



Washington State
Rehabilitation Council

Meeting Materials Packet

August 2026



August 2026 Quarterly Meeting

Meeting Materials Packet

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Quarterly Meeting Agenda

Thursday, August 13, 2026
9:00am – 3:30pm

Hilton Garden Inn | 25 N. Worthen St, Wenatchee, WA
[Join Zoom Meeting](#)

TIME	PRESENTER	TOPIC
9:00 AM	Michele Stelovich	Call to Order, Executive Committee o Introductions o Vote: Approval of May 2026 meeting minutes
9:20	Pablo Villarreal	DVR Interim Director Updates
9:50	Jamie Grund	Fiscal Updates
10:10	Jolie Ramsey	Listening Sessions Highlights
10:20		BREAK
10:35	Ann Martin	Field Services Updates
11:00	Angela Merritt Mary Crago	Region 1 Updates
11:30	Laura Hamilton & office staff	Wenatchee and Omak Office Updates
12:15 PM		LUNCH
1:15	Lisa Romine Susan Adams	SkillSource Presentation
2:15		BREAK
2:30	Michele Stelovich	Public Comment
2:40	Michele Stelovich	Wrap up Discussion
3:30		ADJOURN

Please note: Times above are estimates only. The Washington State Rehabilitation Council reserves the right to change the order of the agenda. To request an accommodation, please email council staff at: WSRC@dshs.wa.gov



Quarterly Meeting Agenda

Friday, August 14, 2026
9:00am – 11:00am

Hilton Garden Inn | 25 N. Worthen St, Wenatchee, WA
[Join Zoom Meeting](#)

TIME	PRESENTER	TOPIC
9:00	Michele Stelovich	Call to Order
9:05	Michele Stelovich	Executive Committee • Elections - council leadership • 2027 meeting dates & locations
9:20	Alexandra Toney Jen Tabiando Matt Newton	Subcommittee Updates • Partnership • Policy & Planning • Customer Satisfaction & Program Evaluation
11:00		ADJOURN

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DVR Interim Director Updates Pablo Villarreal

Vision for DVR

- Focus on staff
- Participant success
- Employer engagement
- Collaborate with partner agencies

General Updates

- Interim Director appointment April 16th, 2026
- Negotiated update of priority of service categories.
- DVR has finalized State Plan amendment
- DVR Director attending weekly Assistant Secretary/DVR Director meeting beginning in August.

Federal updates

- Notified all staff June 16th of Interagency Agreement between Department of Education and Health and Human Services Admin. (HHS) to support the administration of OSERS.
- HR 1- SNAP work requirements.

State Budget

- Decision Package process within DSHS
- No Agency Related Legislation
- DVR is waiting for instructions from DSHS re: budget reduction exercises

Personnel:

- Need for data analysis
- Submitted exception to hiring freeze for MA 4 position.
- This position will report to Performance and Evaluation Analyst.

CSAVR

- Long time CEO Steve Wooderson retired in Sept 2025
- New CEO was hired and resigned in July
- Tonia Ferguson appointed Interim CEO
- Fall CSAVR conference is scheduled for October 31st – November 4th

Order of Selection updates

- DVR began releasing participants June 9
- Next release was August 3rd
- Planning for September 1st release

Projects “Work in progress”

Work in Progress Tracking							🔍 Edit in grid view	🔄 Share	📄 Export to Excel	+ More
All Projects DIT Projects Work: Newdig COT Rev... + Add view							🔍 Details			
Title	Person in Charge	Description of w...	Audience	hoped to Imple...	Ready/Doing/Do...	Responsibility				
De-Escalation Training	Rosemary Jones	We will be providing PHECH, Dr. Pauline Turner, curriculum to meet DVS's needs. A group of DVS staff will be trained in facilitation with the provided curriculum. Training will be delivered in DVS field offices.	Spec-De Staff	July 2021	Doing	Rosemary Jones Michelle Ryan DVS				
AJIGN (State agency internship pilot)	Michael Miller	Developing MOU and agreements between Department Security Commission, DVS and DHS to provide internship opportunity support system for US DHS participants at PTO. Goal is to develop programming that can be used with other State agencies.	Spec-De Staff Spec-De Staff	March 21	Doing					
Customer Satisfaction Program Improvement Project	Tracy Worley	Improve customer satisfaction per goals outlined in the DSM Strategic Plan by creating a feedback mechanism using anonymous with customer data. Identify factors that influence satisfaction and to develop a strategy to increase the satisfaction measure.	Spec-De Staff Public	September 21	Doing	Tracy Worley Tanya Mitchell DVS				
Targeted Case reviews	Elizabeth Lee	Targeted case reviews focused on customers' best practices. Start to make sure best practices are being used appropriately, consistently, and to the support of the employment goal.	Spec-De Staff	June 21	Doing	Elizabeth Lee Tracy Worley DVS				
All ABC and Skills Building pilot	Elizabeth Lee	Completing or all content of training to All for New Staff officers. Considering field staff and participant capacity throughout pilot to collect information to determine if staff and participant experience changes have been made as part of pilot.	Order 1 & 1 G	February 28, 2021	Doing					
WAC Training	Elizabeth Lee	Updating WAC training that will be delivered to staff across the agency. General introduction to the DHS Staff 180 WAC. Review steps of completing WAC training and every way. Pulling the Agency for small group discussion. Type feedback and opportunities opportunities.	Spec-De Staff	May 21	Doing	Elizabeth Lee Tracy Worley Elizabeth Lee				
Wave Letters Update	Elizabeth Lee	We are updating the Wave Letters to...	Spec-De Staff	October 21	Doing	Elizabeth Lee				



WSRC Meeting



DVR Fiscal Updates

Presented by: Jamie Grund

August 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 Updates

Proposed Federal Budget FY 27

- Eliminates funding for Supported Employment Grant
 - That is roughly \$400K for DVR
- Eliminates funding for CAP
- VR Grant Funding includes the COLA (cost of living increase)

State Budget:

- Work has begun for the Biennial 2027-29 Budget
- No decision packages for DVR
- OFM had clear instructions for Policy Level funding DPs
 - Critical and emergent costs
 - Non-discretionary changes in legally mandated caseloads or workloads
- Reduction exercises



Grant update

VR Basic Support 2025

- We are in the second year of this grant
 - Carryover period (this ends September 30, 2026)
- Pre-ETS 15% requirement met
- We are on track to fully spend the grant by 9/30

VR Basic Support 2026

- Grant award received - \$58,938,168
- Fully matched – will carryforward into year 2
- We will be asking for Re-allotment funds
 - \$2M



Grant update

Reallotment

- Requesting \$2,000,000
- Not guaranteed
- We will not know until September
 - This would increase our Pre-ETS 15% minimum
 - \$9.1M
 - Pre-ETS is averaging \$680,000 a month
- Requesting \$300K for Supported Employment Grant

- Exceed Pre-ETS 15% on the 2025 Grant.
- Started spending on the 2026 Grant in April.
- \$5.8M to go for BS 26

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	58,938,168
Reallotment Funds	4,000,000	5,000,000	2,000,000
Total basis for Pre-ETS 15%	55,251,049	61,091,168	60,938,168
15% Set Aside (minimum)	8,287,657	9,163,675	9,140,725
Expenditures	8,503,921	9,303,425	3,489,267
(Over)/under our Minimum	(216,264)	(139,750)	5,651,458
Target	8,500,000	9,300,000	9,300,000
Expenditures	8,503,921	9,303,425	3,489,267
(Over)/Under our Target	(3,921)	(3,425)	5,810,733



