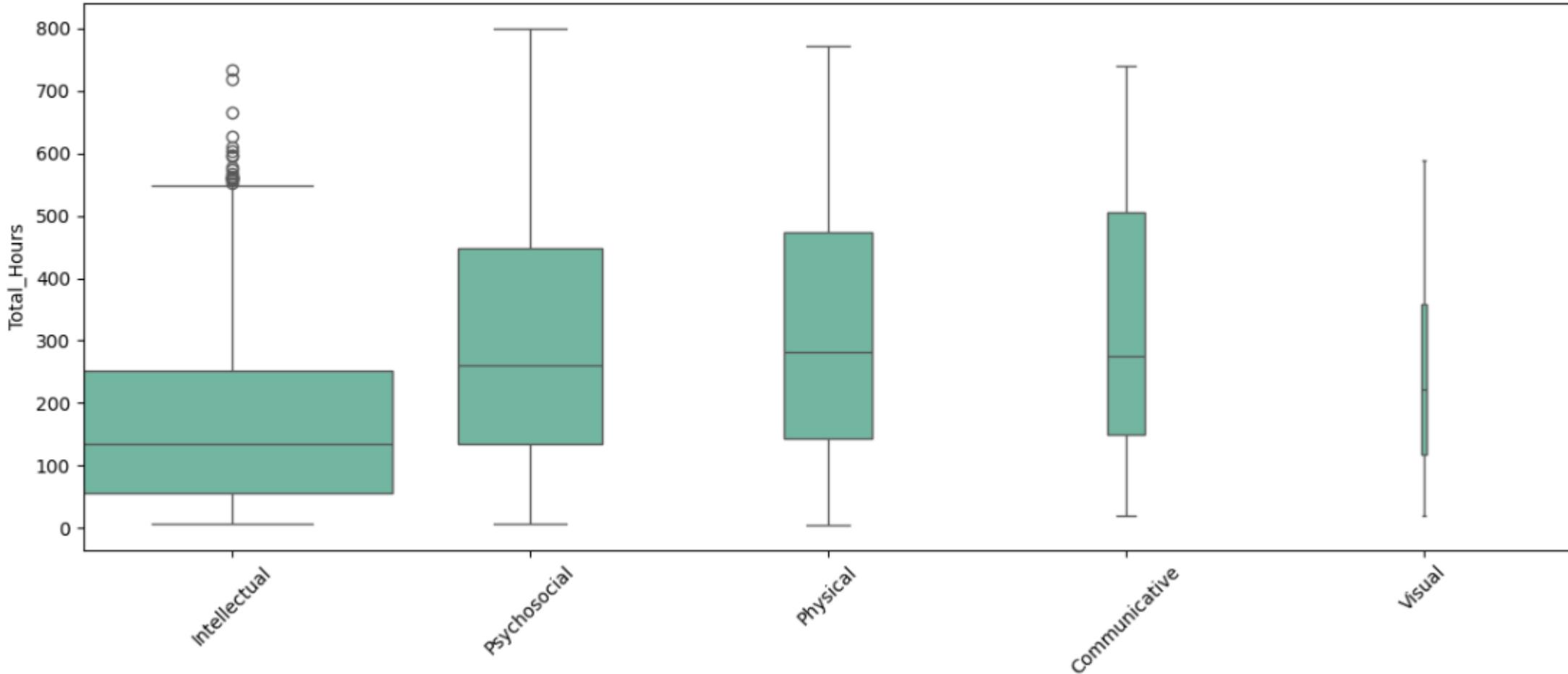
Hours Worked Second Quarter After Exit



Class.	Mean	Median
Comm.	319.08	319.56
Visual	233.4	209.52
Physical	299.88	272.04
Psycho social	300.72	276
Int/Cog.	185.64	138

