

RESUMES



TO



RETENTION

2014 Annual Report



WASHINGTON
VOCATIONAL
SERVICES



RESUMES to RETENTION

An objective of Washington Vocational Services' is to guide our clients from beginning to end, starting with resumes and ending with job retention. The desired result is for our clients to feel empowered and more a part of the community. WVS will provide help and guidance, but it is our clients who succeed in integration and performance. Everyday our clients, staff, employers and supporters contribute to WVS' vision of all people being recognized for their abilities and contributions in the workplace and community.

BOARD OF DIRECTORS

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Directors

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Bill Munson
Executive Director

Dear Friends and Stakeholders,

Washington Vocational Services has experienced a year of great progress. When you pause to reflect on a year of growth it's easy to note the larger accomplishments, i.e. expanded social franchising, an in house Adult Transition facility, and initiating services in new communities in response to their needs. These accomplishments are significant and praiseworthy!

However, are these really the most important things to recall and praise? Is there something that we can think of that is far superior and more important in accomplishment? I would argue that our greatest satisfaction stems from our role in seeing a single person come into the confidence, purpose, and meaning that comes from employment and the fulfillment that accompanies that achievement.

At WVS we have the privilege of coming alongside a variety of people and working to discover their gifting's, motivations, and dreams. We are re-

sponding to what these days In Human Services is referred to as a person's plan. The plan is self-guided, involves that individual's community and their connection to it, and perhaps most importantly, is each person's choice.

Concurrently, staff at the Agency are involved in continuing education in order to better serve those who have come to us for services. To request our service is a Client's choice. Once we're selected, preparation for the myriad of employment related tasks required by our Clients involves focus and resolve on the part of our professionals. And professionalism is paramount; therefore our 30 Employment Consultants are on a path to Certification in their field starting from their first day with the Agency. Presently 18 of our consultants hold CES, CESP, or CEP designations from CCER, APSE, or Highline Community College. In 2014, two of our Staff held Masters Degrees from WWU.

I have the privilege of working alongside these Professionals every day. WVS Employment Consultants are leaders in their caseloads and in their communities. They have a profound influence on getting things done. Our Client's objectives are pursued and accomplished in part, due to our unwavering belief that our Clients are individuals with incredible potential, and every day brings success stories like the ones that are found in the pages of this report.

Sincerely,

Bill Munson

Executive Director

BY THE
NUMBERS...

2014

38
YEARS

of serving people with disabilities



101
PAID JOB PLACEMENTS
for people
with disabilities



36,032 MILES

on our 4 fleet vehicles

\$10.19
Average Wage



578 CLIENTS SERVED



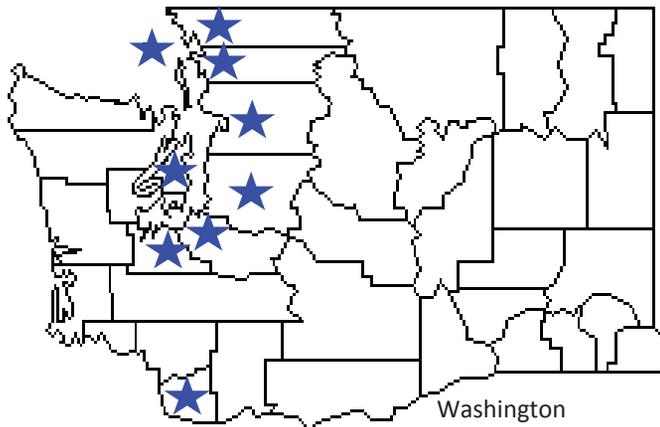
All Abilities, in All Places

Alyeska Vocational Services Bridges Navigator

SINCE 2005 ALYESKA VOCATIONAL SERVICES (AVS) has been providing services to the Deaf and Hard of Hearing population in Alaska. In 2013, AVS was awarded the Bridges Navigator Grant. The Bridges Navigator Program coordinates service systems for individuals who are Deaf and Hard of Hearing, provides training to employers and service providers, and provides assistance navigating and accessing available resources for the Deaf community.

One aspect of the program AVS takes pride in is the advocacy work the grant allows us to provide. Earlier this year, AVS inspired Access Alaska, an Independent Living (IL) contractor, to hire an IL provider who is Deaf. Adding this person to their staff has increased the quality and amount of services provided to their clients who are deaf. Services are no longer limited by cost and the availability of interpreters. Access Alaska is glad to be supporting their clients more fully in reaching their goals.