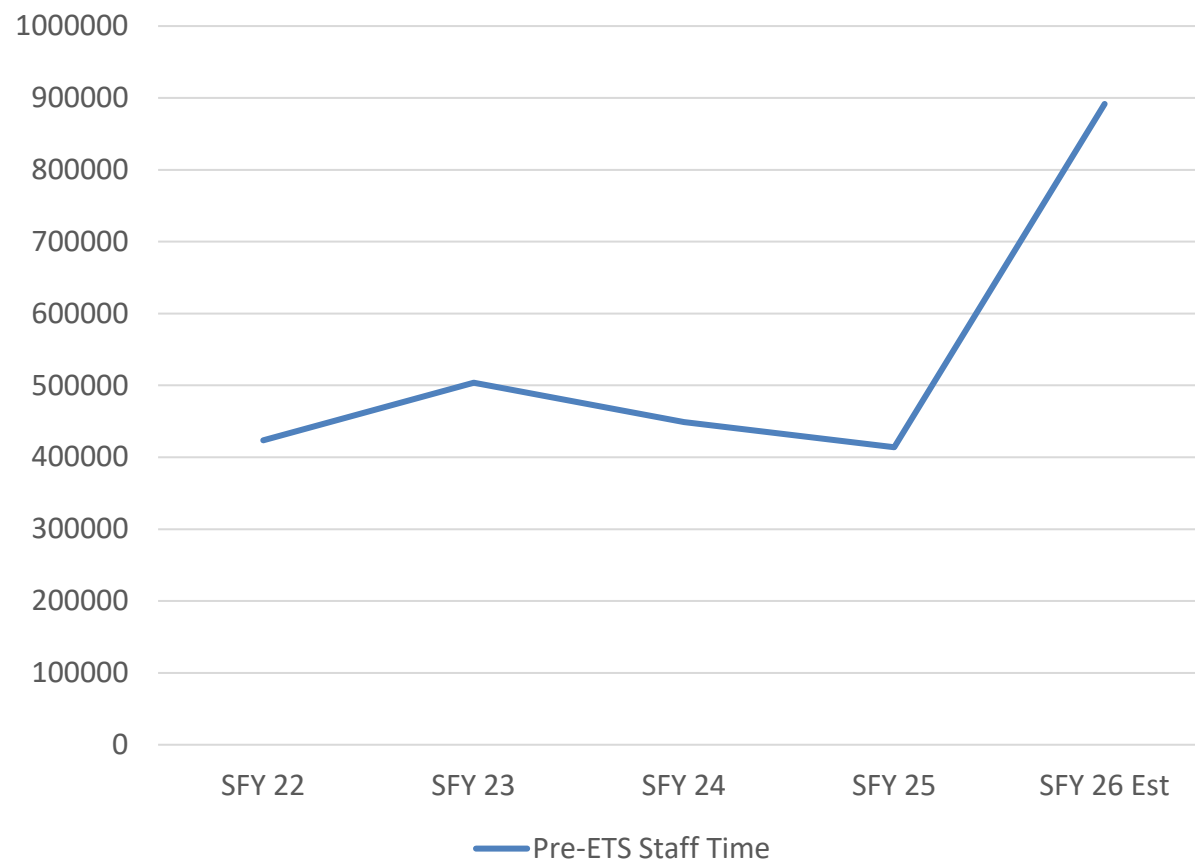
Staff Time on Pre-ETS

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 - Final	891,640

In SFY 26 we averaged \$74K a month in Salaries and Benefits

January – June we averaged \$89K a month in Salaries and Benefits

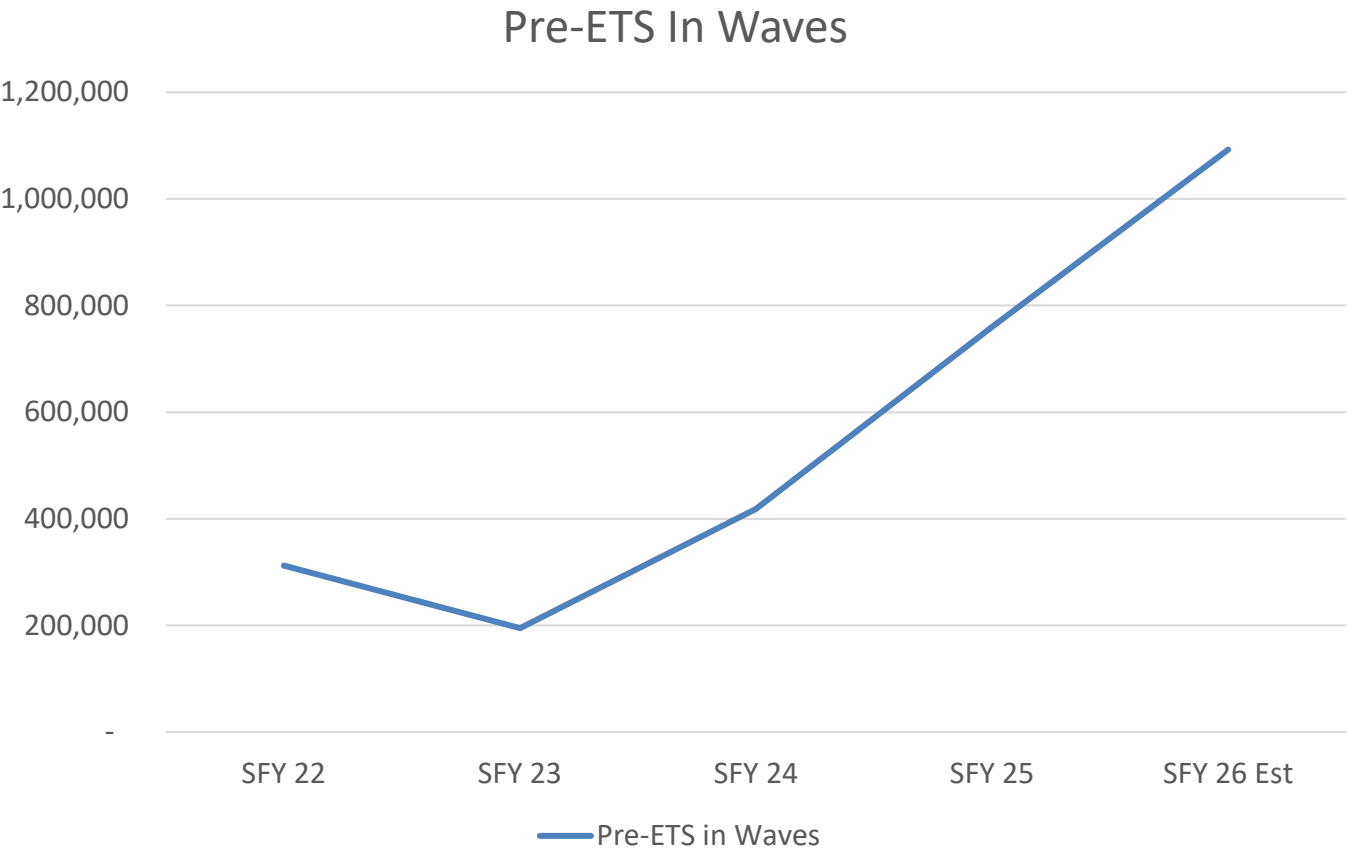
Pre-ETS Staff Time





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 as of 7.31.2026	1,092,578



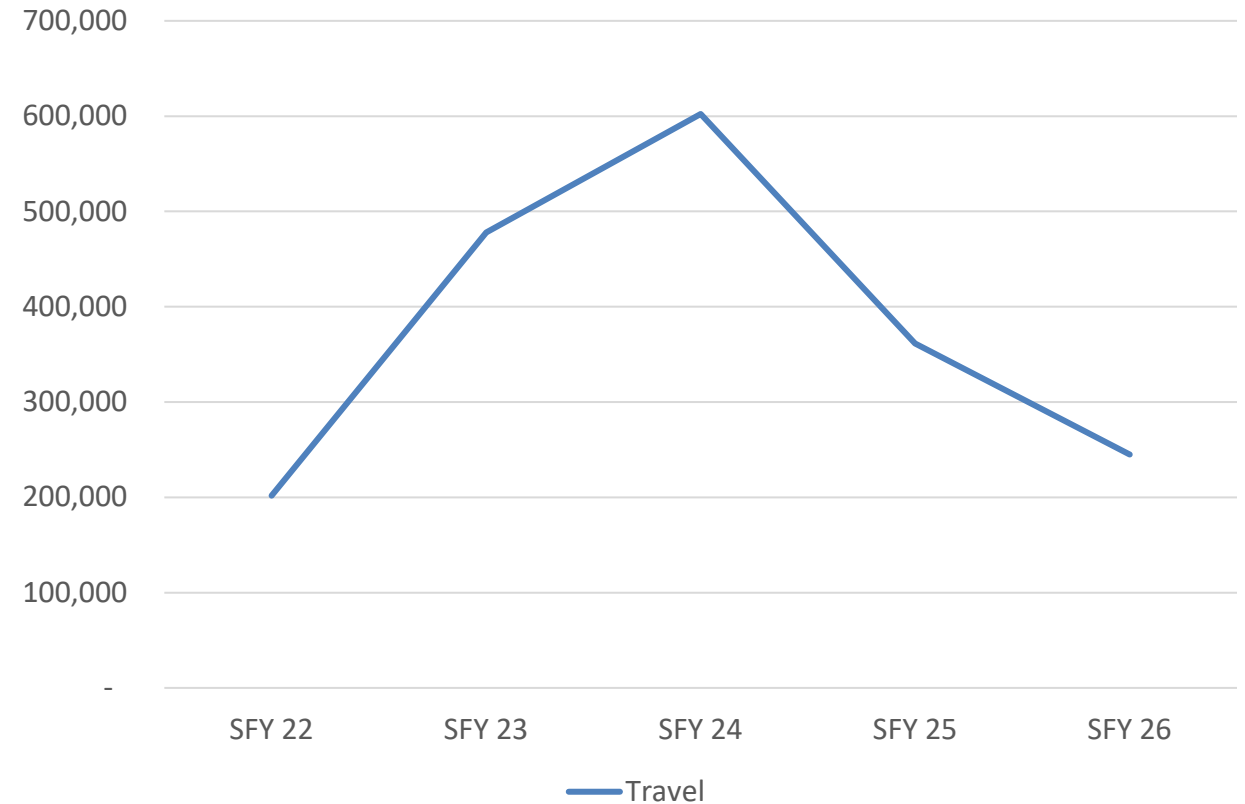


Travel

State Fiscal Year	Total Travel
SFY 22	201,746
SFY 23	477,842
SFY 24	602,262
SFY 25	361,557
SFY 26 Est.	245,000

Notes: SFY 26 budget was 275K. We are estimating we will be slightly under budget for SFY 26

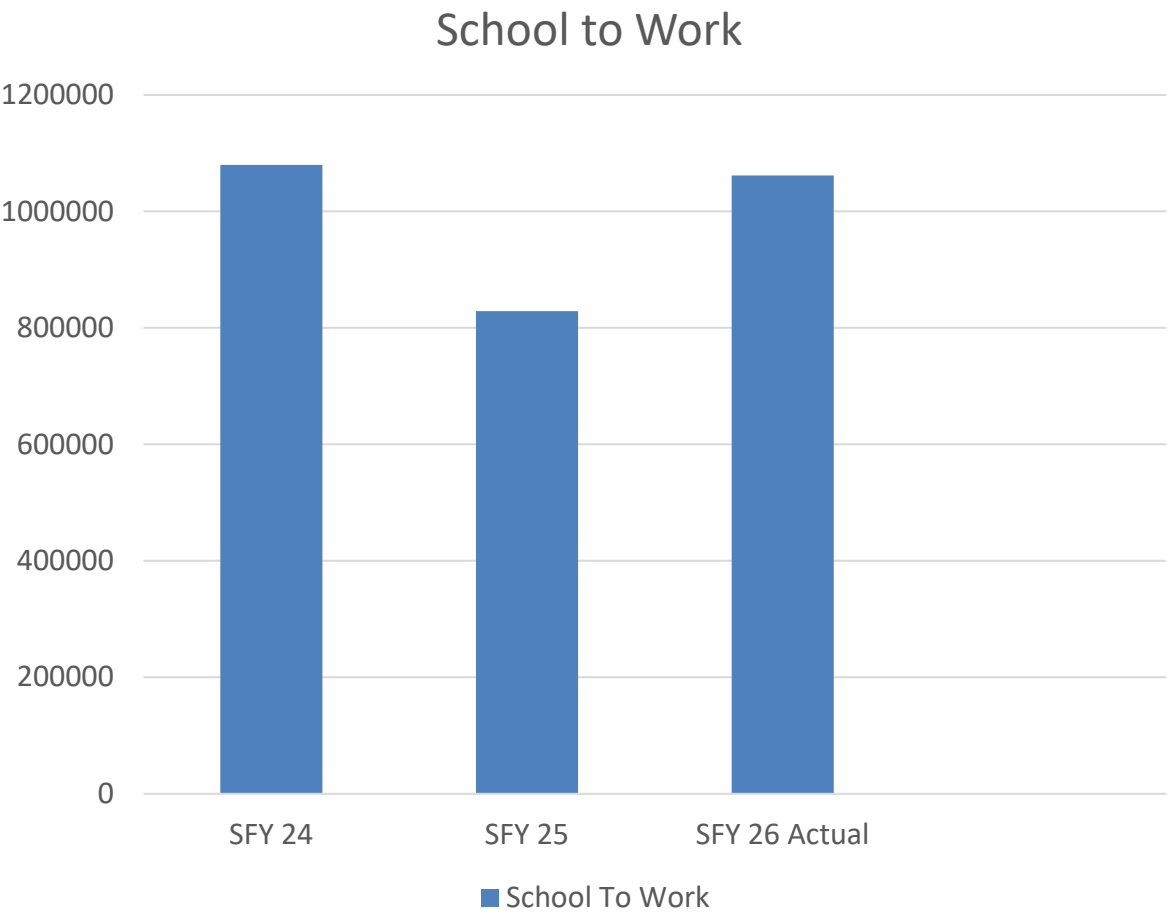
Total Travel – Object G





School To Work

State Fiscal Year	School to Work Participant Spend
SFY 24	1,080,070
SFY 25	828,600
SFY 26 as of 7.31.2026	1,061,900



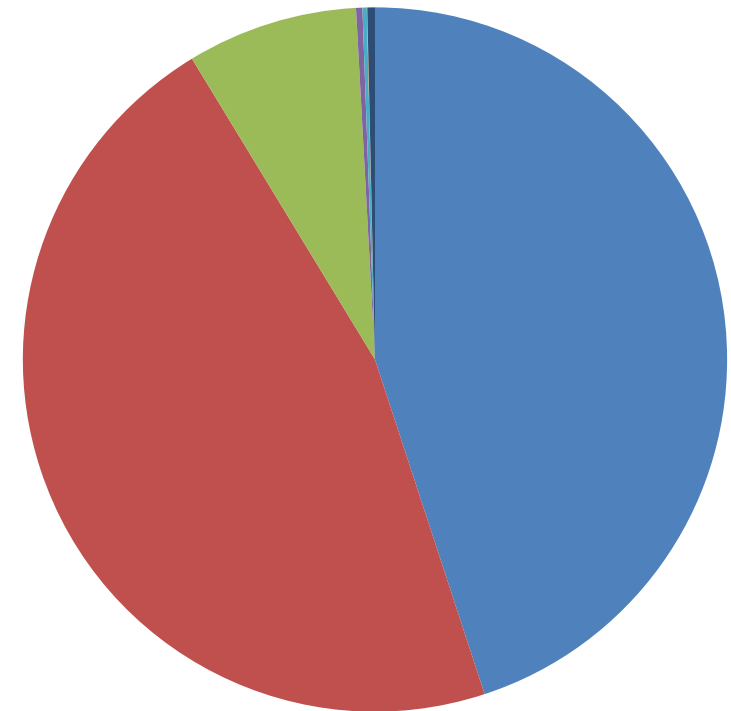


Where do we spend our money?

Object	Percent – SFY 26 Est.
Salary and Benefits	44.96%
Client Services	46.34%
Goods and Services	7.84%
Professional Services	.20%
Travel	.29%
Capital Outlay	.02%
Interagency	.35%

- 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 to indirect costs.

SFY 26 Estimated Spend



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



Salaries and Benefits

SFY 2026 Notes:

- There was a 3% raise increase
- IT staff moved from DVR to DSHS
- Layoffs

	SFY 25	FTE		SFY 26	FTE		
Salaries	20,224,743	285		20,270,836	273		
Benefits	7,862,142			7,712,871			
Total Field - Case load carrying staff	28,086,885			27,983,707			
Salaries	7,068,538	75		5,278,792	56		
Benefits	2,350,105			1,647,976			
Total Admin	9,418,643			6,926,768			
Grand Total	37,505,528	360		34,910,475	329		



Client Service Spend

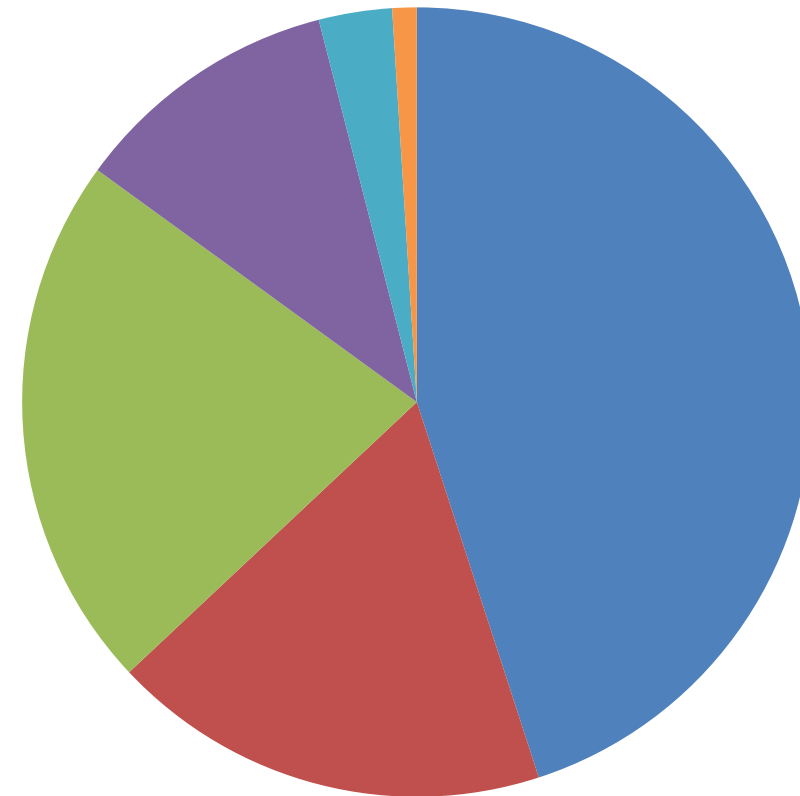
Category	Percent – SFY 26 Est.
CRP	45%
Training	18%
Pre-ETS	22%
Other	11%
Assistive Tech	3%
Direct Client Payments	1%

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

NOTE: Change from May

1. Pre-ETS increased 4% and CRP decreased 2%

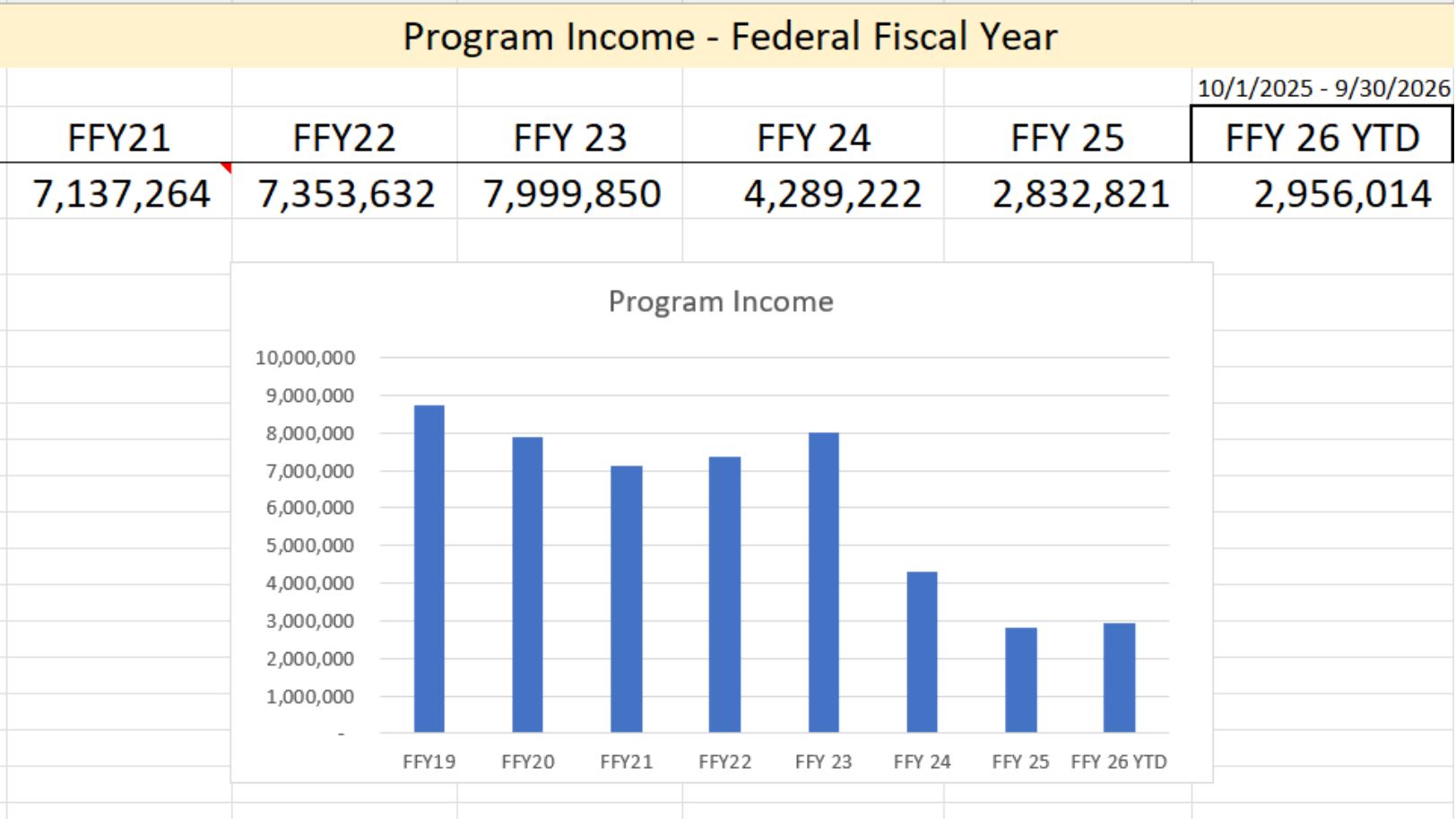
SFY 26 Estimated Spend



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



Program Income



Listening Session Highlights Wenatchee, Omak Offices

Presented by: Jolie Ramsey

Listening Sessions – Wenatchee, Omak

Participants answered the following questions:

1. On a scale of 1-5, how would you rate DVR services? (1 being bad, 5 being excellent) Tell us why you chose that number.
2. What types of services are you receiving?
3. Tell us about the progress you have made so far toward your goals.
4. How does your counselor show they understand how your disability impacts your work?
5. How many DVR counselors have you had so far?
6. How have DVR services impacted your life?
7. What has DVR done well?
8. Is there anything else you would like us to hear?