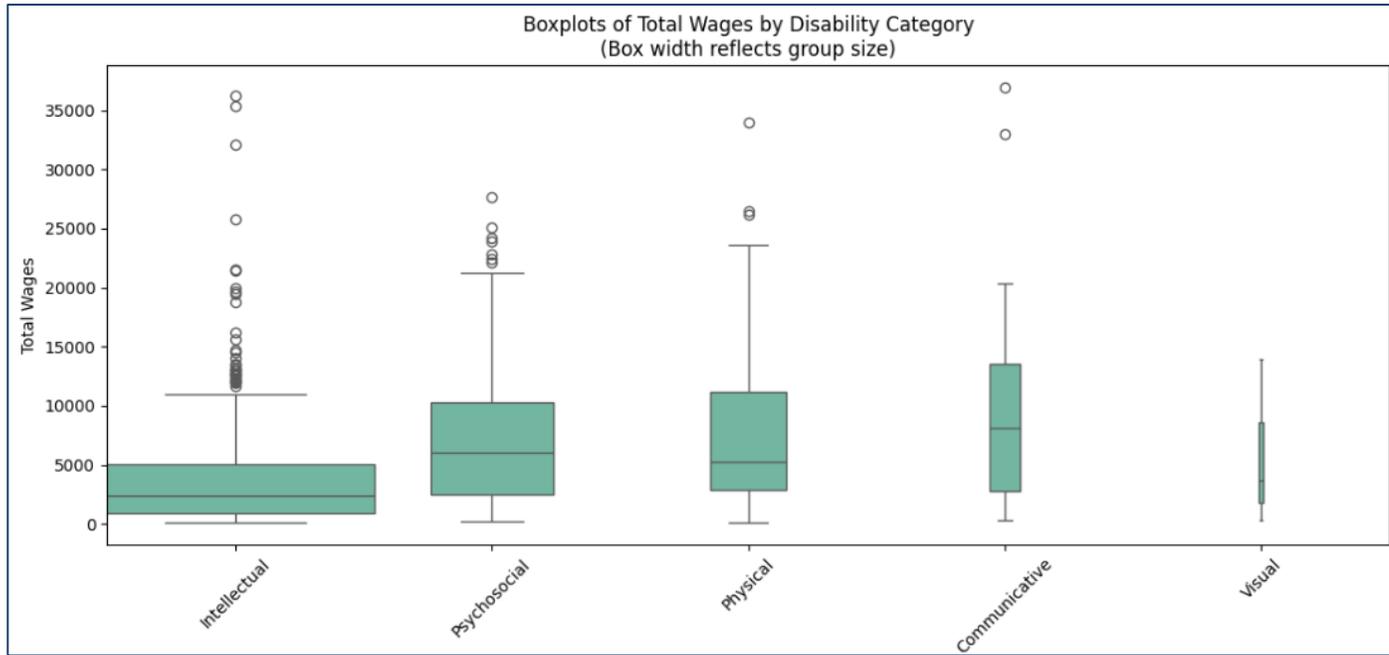
Est. Weekly Hours (Total Hours Divided by 12)

Boxplots by Disability Category
(Box width reflects population size)



- **This is the driving factor:** chart is weighted for portion of total, impact of category on overall median wage clear
- Those with primarily intellectual disabilities MUCH more likely to exit employed and stay employed, but work very few hours

Quantifying the Difference



Primary Disability Category	Median Wage 2 nd Quarter After Exit	% of Participants Reported (ESD Data)
Intellectual/Cognitive	\$2,400.49	59.92%
Communicative	\$8,379.62	6.32%
Physical	\$5,227.99	16.44%
Psychosocial	\$6,071.32	16.31%
Visual	\$3,701.32	1.01%