Another highlight is the AVS office move to the Denali Deaf Center located in downtown Anchorage. During Deaf Awareness week AVS attended the Deaf Center's open house which exposed them to the 120 potential clients who attended the event. Moving the AVS office has increased exposure to the Deaf community and increased referrals for the Bridges Navigator Program.



WVS Expands to Vancouver, WA

IN 2015 WASHINGTON VOCATIONAL SERVICES (WVS) will be expanding to Vancouver, WA. Home of the Washington School for the Deaf. Our reputation and specialization in Deaf Services has drawn us to the area for a long time. We will begin by providing DVR services, with plans to offer supported employment in the coming months. WVS is excited and ready to provide services in Clark County.

WVS EMPLOYER

Each year Employment Consultants nominate outstanding employers who go above and beyond for our clients, and two winners are selected.

Forest View Transitional Care Center

Written By: Traci Dosch

Edited By: Maribeth Leder, and Jordan Wyrick

OVER THE LAST TWO years Forest View Transitional Care Center has hired three individuals served by



WVS. All three positions have been working in the kitchen as a Dietary Aide/Dishwasher. Shanna Brandt, Kitchen Manager, is an excellent supervisor supporting the needs of each one of her staff. Ms. Brandt has gone above and beyond to make sure all of her employees are able to act as a natural supports.

Because of her support and encouragement, these three team members have grown into their positions. One employee, Anne, has improved tremendously in her position as a dish washer. When Anne started working at Forest View she was working four days a week. After working there a year she felt confident enough to ask Shanna for an additional day. She has become so independent that she needs mini-



mal support from WVS.

Also, Lyle, has done an outstanding job as well. Lyle is always willing to work extra shifts above and beyond the 20 hours per week he is scheduled. The staff at Forest View enjoy work so much, they can't seem to get enough.

Catherine, though no longer employed by Forest View has benefited greatly from her experience there. Her job at Forest View helped her obtain a new position requiring similar tasks with another employer. The support and training she had at Forest View, allowed her to grow into a position more convenient for her.

Forest View Transitional Care Center, under the superb management of Shanna Brandt, is an employer who has made a difference in our community by employing individuals with all abilities.

AWARD WINNERS

Sorelli Pizza

Written By: Janet Bruckshen
Edited By: Maribeth Leder

STANDING OUTSIDE THE window at Sorelli Pizza in Mountlake Terrace you can easily recognize customers enjoying their food and the friendly environment. What is not as easily visible are the contributions the employer has been making to the lives of others. Kelly Dougan has allowed work assessment opportunities for multiple individuals, hired a young man with disabilities, and taught Job Class for Washington Vocational Services. He consistently goes above and beyond for his staff and community.

Sorelli Pizza is a small, privately owned restaurant in Mountlake Terrace. The manager, Kelly Dougan, has been incredibly supportive of Washington Vocational Services (WVS) and its mission. In the past year, Sorelli offered work assessment opportunities to

four individuals interested in assessing their skills in the food service industry. This opportunity gave the individuals, as well as their Employment Consultants, an idea of whether or not they should continue to pursue work in this field. The clients all felt very welcomed by the Sorelli team and quickly became big fans of the menu!

In addition to the assessment opportunities, Sorelli hired a young man supported by WVS. Jacob Beltrame had been looking for a position where he could feel like part of a team in the food service industry. Jacob felt right at home the minute he walked into Sorelli. Mr. Dougan took specific measures to make sure Jacob succeeded in his new role. He arranged Jacob's work schedule to accommodate his transportation needs, and held a meeting with his other 15 employ-

ees to ensure they knew how to support Jacob in his new position. Today he is a valued member of their team. Sorelli could not have been a better fit.

However, Dougan and Sorelli support of WVS did not stop there. Kelly got involved in WVS Job Class. He took the time to attend Job Class, and instruct the students on what employers look for in potential employees, as well as conduct practice interviews and provide necessary feedback. He was an instant hit with the students and a large part of the classes success. Mr. Dougan even advocates for our program by sharing what we do with other businesses. As a result, we have developed new relationships, and broadened our presence in the community.