Listening Sessions – Wenatchee, Omak

General themes

- Communication
- Counselors' understanding of disability impacts
- What DVR does well
- Suggestions for improvement
- WSRC Recommendation

Listening Sessions – Wenatchee, Omak

Communication- Participant quotes

- “When I first started, I had a counselor. I don’t know what happened to her, she quit or left. I didn’t have good communication after that. Then all of a sudden I had a counselor from Wenatchee that was off and on, it wasn’t streamlined very well. Communication between transitions could have been a lot clearer. I got a letter to say that someone would follow up with me, but they didn’t. They didn’t respond to my calls either. Communications were iffy all the time so I just eventually gave up.”
- “I contacted my counselor in June and I haven’t heard back at all. I’ve called, no response. Emailed. It took her four weeks to respond to my email.”

Listening Sessions – Wenatchee, Omak

Communication – Participant Quotes

- “Communication is excellent. She checks in every other week. She is very involved and aware of my goals and timeline. I told her when I’d be getting welding certificate, and she wrote that down and checked in and congratulated me when I finished.”
- “One person said although she has received some help to go to college, the whole process has been fraught with miscommunication with her counselor. Her counselor is very slow to respond to her calls or emails, and this lack of communication has been a barrier to getting forms turned in on time to her college.”

Listening Sessions – Wenatchee, Omak

Counselors' understanding of disability impacts- Participant quotes

- “Yes, she understands my disability. She encourages me to try my best.”
- “No, definitely not. I keep having to explain to him how my disabilities impact me. He might hear one aspect, and disregard everything else. Or his response in writing will sound like making sure they did their job. Covered their butts. It triggers my emotional response of abandonment.”
- “My first counselor listened to me and was empathetic. They were willing to work with me. They tried to encourage me and give me some info about mental health counseling. My next counselor discussed a little bit with me about my mental health. It was nice that they took that into consideration with my work history.”

Listening Sessions – Wenatchee, Omak

What DVR does well

- Provides VR support to individuals of all ages and stages of life.
- Offers wide array of support tailored to individual's needs and goals.

Suggestions for Improvement

- Avoid using jargon with participants
- Improve communication

Listening Sessions – Wenatchee, Omak

WSRC Recommendation

Counselor Reassignment Communication

- Council submitted letters of recommendation in 2022, 2025, and now advances the recommendation again.
- DVR must find a solution to this ongoing issue.
 - Automate communication
 - Support from Rehabilitation Technicians



Field Services Update

Ann Martin, Assistant Director of Field Services &
Interim Assistant Director of Youth and WorkSource

Case Services/Order of Selection

Intake wait times- Significant decrease. All office are within the 10 day window except the following:

- Everett (3 weeks), Bellingham (3 weeks), Spokane (7 weeks):
Moses Lake is helping with intakes

Impact of transition students;

- Potentially eligible students –no impact
- Students on caseload- Encourage students to apply early
- Offer Pre-Employment Transition Services while on waitlist.

Waitlist Management

Decision process- Reviewed monthly

- Review of budget and spending trends
- Caseload sizes/capacity
- Released are made at the beginning of each month.
- Release/Contacted and not interested- Too soon to know
 - Historically there was a 70% closure rate. Largely depends on length on waitlist.

Caseload Size

Average size by Region-

- Region 1- 51 (2 over 100)
- Region 2- 57 (2 over 100, 6 over 80)
- Region 3- 59 (1 over 100, 8 over 80)

Intake Improvement Project

- Primary Goals:
 - Re-center our work around participants and building relationships
 - Provide clear understanding who DVR is, what we do and what we cannot do
 - focusing on their goals, needs, and motivations for seeking employment, rather than on DVR processes
 - Prioritizing **IN-PERSON** appointments **except** when an accommodations needed or there are significant transportation issues.
 - All VRC's have received training.

Intake wait time

- We have seen major improvements as staffing level have increased.
- Strategies where delays still exist:
 - Utilize floats to assist
 - Offices without delays taking on intake for other units
- In anticipation of categories closing:
 - Redirect efforts from intake to moving participants into plan
 - Resume intake focus priority after all categories close.

IPE Timeliness Project Update

- We have seen major improvements with the IPE simplification.
 - Faster and easier to complete plan
 - More participant engagement
 - Fewer days to plan
 - Improved timeliness- within the RSA requested 90days
 - Very positive feedback from VRC's
 - Numbers by Region

Business Engagement Project

- Project to improve integration with the rest of the Worksource System statewide.
 - Partnering with Vocational Rehabilitation Technical Assistance Center
 - Started with the Opportunity Center in North Seattle
 - Meeting with variety of partners including; Workforce Development Council, Employment security, WorkSource, Community Rehabilitation Providers, WA State Rehabilitation Council, Dept. of Services for the Blind, and Division of Vocational Rehabilitation.
 - Goal 1 Improve overall integration
 - Goal 2 Develop 1 Employer Pipeline
- Next step- Follow up meeting in September with all partners to begin implementation of goals.

CRP Update.

CRP Contract Compliance-

- Provided training to CRP's and VRS'
 - VRS' working with their staff to improve consistency and compliance

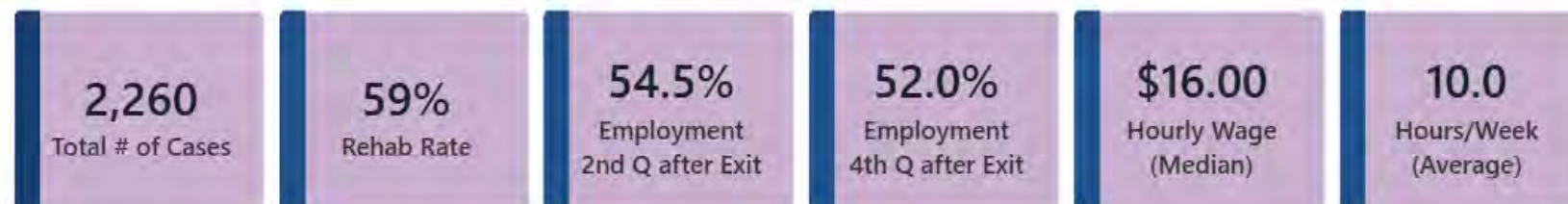
CRP Dashboard:

- Improve participants informed choice
- Provide information to VRC's for decision making;
 - Average wages, types of jobs, average day to employment etc.

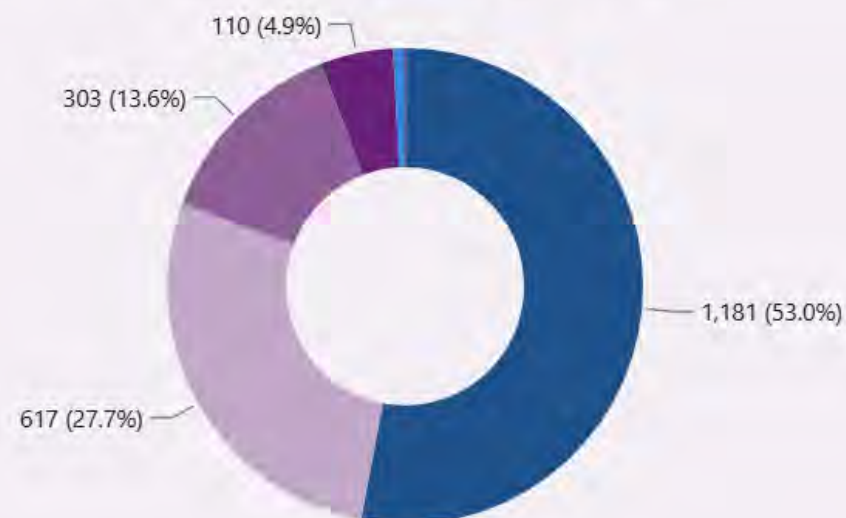


CRP Performance on Outcome Measures

Performance Measures



Disability Category of Participants



● Intellectual/Learning ● Psychological/Psychosocial ● Physical ● Auditory/Communicative ● Visual ● No Disability



Region 1 Leadership Updates

Presented by: Angela Merritt, Regional Administrator & Mary Crago, Deputy Regional Administrator



Agenda

- Regional Overview
- Staffing
- Successes
- Pre-Employment Transition Services (Pre-ETS)
- Assistive Technology & Access Practitioner (ATAP)

Regional Overview

- Largest Geographical Region, Cascade Mountains divide the state.
- 72 staff across the region
- 7 units across 14 offices
- 3 IT staff
- 3 Benefits planners
- CRP Program Manager
- Pre-ETS Program Manager
- Fair Hearings and Disability Access Administrator
- Training Program Manager





Staffing and Vacancies

Vacancies

- RT1 in Spokane – moved to DDA
- VRC in Spokane (2) – 2 VRCs resigned
- VRC in Yakima – moved to DDA
- VRC Wenatchee – transfer to west side
- VRC Colville - retirement

Actively interviewing for these positions



Challenges

Staffing – rural areas and Spokane office

Intakes – booked out in Spokane – level of interest continues to be high

Engagement with participants – in person contact

Pre-ETS – lack of contractors



Successes

Regional Refreshers

Unit level teambuilding

State level participation

Pre-ETS!

Region 1 Successes Statistics from 9/1/25 – current

- 1592 eligibilities were completed in average of 33 days
- 748 IPEs completed in an average of 68 days
- 1107 Participants are on the waitlist
- 2870 active cases
- 63% of customers had case activity within the last 30 days.
- 24% of customers had case activity within the last 30-90 days
- 10% of customers had case activity between 90-180 days
- .2% of customers had no case activity over the last 180 days.



Region 1 Successes

WSRC Customer Survey Highlights

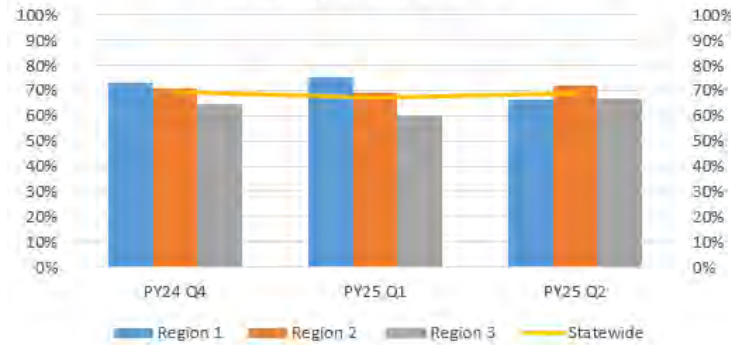
PY25 Q2

Overall satisfaction has decreased across all domains.

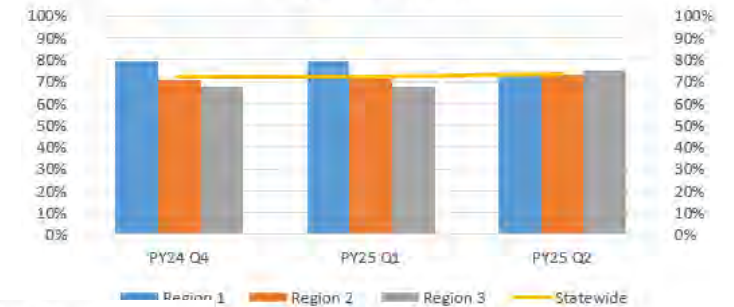
Question 4: My counselor cares about my input – stayed essentially the same

Question 5: DVR Moves Quickly Enough for Me – decreased from 63% to 55%

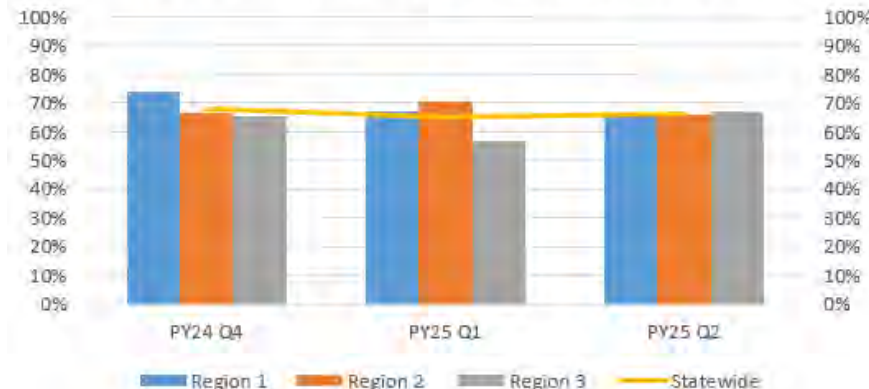
Question 1 - My counselor does a good job keeping in touch with me.



Question 2 - My counselor understands what is important to me.