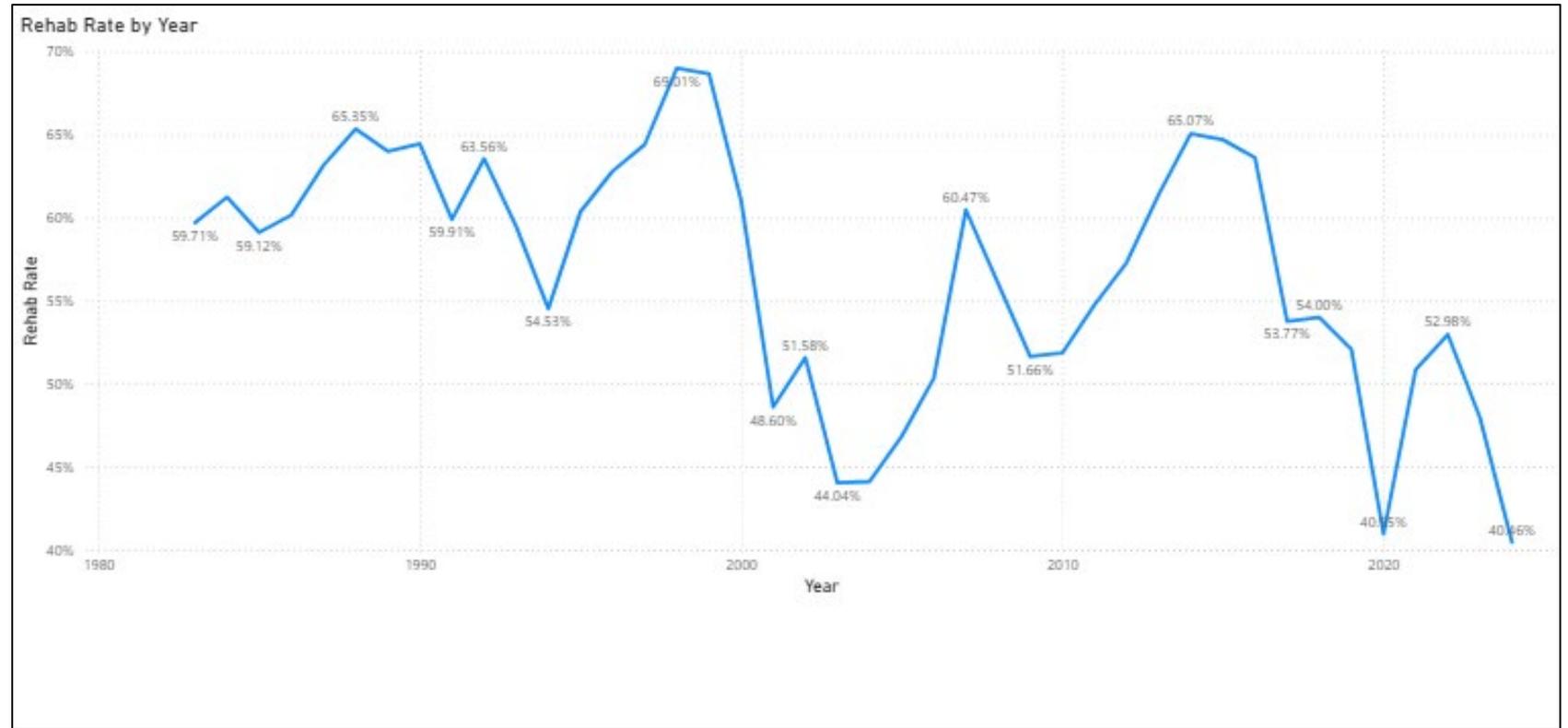
Potential Interventions

- Can push for higher hour jobs
 - But wouldn't get us anywhere near RSA's target
- Consider our median quarterly wage (\$4,125) multiplied by 4 (\$16,500 vs. Federal Poverty Level of \$15,960)
- Solution will center around overall higher-quality employment with more hours

Estimated Hours Worked Per Week 2 nd Quarter	% of Total Intellectual/Cognitive Cohort
<10	46.41
<15	57.81
<20	69.83

Rehab Rate

- Ongoing challenges with Rehab Rate, currently tied for lowest rate in DVR records
- Conducted analysis on performance records, case-level factors, identifying internal and external factors



Statistically Least and Most Likely to Exit Rehabilitated

Disability Type	Priority Category	Total Exits	Rehab Rate
Lowest Likelihood of Exiting Employed			
Psychological/Anxiety	1	88	23.9%
Psychological/Depressive Mood Disorder	1	166	30.7%
Highest Likelihood of Exiting Employed			
Intellectual/ADHD	1	104	55.8%
Intellectual/Autism	1	405	47.7%