Sorelli
PIZZA

Class is in Session, ATTIC

LAST SEPTEMBER WELCOMED the first session of the Adult Transition to Independence Center (ATTIC) Students. The WVS office in Burlington, WA has undergone extensive renovations to create our new state of the art Transition Center, and was excited to welcome 12 new students. The facility includes a Training Kitchen, Classrooms, Laundry Training area, Computer Lab, and a retail training center, Handcrafted Boutique.

Handcrafted Boutique opened on August 1st, 2014. Steve Sexton, Mayor of Burlington, was in attendance to welcome Handcrafted Boutique to the community and support WVS' mission. Handcrafted Boutique gives ATTIC Students the opportunity to gain retail experience including merchandising, customer service, point-of-sale training, and more. The Boutique features a variety of hand made items from local community members as well as from WVS clients.



Auntie Anne's

BRANCHING INTO THE Pretzel business 10 years ago, with our Social Enterprise Auntie Anne's Pretzels in the Seattle Premium Outlet Mall, has tremendously helped our business. Auntie Anne's has provided assessment and work opportunities for our clients as well as supplemental income for new projects, which has allowed us to expand into other areas of the state and open a state of the art transition program in Skagit County. Coming in 2015 we are pleased to announce the opening of a second Auntie Anne's Kiosk location in the Seattle Premium Outlets, opening May 2015.



Printability

PRINTABILITY, A CUSTOM sublimation printing business is a service enterprise, owned and operated by WVS. This year Printability was housed within Handcrafted Boutique and provided a number of community based assessment opportunities for our clients as well as wonderful products for staff and customers to enjoy.



Preparing For Employment

Submitted By: Marika McCaddon, Courtney Vail

Written By: Jordan Wyrick

Edited By: Maribeth Leder

PREPARING CLIENTS FOR employment is what Washington Vocational Services is all about. At WVS, we want our clients to feel confident and excited to begin a new job. One way we make this happen is through Job Class. Job class is led by WVS Employment Consultants. Throughout the 10 week period of self-discovery, topics such as: job goals, interview skills, and anxiety management are covered, along with a variety of others. During each section of the course, clients involved are encouraged to brainstorm and work together.

The class begins with introductions and self-discovery. Clients participating even set their own rules for how the class should function, including respectful behavior and topics they would like to cover.

The first step is harnessing the ability to write a resume and fill out applications effectively, a very key part of employment. Much like the job search process, next is interview practice. During this period, our clients learn appropriate ways to navigate an interview from appearance to communication strategies.

WVS often brings in an employer from the community to conduct practice interviews and provide necessary feedback.

Along with mastering the basics, various guest speakers are invited to provide insight on their area of expertise. This past fall quarter, Michelle Edwards, a long-time WVS client with a stable job she enjoys, helped teach a session of Job Class. Michelle can relate to the clients, making her a great asset to the class. On occasion, employers come and share what makes a terrific employee. Kelly Dougan, manager at Sorelli's Pizza, and winner of our 2014 Employer Award, has attended Job Class to help teach, along with our 2013 winner Austin Smith, from Little Caesar's Pizza.

However class is not all work and no play, our Employment Consultants and guests have created fun and exciting ways to help the students learn and retain information. Playing games like "joberty" (a job focused take on the well-known game Jeopardy) and resume puzzles, keep everyone excited and involved. At the end of the 10 week period the class enjoys a pizza party to celebrate all the work they have done.



JOB CLASS



One Step Back, and Two Steps Forward for Melissa Adams

Employment Consultant: Kate Mallahan

Written By: Jordan Wyrick

Edited By: Maribeth Leder

MELISSA ADAMS, has experienced true growth through her employment experiences. Melissa worked at Auntie Anne's Pretzel's in the Seattle Premium Outlets. Unfortunately, after a few years of employment, Melissa was let go. However this minor setback did not keep Melissa from her goals.

For the last five and a half years Melissa has been volunteering at Providence Regional Medical Center in Everett. There Melissa has accumulated over 1,228 volunteer hours. Melissa volunteers at Providence two days a week and has a variety of tasks. One of her main duties is working at the information desk as a Patient and Family Ambassador. Melissa's warm personality has a way of making patients and guests feel at ease. Additionally, Melissa delivers flowers, gifts, and mail to the hospitals patients. Melissa does this all independently. Her supervisor,

Wendy, has nothing but great things to say about her. She describes Melissa as confident, responsible, and reliable. Wendy and all the volunteers have truly enjoyed seeing Melissa progress. They continue to give Melissa a variety of new tasks and projects.