Question 6 - Overall, I am satisfied with DVR



Pre-Employment Transition Services

(Pre-ETS)



Pre-ETS across the region (unique students served)

Data period:

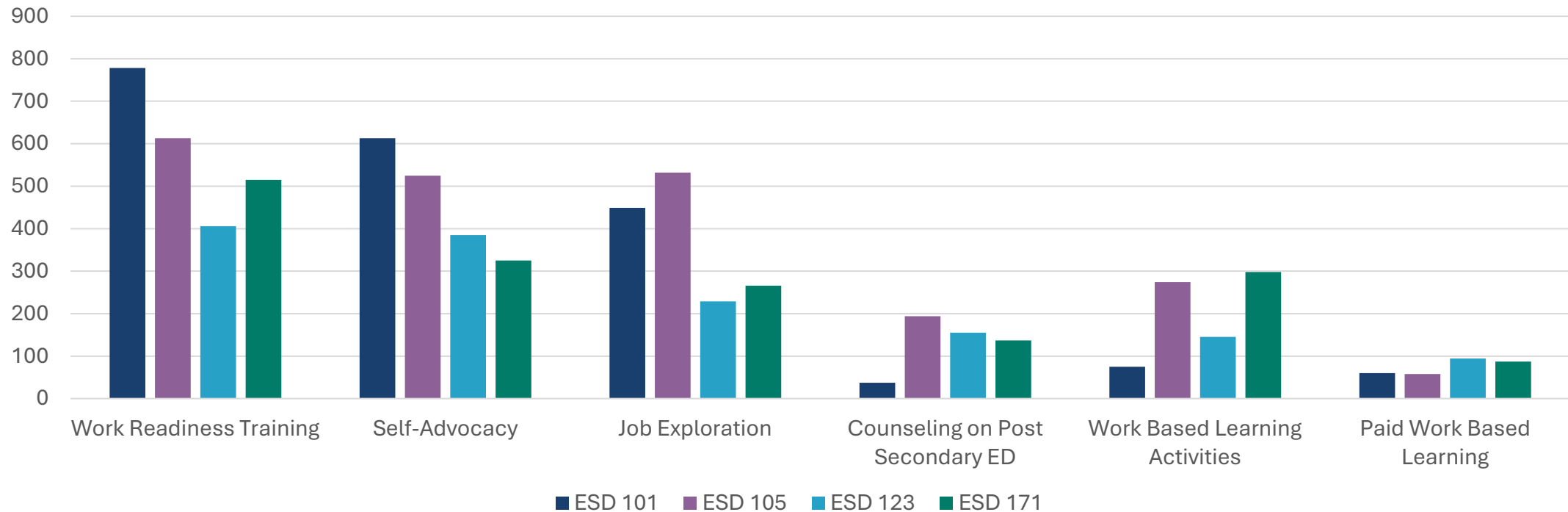
10/1/2024 - 7/22/26

- ESD 101 – 802 students
- ESD 105 – 689 students
- ESD 123 – 534 students
- ESD 171 – 602 students



Type of Pre-ETS by ESD

Chart Title



Group Pre- ETS Contractors ESD 171

Statewide Contractors (A Better Track
and Edmonds College)

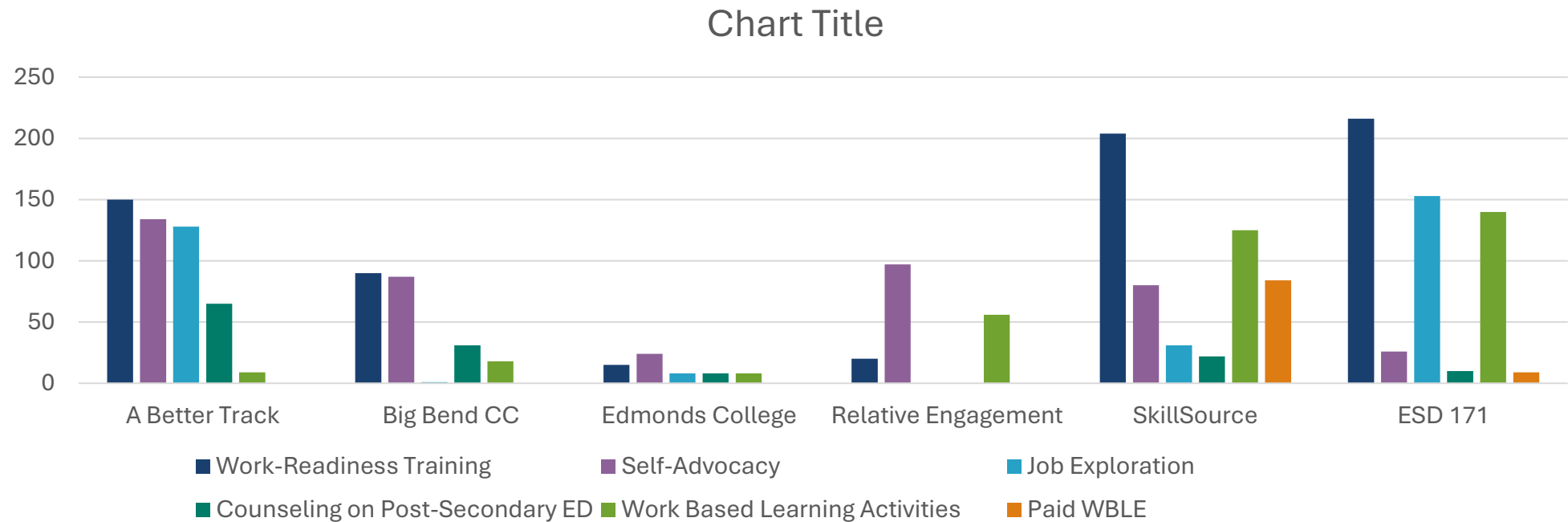
Big Bend Community College

Relevant Engagement

SkillSource

NCESD 171

Pre-ETS Services within ESD 171 by contractor





Schools Being Served in ESD 171

- Cascade High School
- Eastmont High School
- Project Search
- Wenatchee Transitions Program
- Moses Lake High School
- Ephrata High School
- Open Doors Program Othello
- Aspire High School
- Columbia Middle School
- Highlands High School
- Moses Lake High School
- Okanogan Alternative High School
- Okanogan High School
- Okanogan Learning Center
- Okanogan Open Doors
- Okanogan Outreach School
- Omak High School
- Pinnacles Prep Charter School
- Tonasket High School
- Waterville High School
- Sterling Junior High School
- Vanguard Academy
- Washington Virtual Academy (WAVA)
- Wellpinit Open Doors
- Wenatchee High School
- WestSide High School
- Brewster High School
- Bridgeport High School
- Cashmere High School
- Choice High School in Tonasket
- Digital Learning Center
- Entiat High School
- Highlands ALE
- Independent Learning Center (ILC) Winthrop (Methow Valley)
- Liberty Bell High School
- Okanogan High School
- Oroville High School
- Outreach School (Tonasket and Okanogan Locations)
- Soap Lake High School
- Summit High School
- Choice High School (Tonasket)

Total Schools being served across ESD 171 - 41

TECH-Prep Research Project in conjunction with WSU

- Research study by Washington State University, University of Wisconsin Madison and Virginia Commonwealth University (VCU)
- Looks at the impact of TECH-Prep Curriculum on employment and postsecondary education for youth with Intellectual/Developmental Disabilities from disempowered backgrounds.
- TECH-Prep blends E-Learning, virtual field trips, mentoring, paid work experiences and other learning opportunities to introduce youth to careers in technology.
- Students are actively involved in paid summer Work-Based Learning Experiences: News station Video Production, Meal on Wheels Tech Support, Video Production and 3-D Printing, Video/Audio Production for a band, graphic design, development of ASL videos.



School To Work (STW) Okanogan County

- Okanogan was the first pilot county in Region 1 to have a school to work student.
- Success for the student and the student guide.

Assistive Technology

(ATAP)



Assistive Technology Services in Region 1

- Shaun Hegney – ATAP Region 1 located in Spokane
- This fiscal year 86 participants have been served in Region 1.
- Attending transition fairs and parent nights with transition staff.
- Looking to work with students directly.



A photograph of the Washington State Capitol building, a large neoclassical structure with a prominent dome and columns. The building is surrounded by lush green trees and a well-maintained lawn. In the foreground, a paved walkway leads towards the building, flanked by vibrant red and orange flower beds. The sky is a clear, bright blue with a few wispy clouds. The overall scene is bright and sunny, suggesting a pleasant day.

Washington State Rehabilitation Council

Wenatchee/Omak Office Updates

Thursday, August 13, 2026



Partnership with
SkillSource



Job Exploration
Counseling



Work-based
Learning
Experiences



Counseling on
Post-Secondary



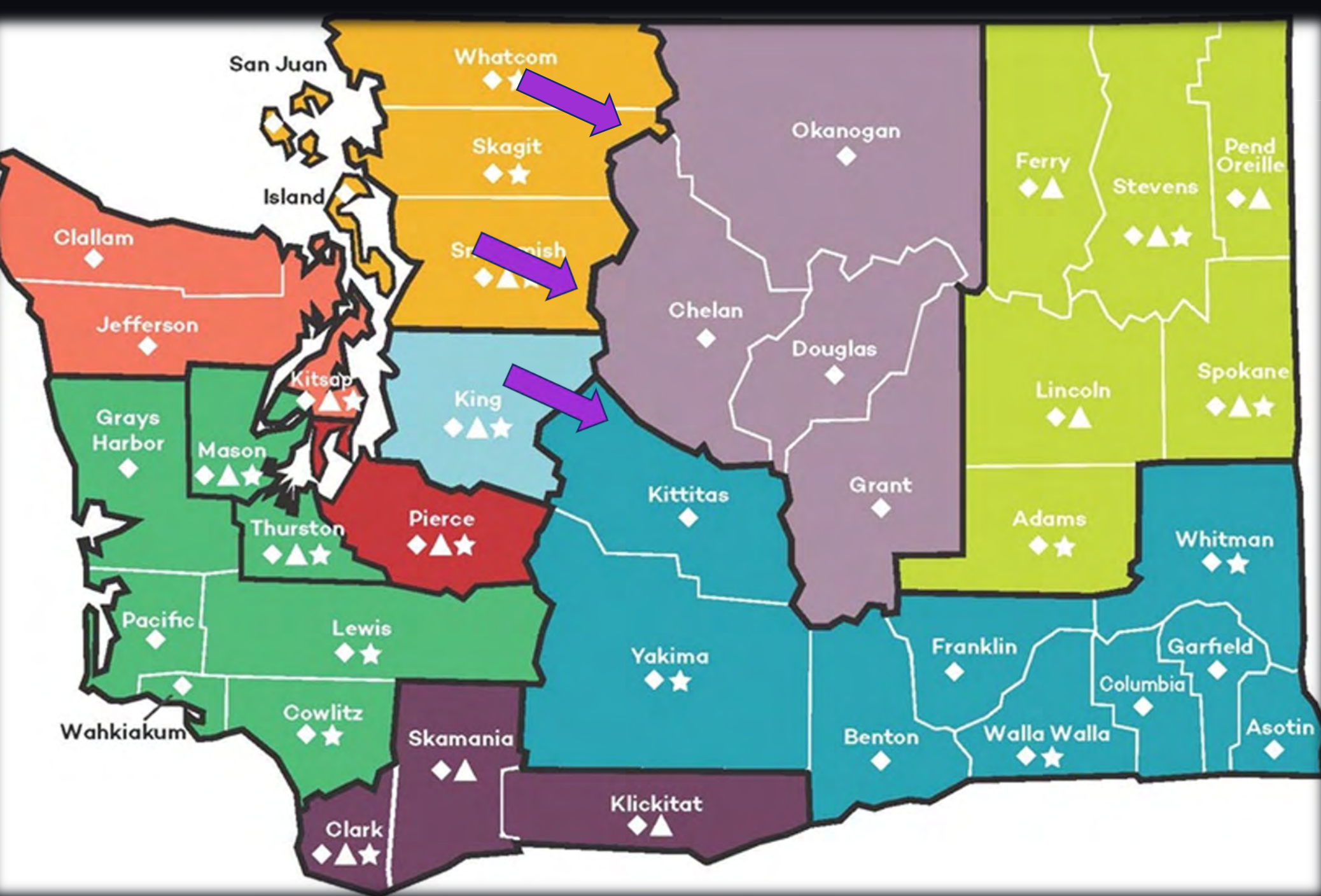
Workplace
Readiness Training



Self-Advocacy

SANDRA DURON
REGIONAL TRANSITIONAL CONSULTANT





Counties:

- Grant
- Okanogan
- Chelan
- Douglas

There are 5 contractors I work with that provide Pre-Ets services in these areas



The Power of Partnership

RTC/DVR, Contracted
Providers, Teachers,
SPED Directors,
Counselors, Students,
Parents, Office Support
Staff, VRC Counselors,
Community Partners



Collaboration with Partners is Essential

Progress is built through consistent, continuous
collaboration

We share one goal: equitable access for every
student

DVR strengthens student success through Pre-ETS
funding and collaborative partnerships across
districts

Our contracted providers serve as service
providers, coordinators, and outreach partners,
connecting districts with available opportunities

Key Partner: SkillSource



Key Pre-ETS Partner:
Delivers Pre-Employment Transition Services across Region 1, serving **17 school districts** and **3 colleges**.



Career Exploration:
Provides students with hands-on job experiences and internship opportunities before entering the workforce.



Proven Impact:
Placed **380+ students** in internships through the DVR partnership.



Successful Outcomes:
Builds workplace readiness and helps students achieve **competitive employment** in their local communities

PARTNERSHIP

I would like to begin by expressing my sincere gratitude to SkillSource and their dedicated staff. It has been a privilege to partner with an organization that consistently demonstrates professionalism, reliability, and a genuine commitment to student success.

Strong partnerships are built on trust, communication, and a shared purpose. SkillSource has been an exceptional partner—organized, responsive, patient, and always willing to collaborate to ensure we provide the best possible opportunities for our students.

Their expertise and unwavering commitment have strengthened our partnership and expanded the opportunities available to the students we serve. Together, we have created meaningful pathways that prepare young people for successful futures.

Partnership truly means working together. When organizations combine their ideas, strengths, resources, and shared vision, the result is greater than either could achieve alone. I am grateful for what we have accomplished together and look forward to our continued collaboration.

To close, SkillSource has arranged for one of our students to share their personal journey. Their story is a powerful reflection of the impact that strong partnerships can have on changing lives. Please join me in welcoming them.





Partnership with Schools

Building Relationships with Teaching Staff

Building Relationships with Students and Family

ANSLEY CALDWELL

VOCATIONAL REHABILITATION COUNSELOR

ANSLEY CALDWELL

VOCATIONAL
REHABILITATION
COUNSELOR

Partnership
Success

PARTICIPANT APPLIED TO DVR

MULTIPLE BARRIERS TO EMPLOYMENT-CAREER CHANGE

DVR CONTRACTED WITH CRP FOR JOB PLACEMENT

CRP & PARTICIPANT WENT TO WORKSOURCE JOB FAIR

REFERRED BY WORKSOURCE TO SPEAK WITH CVCH

MULTIPLE INTERVIEWS & A FULL TIME SUCCESSFUL
EMPLOYMENT OFFER W/ FULL BENEFITS

DVR VRC PROVIDED JOB RETENTION SERVICES
SUCCESSFUL CLOSURE

RECENTLY OBTAINED MA-R LICENSE & MOVE UP IN
POSITION



CAROL TSCHITTER

VOCATIONAL
REHABILITATION
COUNSELOR

*Partnership
Success*

*PARTICIPANT WAS REFERRED BY HIGH SCHOOL

*MULTIPLE BARRIERS TO EMPLOYMENT
INCLUDING NO WORK HISTORY OR EXPERIENCE

*INTERNEED WITH PROJECT SEARCH 2024-2025
DID A WBL/WRT FOR EACH OF THE 3 INTERNSHIPS

*INTERNSHIPS WERE AT
STEMILT, CENTRAL WA HOSPITAL, & CHELAN COUNTY PUD

*ENDED PROJECT SEARCH WITH FEEDBACK FROM SUPERVISORS
WITH *CONSISTANT ATTENDANCE, QUICK LEARNER, AND
PROFESSIONAL DEMEANOR*

*INDEPENDENTLY APPLIED AT CENTRAL WA HOSPITAL
WAS HIRED FOR THE POSITION

*RECEIVED INTENSIVE TRAINING SERVICES FROM DVR AND LONG TEARM
SERVICES FROM DDA. *SUCCESSFUL CLOSURE!*



MARIA PERKY VOCATIONAL REHABILITATION COUNSELOR

*Partnership
Success*

Referred by her high school for employment support services.