Understanding is Driving This

- Identified factors
 - Better timeliness to IPE correlates to decline in rehab rate: fewer leaving *before* IPE, instead leaving services in plan
 - Demographics of our participants are changing significantly: those less likely to exit employed are increasing as a proportion. Those with Intellectual and Developmental Disabilities decreasing as a percentage, and those with Psychosocial and Behavioral disabilities are increasing as a percentage
 - WAVES' impact on case management, combined with caseload has decreased ability for frequent engagement. This impacts all participants, but timeliness and frequent contact more strongly associated with rehab for those with certain types of disabilities

Customer Satisfaction Program Improvement Project

- Although performance has fluctuated over time, steady progress is not being made towards the targets, which are defined as follows:
 - Increase overall customer satisfaction rate from 68% to 75% by June 2026.
 - Increase rate of customer satisfaction with service timeliness from 58% to 62% by June 2026.
- Over the past year, WSRC has informed survey participants of plans to match CSS survey responses to participant case information, to enable DVR to identify factors that affect customer satisfaction. We are now beginning our investigation.

Project Objectives

- This project seeks to identify factors DVR can impact in ways that lead to increased customer satisfaction.
- Analyze the relationship between customer satisfaction and case level variables, including:
 - program factors (e.g., service timeliness, services received, outcomes)
 - participant characteristics (demographics, disability types and significance)
- Gain insights about variables and interactions among variables that relate to higher customer satisfaction.
- Identify strategies to impact variables that positively relate to customer satisfaction.
- Predict the potential impact on customer satisfaction levels.

Key Stakeholders

Co-Sponsors	Shelby Satko, WSRC Executive Director Shawn Walsworth, DVR Region 3 Administrator
Project Manager	Michael Sims
SMEs Consulted	IT, Quality Review Team, DSHS Research & Data Analysis
Steering Committee	WSRC Customer Satisfaction & Program Evaluation Subcommittee Members DVR - Ann Martin, Kristina Zawisza, Lauren Peterson

Project Details: Why Causal Inference

- Traditional analysis tells us what is *associated* with outcomes. Causal inference helps us understand what actually drives them. It will allow us to:
 - Identify what services/factors truly influence satisfaction rather than appear to
 - Understand what works for specific groups, not only the average participant
 - Separate impacts from differences driven by demographics
 - Move from description to explanation, supporting clearer, evidence-based decisions

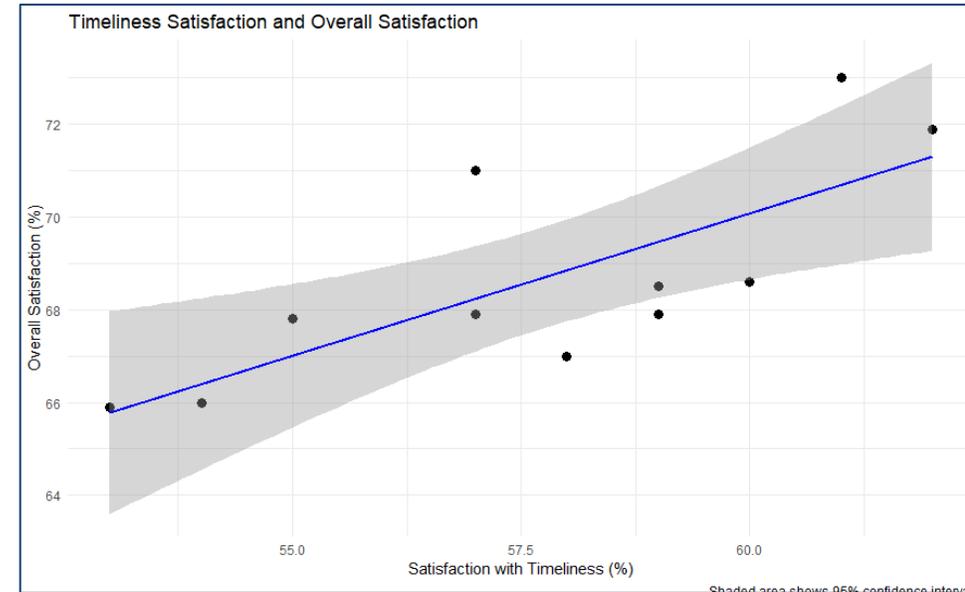
How We Estimate Causal Impact

- What is the process?
 1. Identify factors that influence both outcomes and selection; characteristics that affect satisfaction *and* likelihood of responding to survey or receiving services
 2. Adjust for these differences; mathematically balance so groups look like one another
 3. Compare groups; once populations look like one another based on likelihood, then remaining differences in outcomes more explainable by what you're testing for
 4. Estimate the causal effect; test how sensitive result are to unaccounted-for factors and revise as needed