Faced multiple barriers to employment, including no prior work history or experience.

Participated in the **Pre-ETS** program at **SkillSource** in 2024 and completed a Work-Based Learning experience at Rite Aid.

High School recommended the CNA career pathway; however, a DVR assessment determined that it was not an appropriate fit based on her strengths and identified barriers.

Continued to experience difficulty securing employment that aligned with their abilities and career goals, leading to a partnership with the **WIOA** program.

Through comprehensive assessment, collaboration between DVR and **WIOA**, and targeted employment services, the participant secured employment as a **Front Office Receptionist at Family Health Centers**.



LAURA HAMILTON

VOCATIONAL REHABILITATION SUPERVISOR

OMAK/WENATCHEE TEAM STRENGTHS

ASSISTING OTHER DVR OFFICES

FACILITATE WARM HANDOFF MEETINGS INTRODUCING NEW VRC

BUILT A STONG RELATIONSHIP WITH DDA & TRIBAL VR

HAVE A STONG RELATIONSHIP WITH OUR REGIONAL TRANSITION
CONSULTANT SANDRA DURON

RT'S TOUCH CASE LOAD FROM BEGINNING TO END
INFORMATIONAL SESSIONS, ASSIST INTAKES, RECORDS,
ASSESSMENTS, RESEARCH, FISCAL SIDE, PARTNER WITH VRC TO
ASSURE CASE MOVEMENT

*Partnership
Success*



THANK YOU FOR YOUR TIME

VRS LAURA HAMILTON

VRC MARIA PERKY

VRC CAROL TSCHITTER

VRC ASLEY CALDWELL

RT VAL SMITH

RT MEGAN BROCK

RTC SANDRA DURON

Individually, we are one drop.

Together, we are an ocean

Ryunosuke Satoro



WELCOME!

SkillSource Regional Workforce Board



Serving North Central
Washington and the
Columbia Basin



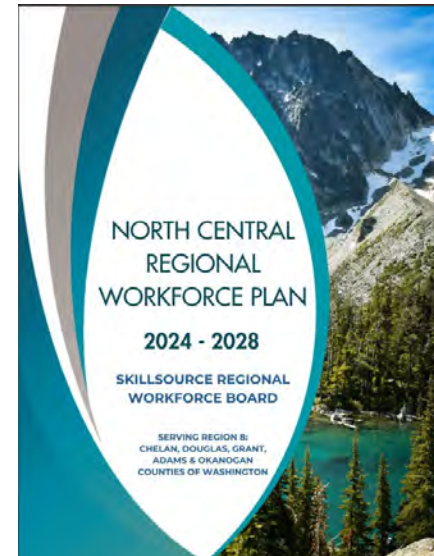
Today's careers require better skills.
We help you build them.

SkillSource provides **training and learning opportunities** in North Central Washington to help residents of all ages **build new careers** and help businesses **develop strong teams**.



North Central Workforce Area

- ▶ From the Cascade crest, east to the Columbia Basin, its 14,612 square miles make it one of the State's **largest workforce areas**. As of 2021 it is home to over 281,000 residents, over 131,000 of whom are in the active labor force. **Over 13,000 employers** are based in North Central Washington as well.
- ▶ **KEY INDUSTRIES:**
 - Agriculture & Food Production
 - Technology
 - Advanced Manufacturing
 - Energy
 - Care Economy
 - Infrastructure
 - Professional and Personal Services



Board of Directors

- The SkillSource Regional Workforce Board, serving the North Central region, is a council of 21 local leaders with expertise in **business, labor, education, workforce development and public services.**
- The Board **provides oversight and guidance** to SkillSource and workforce system partners to ensure high quality services are offered to **both business and career seekers.**



Partnerships are key

- WorkSource System
- Community Based Organizations
- Community Colleges
- School Districts
- STEM Networks
- Career Connect WA
- NCW Tech Alliance
- Technical Skills Centers
- Labor Unions
- EDCs & ADOs
- Port Districts
- Chambers of Commerce
- **EMPLOYERS**

*"If you want to go fast,
go alone.
If you want to go far,
go together"*

~ African Proverb



Overview of Programs & Impacts



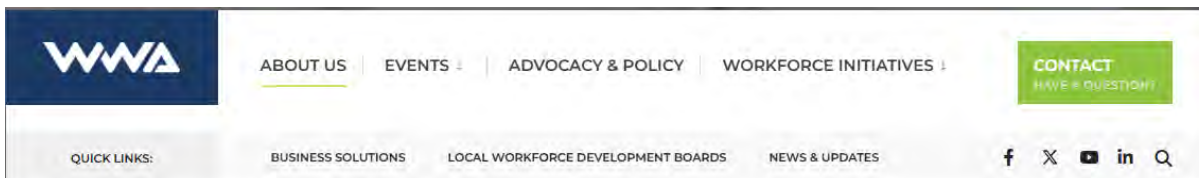
IMPACT: (PY25)

- ▶ **1595** Total Career Seekers served through multiple program/funding streams.
 - ▶ **528: Individuals Trained** (@ed institutions, on-the-job, apprenticeship, etc)
 - 240:** Post Secondary Ed/Training (CC, Trade Schools, Appr.)
 - 288:** Trained on-the-job (at local businesses through OJT, IWT, WEX)
 - ▶ **378:** Basic Education Students (Open Doors/ HS/GED)
 - ▶ **155:** Pre-Employment Transition: Students with Disabilities (DVR)
 - ▶ **121:** Employee training (incumbents) at local businesses

OUTCOMES: 91% Employment Rate, 81% Credential Rate, \$12,000 median qtr wages

Washington Workforce Association

- ▶ The purpose of the Washington Workforce Association (WWA) is to influence, impact and scale systems-level innovation through the collective power, advocacy and collaboration of the Washington workforce system leaders.



www.washingtonworkforce.org

Washington Workforce Association

Washington's Local Workforce Development Councils

Connecting People, Business
and Community

What Are Local Workforce Development Councils?

Local Workforce Development Councils (LWDC) are the cornerstone of Washington's public workforce system. Authorized under the Workforce Innovation and Opportunity Act, they bring together business, labor, education, community organizations, and government to guide regional workforce priorities and oversee investments in talent development. Washington has 12 LWDCs, each responsible for a defined geographic area across the state.

What Do LWDCs Do?

Regional Leadership & Strategy

Convene employers, education providers, labor, and community partners to align strategies and address workforce gaps in priority industries.

Oversight & Accountability

Manage local American Job Centers (WorkSource offices), ensuring compliance with federal and state requirements and achievement of performance targets.

Business Solutions

Partner with industry sectors to strengthen regional talent pipelines through recruitment, training, and retention strategies. Councils also support employers with on-the-job and incumbent worker training, apprenticeships, layoff aversion and response, and initiatives that expand training capacity to meet future workforce demand.

Efficiency & Effectiveness

Streamline and align workforce investments across partners and programs to reduce duplication, coordinate service delivery, and ensure resources are directed where they have the greatest impact.



Why are LWDCs Important?



For Businesses

LWDCs are a one-stop partner for recruiting talent, upskilling workers, and navigating economic transitions.



For Workers & Job Seekers

LWDCs provide access to training, career pathways, and wrap-around supports to secure good jobs and long-term self-sufficiency.



For Communities

LWDCs align regional strategies with state and federal goals, increase efficiency, and drive economic resilience.

At-a-Glance

12 LWDCs across Washington

Leaders of the
WorkSource system

Business-Led Governance
of All State LWDCs

Return on Investment

- Over 20,000 job seekers served annually
- Over \$136 million in annual wages generated
- Over \$6 million in estimated state and local sales tax generated
- Over \$82 million in benefits savings from job seekers moving off public assistance

Washington Workforce Association (WWA) connects and supports all 12 LWDCs, advocating for resources, innovation, and partnerships statewide.



www.washingtonworkforce.org

THANK
YOU!

Lisa Romine, CEO
lisar@skillsource.org



www.skillsource.org

WASHINGTON STATE REHABILITATION COUNCIL PRESENTATION

SkillSource Youth Education, Training & Career Development Pathways



SkillSource Youth Services

Coordination & Collaboration – Youth Programs

- Youth served by SkillSource are often supported by **multiple funding streams**— Open Doors (State Basic Ed), WIOA Title I Youth, and DVR Pre-ETS.
- **DVR funding is integral** to one coordinated pipeline — not a separate track.
- These **funding streams are braided, not siloed** — making a great impact on the youth served.



**One youth.
One coordinated plan.**

Open Doors + WIOA Title I
+ DVR Pre-ETS, working
together

Open Doors & WIOA Title I Youth

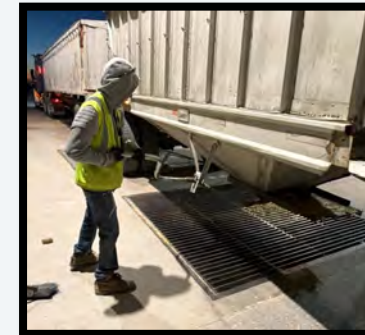
Open Doors

- Purpose: **re-engage students** who've dropped out or disengaged from school.
- Pathways: GED-plus, High School Diploma, Career



WIOA Title I: 14 Elements

- Tutoring & dropout prevention
- Paid/unpaid work experience & occupational skills training
- Adult mentoring & follow-up
- Financial literacy & postsecondary transition support



DVR Pre-ETS Group Services

For in-school and re-engagement youth

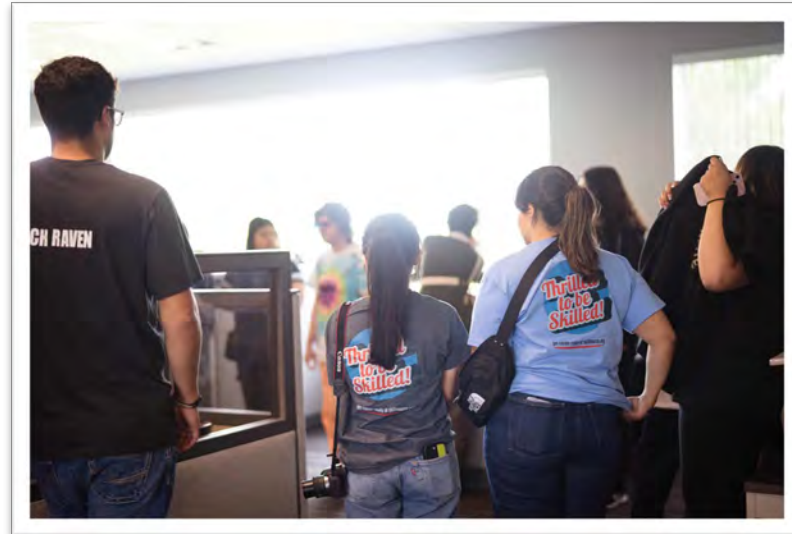


Work Readiness
Year-Round Workshops



Self-Advocacy
Year-Round Workshops

[Summer Workshop Exploration Story](#)



Focus on DVR Pre-ETS Group Services

For in-school and re-engagement youth



**Onsite Job Tours
& Job Shadows**



**Paid Work
Experiences**

Since 2019, SkillSource has **placed over 380 students in paid work experiences** (some students were served more than one year)

[Why Businesses Keep Coming Back](#)

[Youth Explore The Wide-World of Work With Job-Tours](#)



SUCCESS STORY

The Art of Getting to Work

A Pre-ETS paid work experience opened the door to a career in youth arts, braided funding continued to support her career development

- Monse joined CAFÉ, a Wenatchee youth-development nonprofit, as a **Teacher Aide through Pre-ETS**
- Her **SkillSource Career Trainer** and **CAFÉ mentors** coached her through tutoring, daily operations, family communication, and **graduation at Westside High School.**
- Experience led to a **paid, permanent role as CAFÉ's Youth Art & Program Assistant** after completing a WIOA Title I funded Work Experience.
- **Monse designed and painted the mural** now welcoming visitors at CAFÉ's new building



[Success Story: The Art of Getting to Work](#)

Coordination with DVR

Ongoing Communication:

- **Regular communication** through email, phone, Teams meetings, Zoom meetings
- **Timely sharing** of service needs and issues
- Collaborative **problem-solving** to address items on a case-by-case basis to support participant success
- Development of **outreach materials**

Monthly Meetings:

- Lunch and Learn, Teams meetings, Zoom meetings
- Opportunity to discuss updates, billing, and outreach
- Even when meeting dates/times vary, communication continues as needed to maintain coordination



Why it matters:

DVR Pre-ETS funding helps SkillSource keep youth with disabilities from falling into gaps between systems – serving an average of 130 students per year since 2019

AI & the Changing Labor Market

Why this matters for DVR and the youth we serve

THE YOUTH LABOR MARKET

A Narrow, Real Effect — Not a Crisis

13–14%

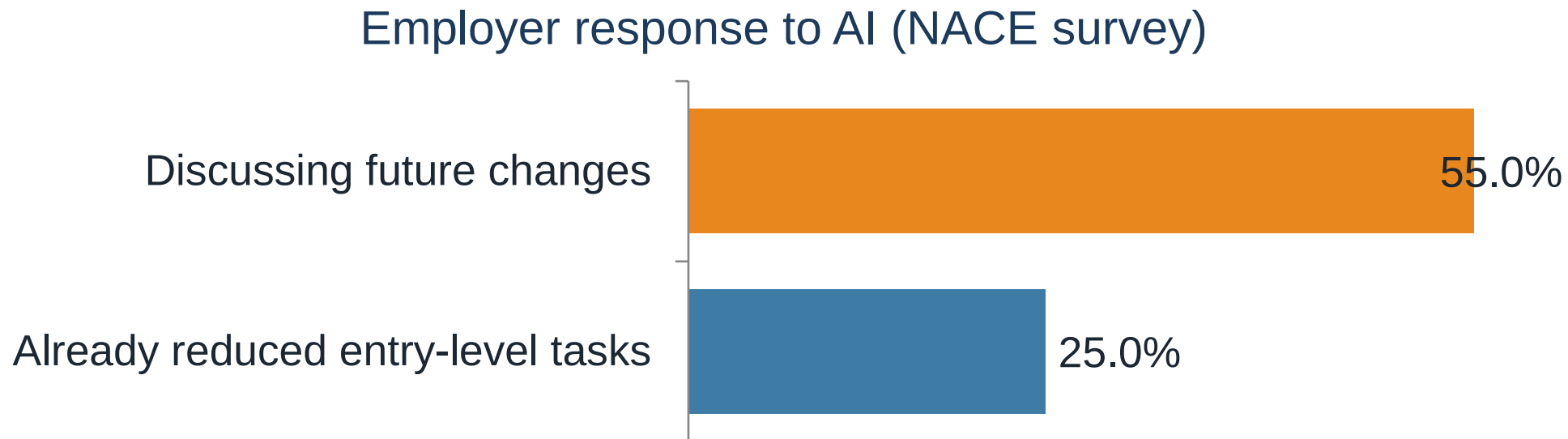
decline in entry-level hiring for young workers (ages 22–25) in AI-exposed occupations since late 2022

No large aggregate unemployment spike from AI so far.