Moving Beyond Aggregate Data Description

- Data shows that frequent contact and faster service delivery are linked to higher satisfaction, with perceived timeliness explaining half of variation in satisfaction within our quarterly data
- But frequent contact may reflect participant engagement, lower barriers and ease of contact rather than directly being a cause of satisfaction
- Deeper causal questions explore what drives perceptions, what underlying factors can be accounted for in understanding satisfaction
- Policy questions enabled by causal analysis let us test potential impact of reduced contact times, changes in timeliness procedures, or changes in other program factors



Steps Over the Next 6 Months

- Currently partnered with TIA to develop data warehouse tables specifically tailored for analyzing CSS data
- Hypothesis development, defining and prioritize causal questions
 - Identify key services and factors to test; define meaningful comparisons (e.g. timely vs. not timely, tuition received or not); focus on questions tied to DVR operations
 - Hypothesis testing, analysis, and collaboration with SMEs
- Results depend on quality and completeness of available data
- SME involvement in guiding research is critical to success



Thank you!

Contacts:

Michael Sims
DVR Strategies Analyst
Michael.Sims@dshs.wa.gov

Kristina Zawisza
DVR Planning & Evaluation Manager
Kristina.Zawisza1@dshs.wa.gov

2026 Council Priorities

Presented by:

Michele Stelovich—Executive Committee

Jen Tabiando—Policy & Planning Subcommittee

Matt Newton—CSPE Subcommittee

Alex Toney—Partnership Subcommittee

Executive Committee

- Recruitment
 - Vacancy – Business or Labor representative
 - Terms ending in September 2026
 - Business
 - Statewide Independent Living Council

Council Priorities- Policy & Planning Subcommittee

Priority	Timeline	Status
DVR State Plan progress update	March 2026	In progress
Policy Review	December 2026	Ongoing
WAC updates	Spring/Summer 2026	Not started
Customer Services Manual	2026-TBD	Not started
Financial Needs Statement	TBD	Not started

Council Priorities- Customer Satisfaction & Program Evaluation

Priority	Timeline	Status
Customer Satisfaction Survey	Quarterly	Ongoing
Fair Hearings – Review Trends quarterly	Dec. 2025	Ongoing
Customer Listening Sessions	March 2026 – SeaTac July 2026 - TBD	In progress Not started
Customer Satisfaction Program Improvement Project	December 2025 – September 2026	In progress

Council Priorities- Partnership Subcommittee

Priority	Timeline	Status
Comprehensive Statewide Needs Assessment: Workforce Section	December 2025	Complete
Transition Map Updates	July 2026	Not started
Transition Collaborative Summative Legislative Report <ul style="list-style-type: none">• Community Engagement Plan	October 2026	In progress
Workforce System, Business, & Transition Connections	TBD	Discussing



Washington State
Rehabilitation Council

Additional Resources

Division of Vocational Rehabilitation Office Map



- REGION 1
- REGION 2
- REGION 3
- DVR Offices
- ★ DVR co-located with WorkSource

To locate a DVR office near you:

<https://www.dshs.wa.gov/dvr>

To locate a WorkSource location near you:

<https://www.worksourcewa.com/microsite/content.aspx?appid=MGSWAOFFLOC&pagetype=simple&seo=officelocator>



WSRC Commonly Used Acronyms

ACS: American Community Survey (from the Census Bureau)
ADA: Americans with Disabilities Act
AFP: Authorization for Payment
AJC: American Job Center
AL TSA: Aging and Long-Term Support Administration
ASL: American Sign Language
AT: Assistive Technology

ATAP: Assistive Technology & Assessment Practitioner

BASC: Barriers and Accessibility Solutions Committee
BHA: Behavioral Health Administration
BLS: Bureau of Labor Statistics (Census of Employment and Wages)
BMMP: Business Management Modernization Project