The effect shows up **mostly as fewer young people are transitioning into their first job** — not layoffs of people already employed

- Most affected: entry-level white-collar roles (customer support, junior software/development, marketing, sales)
- Trades, healthcare, and hands-on production roles are far less exposed.

The Shift Is Underway, Not Finished



Only about 1 in 4 employers say AI has already reduced entry-level task needs — but more than half are actively discussing it. There's still time to prepare youth for it.

THE JOB SEARCH ITSELF

The Job Search, Then vs. Now



Employers

- **90%+ of recruiters** plan to increase AI use in hiring in 2026.
- Heavy use in **pre-screening and interview steps**.
- Screening tools **now judge context and relevance** — not just keywords.



Job Seekers

- **AI resume builders & keyword tools** are now mainstream.
- **AI mock-interview tools** help practice answers fast.
- AI genuinely useful for **tailoring a resume quickly**.

THE CAUTION POINT

“Over-relying on AI to write the whole resume or cover letter produces generic, robotic documents that recruiters flag.”



The advice showing up across sources: **blend AI efficiency with an authentic personal voice** — which is the coaching our staff provides.

WHAT THIS MEANS

What This Means for Our Programs



The skill youth need is shifting:

Not just “how do I write a resume” — but “**how do I use AI tools well and still sound like myself.**” Open Doors, DVR Pre-ETS, and WIOA work readiness curriculum are making this shift.



Bottom line:

Investing time and effort in **AI/digital literacy** for youth is vital.

Questions?

Lisa Romine, CEO

LisaR@SkillSource.org

Susan Adams, Managing Director

SusanA@SkillSource.org

Executive and Subcommittee Updates

Presented by:

Shelby Satko, Executive Director

Michele Stelovich, Executive

Matt Newton, Customer Satisfaction & Program Evaluation

Jen Tabiando, Policy & Planning

Alex Toney, Partnership

Executive Committee

- Elections for council leadership for FFY27 (Oct 2026 – Sept 2027)
 - Chair – Michele Stelovich
 - Vice-Chair – Jen Tabiando

2027 Quarterly Meeting Dates

- Proposed dates, follows recurring schedule:
 - February 11-12 (Virtual)
 - May 13-14 (TBD Hybrid)
 - August 12-13 (TBD Hybrid)
 - November 10 (Virtual) – Due to Veteran’s Day on Thursday, November 11th, recommendation to host meeting on Wednesday before
- National Disability Policy Discussion

Customer Satisfaction & Program Evaluation Subcommittee

- **Priority** - Customer Satisfaction



Customer Satisfaction Survey Results for PY25 Quarter 3

Shelby Satko

August 14, 2026

PY25 Quarter 3 (Jan – March 2026)

- Survey's Received - 496
 - Region 1 - 124
 - Region 2 - 201
 - Region 3 - 171
- Response Rate – 41%
- Satisfaction is calculated as follows:
 - Total of 'Strongly Agree' & 'Agree' responses divided by total respondents
 - Example - Overall, I am satisfied with DVR :
 $(157 + 131) / 443 = 65\%$

My counselor does a good job of keeping in touch with me

PY25 Q2

Region 1 – 67%

- Margin of Error 8%

Region 2 – 71%

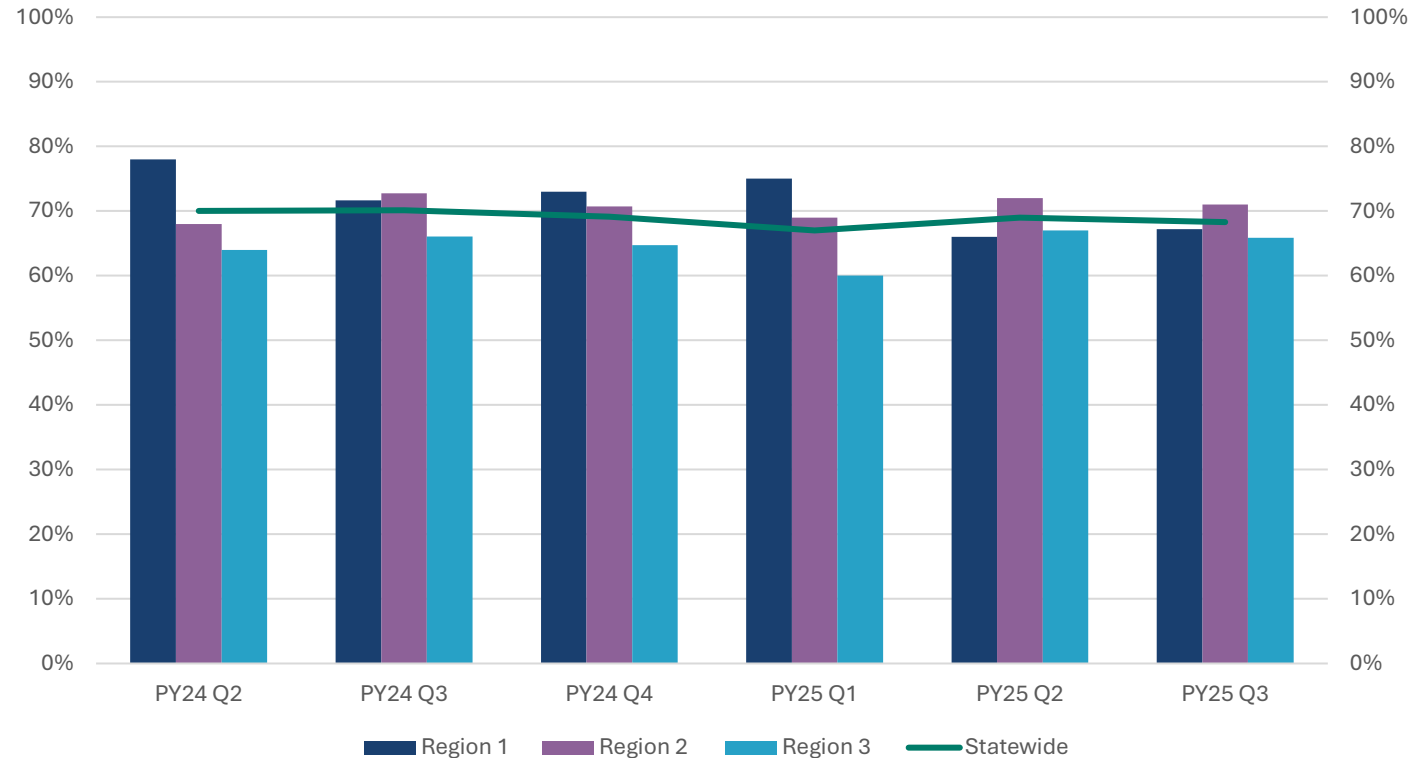
- Margin of Error 6%

Region 3 – 66%

- Margin of Error 7%

Statewide – 69%

- Margin of Error – 4%



My counselor understands what is important to me.

PY25 Q2

Region 1 – 68%

- Margin of Error 8%

Region 2 – 74%

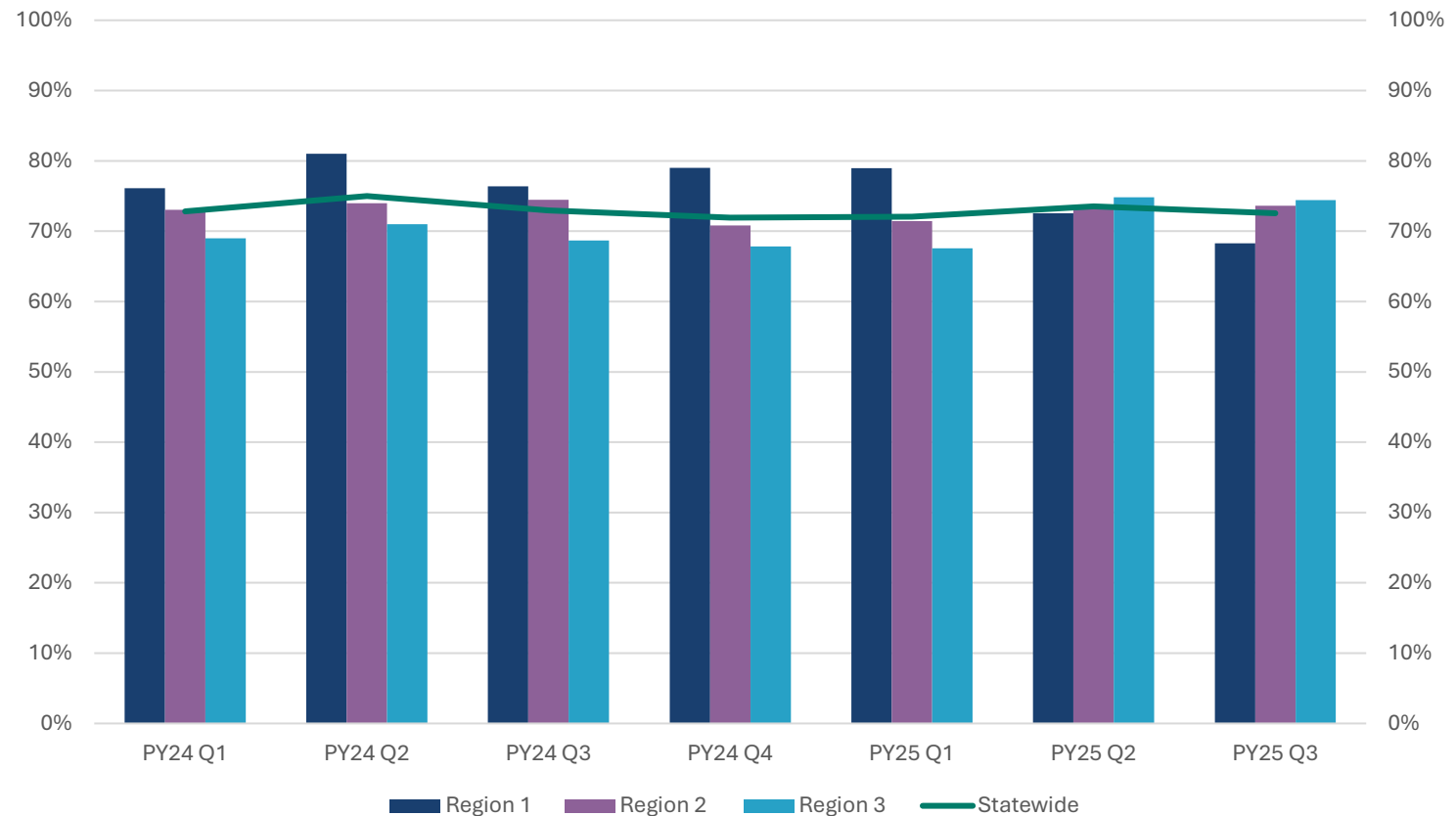
- Margin of Error 6%

Region 3 – 74%

- Margin of Error 6%

Statewide – 74%

- Margin of Error – 4%



My counselor understands how my disability affects me.

PY25 Q2

Region 1 – 69%

- Margin of Error 8%

Region 2 – 74%

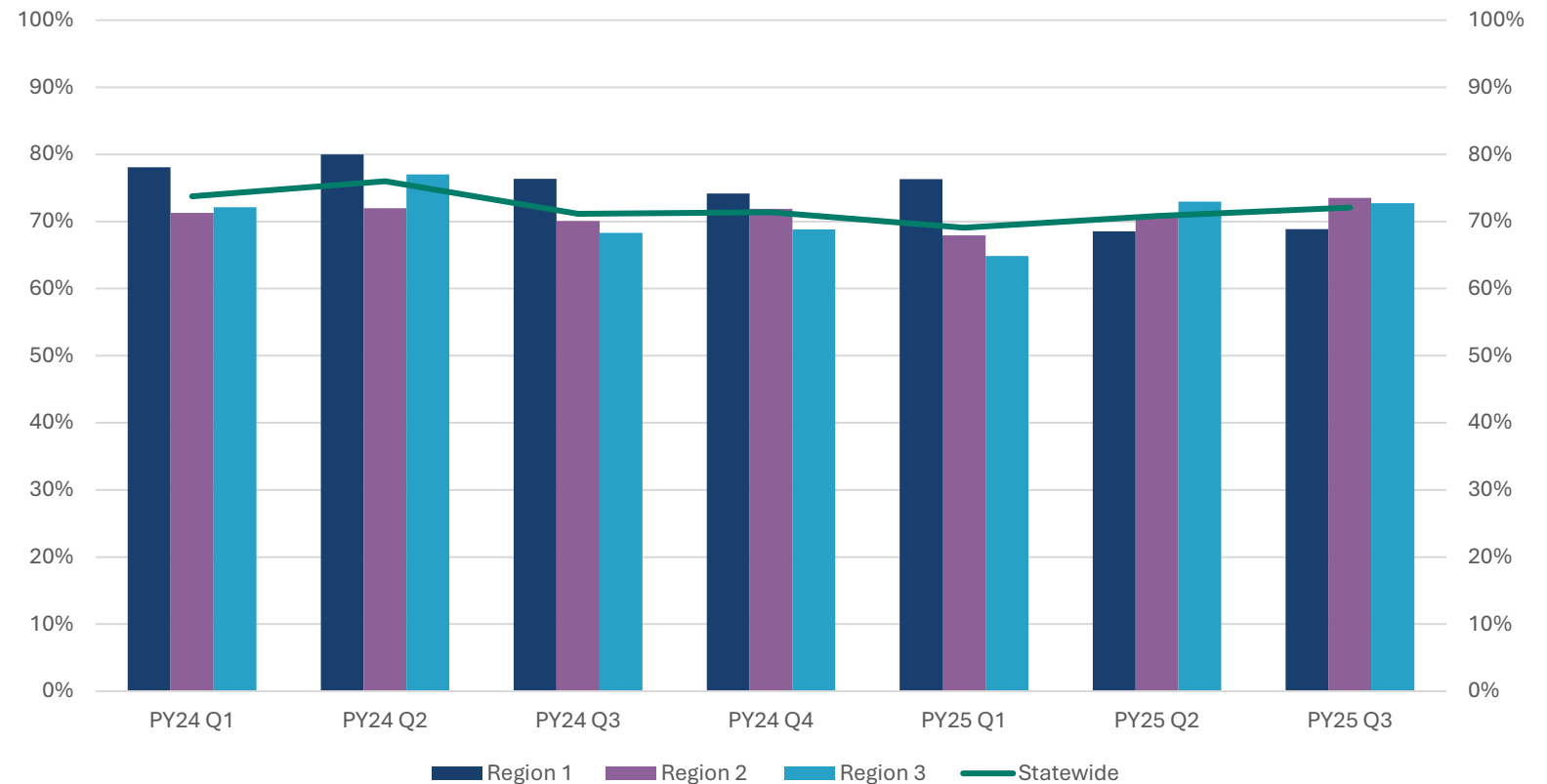
- Margin of Error 6%

Region 3 – 73%

- Margin of Error 6%

Statewide – 72%

- Margin of Error – 4%



My counselor cares about my input

PY25 Q2

Region 1 – 70%

- Margin of Error 8%

Region 2 – 81%

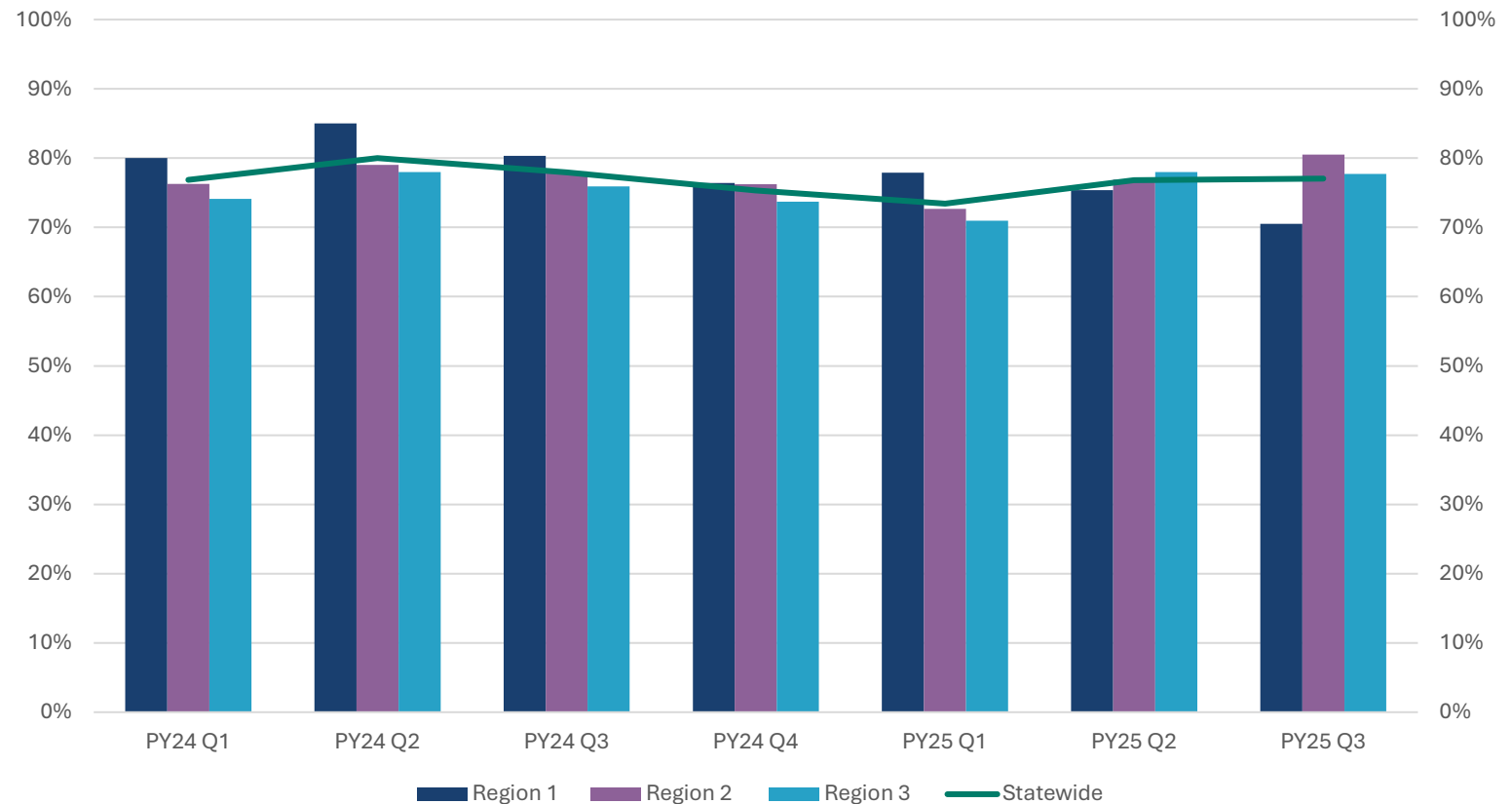
- Margin of Error 5%

Region 3 – 78%

- Margin of Error 6%

Statewide – 77%

- Margin of Error – 4%



DVR moves quickly enough for me

Goal 3.2

Increase rate of customer satisfaction with service timeliness from 58% to 62% by June 2026.

PY25 Q2

Region 1 – 53%

- Margin of Error – 8%

Region 2 – 60%

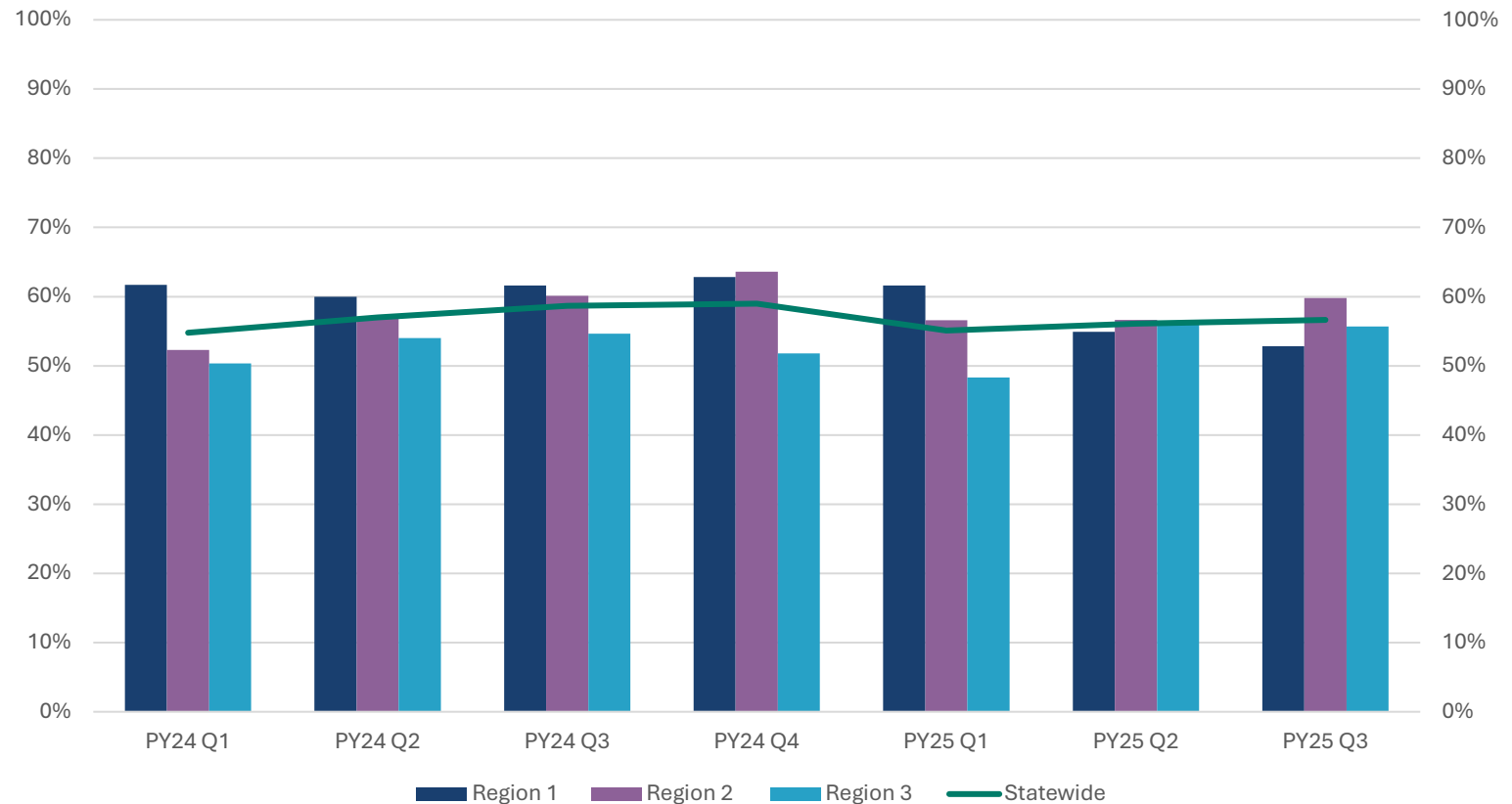
- Margin of Error – 7%

Region 3 – 56%

- Margin of Error – 7%

Statewide – 57%

- Margin of Error – 4%



Overall, I am satisfied with DVR

Goal 3.1

Increase overall customer satisfaction rate from 68% to 75% by June 2026.

PY25 Q2

Region 1 – 68%

- Margin of Error 8%

Region 2 – 74%

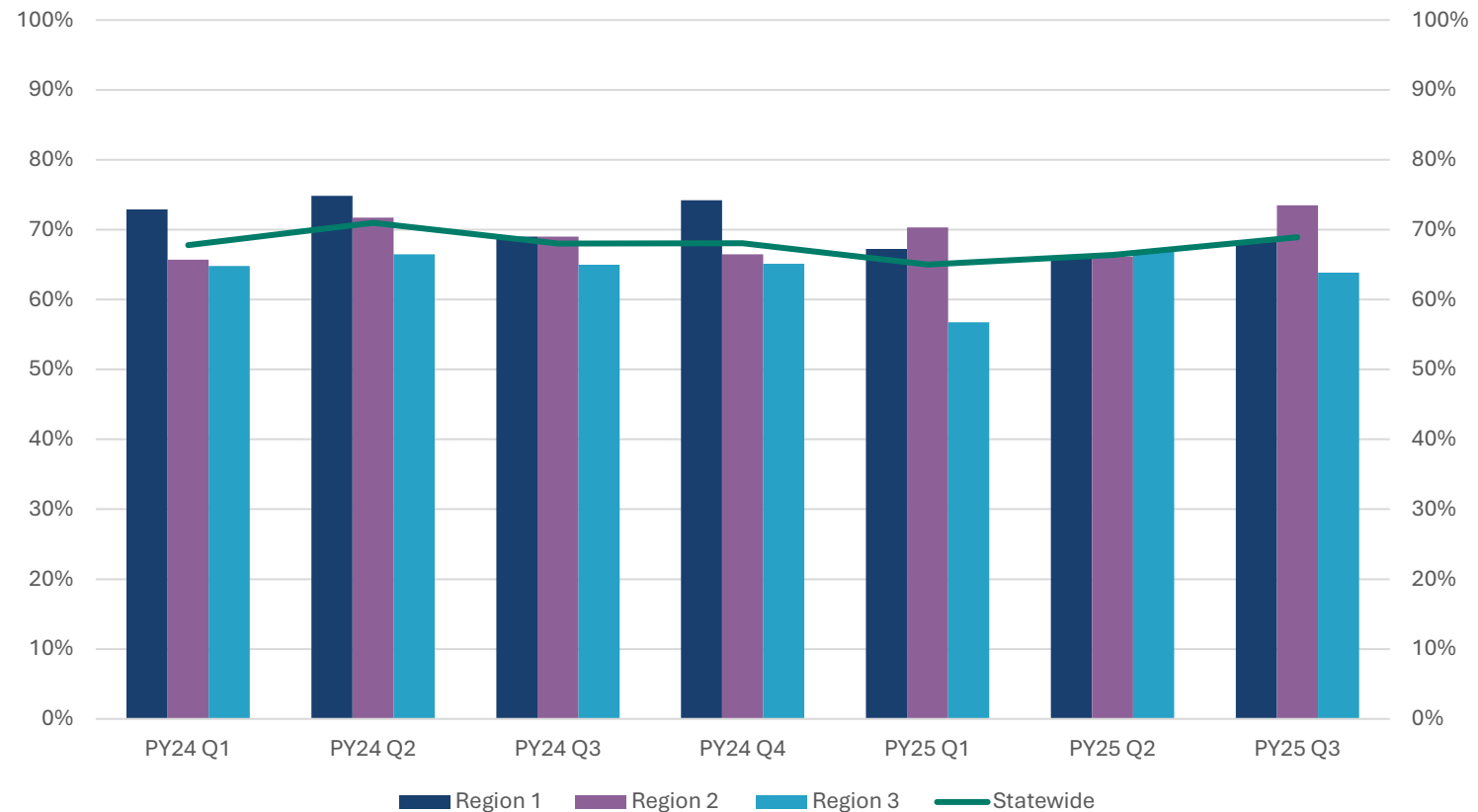
- Margin of Error 6%

Region 3 – 64%

- Margin of Error 8%

Statewide – 69%

- Margin of Error – 4%



Customer Comments

Positive

- “It was a phenomenal program and I'm glad to have the opportunity. My counselor went above and beyond and was flexible and she was amazing. She did a fantastic job.”
- “I just want to say that DVR helped me get to where I'm at today in my life. They helped me with getting my license back, they paid for my tests to get my license, when I finally got a job, my counselor got me vouchers to get the work shoes and work clothes I needed. My over all experience with DVR was amazing!! I absolutely recommend to every one who needs help with anything to get involved with DVR! It's one of the best programs I've been a part of! They also gave me a really nice laptop for free so I could do my school stuff!”

Customer Comments

Positive

- “It was a wonderful resource to have, and it helped me get into full time employment.”
- “Because of DVR and the positive counselors I'm able to work and live independently.”
- “I'm really happy and help me out and I held a job for the past 8 months. And they got me into preparation of a job that I wasn't planning on getting which they help get a job.”
- “I accomplished a huge life changing goal thanks to DVR I am incredibly grateful.”