CAP: Client Assistance Program
CARF: Commission on Accreditation of Rehabilitation Facilities
CART: Computer-assisted real-time Translation
CCER: Center for Continuing Education in Rehabilitation
CFR: Code of Federal Regulations
CIL: Center for Independent Living
CMS: Case Management System
CRP: Community Rehabilitation Provider
CP: Cerebral Palsy
CRC: Certified Rehabilitation Counselor
CSNA: Comprehensive Statewide Needs Assessment

DD: Developmental Disability
DDA: Developmental Disability Administration
DES: Department of Enterprise Services
DSB: Department of Services for the Blind
DSE or DSU: Designated State Entity or Designated State Unit
DVR: Division of Vocational Rehabilitation

EDI: Equity, Diversity, and Inclusion
ESD: Educational Service District, also, Employment Security Department

FCS: Functional Community Supports
FFY: Federal Fiscal Year

ID: Intellectual Disability
IDEA: Individuals with Disabilities Education Act
IEP: Individual Education Plan

IL: Independent Living

IRI: Institute on Rehabilitation Issues

JLARC: Joint Legislative Audit and Review Committee (Report on Employment and Community Inclusion Services for People with Developmental Disabilities)

LRE: Least Restrictive Environment

LTS: Long Term Support

MH: Mental Health

MOU: Memorandum of Understanding

OFM: Office of Financial Management

OJT: On-the-job Training

OSERS: Office of Special Education and Rehabilitation Services

OOS: Order of Selection

One-Stop: WorkSource Center

OSPI: Office of the Superintendent of Public Instruction

PAVE: Partnership for Actions Voices for Empowerment (Parent Advocacy)

RCW: Revised Code of Washington

RDA: Research and Data Analysis (research division of DSHS)

Region 10: Federal Region of Washington, per RSA

RFP/RFQ: Request for Proposal/Qualifications

RSA: Rehabilitation Services Administration

SILC: State Independent Living Council

SIPP: Survey of Income and Program Participation (Census Bureau)

SPIL: State Plan for Independent Living

SME: Subject Matter Expert

SSA: Social Security Administration

SSDI: Social Security Disability Insurance

SSI: Supplemental Security Income

TAP: Talent and Prosperity for All Plan

TBI: Traumatic Brain Injury

TSAT: Transition Self-Assessment Tool

Title 4: of WIOA is the Rehabilitation Act,

Title 1: under Title 4, which authorizes DVR services and funds

Section 105 of Title 1: authorizes State Rehabilitation Councils

UI: Unemployment Insurance

VR: Vocational Rehabilitation

VRC: Vocational Rehabilitation Counselor

WAC – Washington Administrative Code
WATAP: Washington Technical Assistance Program
WIOA: Workforce Innovation and Opportunity Act
WISE: Washington Initiative for Supported Employment
WOTC: Work Opportunity Tax Credit
WTECB: Workforce Training, Education, and Coordination Board
WSRC: Washington State Rehabilitation Council
WDC: Workforce Development Council
WOTC: Work Opportunity Tax Credit

WA DVR

AFP: Authorization for Purchase
CBA: Community Based Assessment
JD: Job Development
ELT: Executive Leadership Team
IPE: Individual Plan for Employment
IRWE: Impairment Related Work Expense
ITS: Intensive Training Services
MOU: Memorandum of Understanding
MSD: Most Significantly Disabled
NEO: New Employee Orientation
Pass Plan: Plan to achieve self-support
Pre-ETS: Pre-Employment Services
PES: Post-Employment Services
PHI: Protected Health Information
RA: Regional Administrator or Re
RCD – Rehab Counselors for the Deaf
Region 1: East of the Cascades
Region 2: King County north
Region 3: Pierce County south and all of the peninsula
ROI: Release of Information
RT: Rehabilitation Tech
SDOP: Service Delivery Outcome Plan
SDOR: Service Delivery Outcome Report
SE: Supported Employment
SO: State Office – DVR Headquarters
SOP: Standard Operating Procedure
STARS: DVRs customer database
TWE: Trial Work Experience
YSP: Youth Services Program
121 Program: Tribal Rehabilitation Program (Federal designation)