Customer Comments

Negative

- “DVR did a poor job help finding work. They dont work with the community. Living in a rural area they have know idea what is going on. Stopped DVR for not giving support to help find a job or anything else. We need local people who know the area and have connections to support special needs people.”
- “I never got to use it. My whole experience was that I went DVR and spoke with someone once or twice, and then I never heard back again. I never received any mail, texts, calls, or anything.”
- “I was hoping to get some support with going back to school and also holding a job as I do so. DVR takes very long to help me out with what I have requested for, which is help paying for school and help with getting disability support at school and work. I have had to navigate all of this on my own, because I do not find that DVR understands not just the nature of my disability, but the urgency of the program that I chose to enroll in as well. I will be graduating with an associate in cybersecurity after this quarter. It has been a very hard journey to do on my own.”

Customer Comments

Negative

- “My counselor didn't really understand my disability.”
- “It seems that DVR is too understaffed or is hiring unqualified people. It seemed to take an extensive length of time to get anything accomplished. Communication seemed to be a problem. I ran into various problems due to miscommunication. My councilor was very personable and nice. Don't want any repercussion on him.”
- “We met with DVR over a year ago. She went through 4 councilors. Still to this day no job and DVR basically ignored us and my sister's disabilities.”
- “Because I didn't get a job at all going through them I didn't get a job or an interview I had to contact her a couple times before she contacted me it took her weeks and days to get a hold of me.”

Policy & Planning Subcommittee

- **Priority** - Order of Selection Three Categories Project

Partnership Subcommittee

Priorities – Transition and Workforce Integration

Updates

- Office of Superintendent of Public Instruction
- Special Education Advisory Council
- Workforce Training & Education Coordinating Board
- Statewide Independent Living Council
- Tribal VR



Washington State
Rehabilitation Council

Additional Resources



Date: July 29, 2026

To: Pablo Villarreal, DVR Interim Director
Ann Martin, DVR Assistant Director of Field Services
Angela Merritt, DVR Region 1 Administrator
Mary Crago, DVR Region 1 Deputy Administrator
Laura Hamilton, DVR Supervisor, Wenatchee and Omak

From: Shelby Satko, WSRC Executive Director

Subject: Participant Listening Session Summary – Wenatchee, Omak

On behalf of the Customer Satisfaction and Program Evaluation subcommittee, I'm submitting the Participant Listening Session Summary for Wenatchee and Omak offices. Jolie Ramsey, WSRC Executive Assistant, was the staff project lead and authored the report with the input of council members.

In preparation for the Washington State Rehabilitation Council August 2026 quarterly meeting, WSRC held listening sessions with participants who are served out of the Wenatchee or Omak offices. Email invitations were sent out to participants inviting them to attend. A total of 11 participants were scheduled for individual virtual meetings with WSRC staff and one to two council members, and we were able to meet with nine of them.

Included in the summary are the themes we observed, highlights of what participants believe DVR has done well, suggestions for improvement provided by participants, and WSRC recommendations. We have also included participants quotes and success stories that were shared.

Addendum 1: [Questions asked during listening sessions](#)

Addendum 2: [Success Stories](#)

Communication

When asked the question "on a scale of 1-5, how would you rate DVR services? (1 being bad, 5 being excellent), the average score given was 3.6. When we asked them to describe why they selected a number, their responses all indicated the primary theme is related to communication. Six participants addressed their experiences with slow or no communication from their counselor. Here are a few quotes taken from the participants.

- The process of application to eligibility to in-plan was not clearly communicated, and it takes way too long. Someone commented, "what could have been done in one or two meetings took five. It's too dragged out."

- “When I first started, I had a counselor. I don’t know what happened to her, she quit or left. I didn’t have good communication after that. Then all of a sudden I had a counselor from Wenatchee that was off and on, it wasn’t streamlined very well. Communication between transitions could have been a lot clearer. I got a letter to say that someone would follow up with me, but they didn’t. They didn’t respond to my calls either. Communications were iffy all the time so I just eventually gave up.”
- “I contacted my counselor in June and I haven’t heard back at all. I’ve called, no response. Emailed. It took her four weeks to respond to my email.”
- “Communication has been mediocre. I always have to initiate the contact. There have been periods where I have felt like I had zero support from DVR. The counseling and guidance piece of services is very lacking. He has given me no guidance. I have not felt supported or seen as a unique individual.”
- One person said although she has received some help to go to college, the whole process has been fraught with miscommunication with her counselor. Her counselor is very slow to respond to her calls or emails, and this lack of communication has been a barrier to getting forms turned in on time to her college.
- Two participants told us that when their case was reassigned to a new counselor, they were never notified, and because of that, they didn’t hear from someone for several weeks or months, and only when they contacted DVR did they learn that their former previous counselor had left. The council regularly hears feedback from participants from each DVR region and from multiple offices that they do not receive adequate communication from DVR to notify them that their case is managed by a new counselor. This topic is addressed further in the “WSRC Recommendation” portion of this report.

Counselors’ Understanding of Disability Impacts

- “No, definitely not. I keep having to explain to him how my disabilities impact me. He might hear one aspect, and disregard everything else. Or his response in writing will sound like making sure they did their job. Covered their butts. It triggers my emotional response of abandonment.”
- “Yes, she understands my disability. She encourages me to try my best.”
- “She wouldn’t really help me much. She would just find a way to make me feel bad. With my other counselor she set me up with, then she would help me better. The other lady understands me better.” (Referring to a Community Rehabilitation Provider.)
- “My first counselor listened to me and was empathetic. They were willing to work with me. They tried to encourage me and give me some info about mental health counseling. My next counselor discussed a little bit with me about my mental health. It was nice that they took that into consideration with my work history.”

What Has DVR Done Well?

DVR continues to provide vocational support to individuals with disabilities of all ages and various stages of life. Of the nine people we spoke with, we saw a wide representation of this. We spoke to young adults fresh out of high school who are striving to find work in their rural community or begin their college careers and also heard from middle aged adults and an older adult seeking a new career path due to their disability. DVR can provide such a wide array of support that is tailored to the individual's needs. A woman shared that "They did give her some vouchers for job interview clothing in 2023, and that's been the biggest help so far, honestly." Another person shared, "Having that extra support for schooling, and I'm working. It's good to have DVR to advocate for me. They talked to my college to help them understand and accommodate for my disability. My counselor now has helped me speak up for myself in general, with my employer and my doctor."

School to Work/Transition Services

Two participants and their parents shared how valuable the School to Work program is for learning various job skills, building their confidence, and setting them up for post-secondary pursuits. They both shared that their DVR counselor seems very well connected to their community and was able to connect them with CRPs

Assistive Technology Support

A participant shared that receiving support from the Assistive Technology Assessment Practitioner has been a game changer in their life. She is attending college and needed a workstation set up, and ATAP provided an assessment and provided her with an ergonomic desk chair.

Suggestions for Improvement from Participants

Participants provided the following suggestions for improvement:

- Counselors should avoid using jargon with participants. A participant's guardian shared how the counselor often uses terms she does not understand, such as 'waivers'. She said, "We're intelligent people, but we are still missing pieces. There is language that we don't understand and jargon that hasn't been explained. It's confusing enough and then doesn't feel personable."
- Communication needs to be improved at all points of services. Participants commented that infrequent, unreliable communication gives them the sense that they are not important. One woman stated that not receiving responses to her calls or emails "triggers [her] emotional response of abandonment." Five participants we met with shared that their emails and calls often go unanswered, or the response time could be a week or more.



WSRC Recommendation

Counselor Reassignment Communication

In 2022 and 2025, the WSRC submitted recommendations in the State 2023-2027 State Plan as well as the recently submitted Progress Update regarding communication, as it has been a long-term issue and point of frustration for participants that are well documented in Customer Satisfaction Surveys as well as Listening Session reports.

We are advancing the recommendation again in this report to be addressed statewide.

Matt Newton, Chair of the Customer Satisfaction and Program Evaluation (CSPE) subcommittee, who previously held a VRC position at DVR, said that there needs to be a solution to automate communication when counselors change, such as a form letter or email. Interest was also expressed in understanding how the role of the Rehabilitation Technicians can support communication notification of participants as well as if this is a designation that could be added to their job description.

We look forward to your response to our feedback and recommendations at our August quarterly meeting. Please let us know if you have any questions as you prepare for the discussion.

Addendum 1

Listening session participants answered the following questions:

1. On a scale of 1-5, how would you rate DVR services? (1 being bad, 5 being excellent)
Tell us why you chose that number.
2. What types of services are you receiving?
3. Tell us about the progress you have made so far toward your goals.
4. How does your counselor show they understand how your disability impacts your work?
5. How many DVR counselors have you had so far?
6. How have DVR services impacted your life?
7. What has DVR done well?
8. Is there anything else you would like us to hear?

Addendum 2

Success Story #1

A participant who is co-enrolled with Tribal VR shared that DVR and TVR helps him stay motivated to complete his GED. He feels that his DVR counselor truly understands how his disability impacts his daily life and his vocational goals and helped by challenging him to dream big to pursue his lifelong dream of being a professional welder. DVR helped by paying for him to earn his welding certificate and for a hotel room to travel to Spokane to complete a pre-apprenticeship program. He shared how his counselor makes him feel important because she checks up on him and asks about his mental health. He said, “Communication is excellent. She checks in every other week. She is very involved and aware of my goals and timeline. I told her when I’d be getting a welding certificate, and she wrote that down and checked in and congratulated me when I finished.”

Success Story #2

Another DVR participant is supported through transition services, the School to Work program at his high school. They shared that DVR has been instrumental in encouraging communication skills and making connections with local businesses to explore job opportunities. He explained that “DVR is preparing me to get a job. We talk about different job options and how what I’m interested in would fit well with them. We also practice job interview and social skills, and etiquette like shaking someone’s hand and conversation, and also taking orders at a restaurant and job skills.”

His mother shared how she appreciates that his DVR counselor includes him in conversations and encourages him to speak up. He can practice self-advocacy when they meet together.

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>



Washington State Transition Map

Purpose: The Washington State Rehabilitation Council has worked with the agencies named within this resource to support the development and publication of the Washington Transition Partnership Map. This resource aims to provide a high-level summary to assist individuals and families in learning about and connecting to transition services for which they may be eligible as students plan for their transition from high school. Additionally, it serves as a valuable tool for disability support resources and agencies to establish meaningful connections with transition services, thereby supporting individuals with disabilities in securing and maintaining employment. It is not intended to include all transition resources, many of which are available through local counties.

OSPI

**Office of Superintendent
of Public Instruction**
Individualized Education
Program Transition Plan

Who is
eligible?

All students with an Individualized Education Program will have a Transition Plan in place by age 16. Special Education is available to eligible students, pre-kindergarten until the age of 22, based on the results of a comprehensive special education evaluation done at their school.

What does
it include?

An Individualized Education Program Transition Plan includes:

- Transition assessment
- Appropriate and measurable post-secondary goals
- Individualized transition services
- Relevant course of study and annual IEP goals
- Coordinated services with adult agencies

DDA

**Developmental
Disabilities Administration**
Job Foundation

Developmental Disabilities Administration eligible clients, age 19, enrolled in high school within a participating county.

Each individual will be connected to a provider who will develop a strength based person-centered report to identify needed supports, key skills and make a meaningful connection to a job. The plan will also help individuals gather critical documents and identify important next steps for their employment goals.

DVR

**Division of Vocational
Rehabilitation**
Pre-Employment Transition
Services

Pre-Employment Transition Services is for students 14-21 who have a 504, an Individualized Education Program, or a documented disability. They must attend an accredited school, which includes a secondary school, General Education Development program, post-secondary, or a homeschool program.

Pre-Employment Transition Services program: activities on self-advocacy, work readiness, job exploration, work-based learning, and counseling on post-secondary training.

DVR

**Division of Vocational
Rehabilitation**
School-to-Work

School-to-Work is for students who live in a county that provides the program. They must be eligible for Developmental Disabilities Administration, in the last year of their transition program and of the ages 20-21.

Individuals will work with an employment provider to establish a job goal, develop skills and tools for employment and then have individualized support during the transition from school to employment.

DSB

**Department of
Services for the Blind**
Transition Services

Blind, Deaf-blind and Low Vision children, students and young adults ages birth through 21.

- Explorers B-13 program: activities to gain self-awareness, confidence and peer social engagement.
- Pre-Employment Transition Services program: activities on self-advocacy, work readiness, job exploration, work-based learning, and counseling on post-secondary training.
- Transition services: post-secondary education, vocational training, job search, supports getting and keeping a job.

Washington State Transition Map (continued)



OSPI

**Office of Superintendent
of Public Instruction**
Individualized Education
Program Transition Plan

**How does
it help
individuals to
get or maintain
employment
and continued
education
and training?**

Special Education supports students who may be eligible through the process of developing and updating annual Individualized Education Programs. By the age of 16, this program must include a Transition Plan which outlines the support a student needs to be ready for their goals after high school.

[Transition Support and Services \(PDF\): \[ospi.k12.wa.us/sites/default/files/2023-12/transition-supports-svcs-summary.pdf\]\(https://ospi.k12.wa.us/sites/default/files/2023-12/transition-supports-svcs-summary.pdf\)](https://ospi.k12.wa.us/sites/default/files/2023-12/transition-supports-svcs-summary.pdf)



**How to
Apply?**

Learn how to reach out to your school district to start the special education referral process.

Web:
ospi.k12.wa.us/student-success/special-education/family-engagement-and-guidance/how-special-education-works



DDA

**Developmental
Disabilities Administration**
Job Foundation

The goal of Job Foundation is to provide a person-centered report that connects them to the next steps for their employment. Many students continue on to receive additional support through Division of Vocational Rehabilitation and counties. Together these two programs can build a student's success for their next steps after high school.

Participating counties do outreach to connect to students.

Email:
DDAHQTransition@dshs.wa.gov

Web:
informingfamilies.org/hs-jobs



DVR

**Division of Vocational
Rehabilitation**
Pre-Employment Transition
Services

Pre-Employment Transition Services are the earliest form of DVR services and are customized to the individual and community to support students to gain the skills necessary for first steps in employment. Services are provided in coordination with local school staff and external contractors.

Complete the [Request Transition Services or Information form](#): dshs.wa.gov/dvr/request-transition-services-or-information.

Email:
dvrtransition@dshs.wa.gov

Web:
dshs.wa.gov/dvr/request-transition-services-or-information



DVR

**Division of Vocational
Rehabilitation**
School-to-Work

School-to-Work provides individualized services to address barriers to employment for students. It will include assessment, job placement, benefits planning, and connections to long-term supports.

Email:
dvrstowork@dshs.wa.gov
to find the contact for the local counties to start the application process.

Web:
dshs.wa.gov/dvr/student-and-youth-vr-transition-services



DSB

**Department of
Services for the Blind**
Transition Services

Department of Services for the Blind programs help children, students and young adults gain peer connections, foundational work readiness skills, and work experiences to develop a career pathway and gain employment.

Call:
800-552-7103

Email:
info@dsb.wa.gov

Web:
dsb.wa.gov/learn-about-our-services/request-more-information



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
ALTSA: 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)
701 Program: Tribal Rehabilitation Program (WA State designation)