With her confidence back and the experience she gained at the hospital, Melissa began working a paid job at Archbishop Murphy High School (AMHS) in the beginning of September 2014. At AMHS Melissa works as both an office and library assistant. Under these job descriptions Melissa is responsible for re-shelving books, photo copying for all teachers, assisting in answering the phones, as well as various other duties as assigned. This wide variety of tasks shows Melissa's diverse capabilities.

Melissa currently works three days a week at Archbishop totaling 10 hours per week, and one day a week volunteering at Providence. It is the perseverance of people like Melissa, which turns the vision of WVS into reality.

“Confident, Responsible, Reliable.”

A Positive Outlook and Creativity, Roman's Keys to Success

Employment Consultant: Barbara Curry

Written By: Maribeth Leder

Edited By: Jordan Wyrick

BORN DEAF AND ORPHANED in Eastern Europe, Roman Larsen's life did not start easy. It wasn't until he was five years old that he began learning language from his adoptive mother, a sign exact English (SEE) teacher.

Washington Vocational Services began working with Roman two years ago. Roman's goal was to work in a fabric or craft store and he had a strong interest in learning to sew. An Employment Consultant, who has been sewing for many years, began working with Roman three days a week teaching him to sew and building his career related skills such as resume writing and interview practice. Not long after, Roman started a Community Based Learning Experience at Joann Fabrics which later turned into paid employment. Roman's job description includes stocking, organizing, cleaning and cashiering.

As a side project, Roman sell's his handmade jewelry at WVS' retail storefront Handcrafted Boutique. Everyone that meets Roman is energized by his positive outlook on life and willingness to work hard and learn. "He is a joy to work with," says his Employment Consultant, "and doing incredibly well facing challenges in the working world."



"[Roman is] doing
incredibly well facing
challenges in the
working world."

Demari's Road to Employment

Employment Consultant: Brandy Riddle

Written By: Janet Bruckshen

INGRAHAM HIGH SCHOOL graduate, Demari Holsworth, participated in a few short term vocational experiences as part of his school curriculum, but lacked any competitive work experience. Demari did not qualify for transition services, so with the assistance of his grandmother Lauri, he began to search for resources that could help him transition to work. That search led him to the Division of Vocational Rehabilitation, where Francis Gathenya from the North Seattle DVR office referred Mr. Holsworth to Washington Vocational Services for Job Placement Services. Gathenya asked WVS to spend time teaching Demari job interview skills as he had never participated in an interview before and expressed some apprehension about the idea.

WVS supported Demari with repeated interview practice, and helped him develop a 60 second elevator speech on why an employer should hire him. Demari soon secured four interviews with various employers and each one helped him gain experience and improve his interviewing techniques, however, his confidence began to wither when they did not result in an offer for employment. That all changed when he walked into Safeway and met the Store Director Allen Harris. Mr. Harris let Demari know what he was looking for in an employee and what his expectations were for his team in regard to excellence and customer service and asked him if he felt up to the task. Demari responded favorably and within 2 days he was



proudly wearing a Safeway apron and badge. Demari has been working as a courtesy clerk for the past 4 months. With the money he has earned he started a savings account, purchased a new gaming station, and bought his own gifts during the recent holiday season.

On New Year's Eve, WVS' Program Manager received a phone call from Demari who wanted to thank her, and his Employment Consultant for the support they provided during his Job Retention plan. Demari stated he is very happy with the placement and looking forward to continued success. Demari also expressed a desire to take a few night classes at a community college in the future while continuing to work. He was happy to report that Safeway has programs and incentives in place to assure individuals are continuing with their education and moving forward.

San Juan Islands Expand Services

Written By: Sharon Hooper
Edited By: Maribeth Leder, Jordan Wyrick

“EVERY RELATIONSHIP, BUSINESS, or community enterprise starts with a single conversation that wakes up a listener’s imagination, paints a picture of a future that we want to move into, and generates meaningful action,” says David and Faye Wetherow from The Star Raft, and *Dream Builders* Portland, OR. In San Juan County, WVS is focusing on documented guidelines for best practices in relation to Transition Services. In the fall of 2014, Sharon Hooper and Cara Cohn lead the effort of developing a task force that joined social service agencies with the San Juan Island School Districts to discuss improving transition services in the area.

Recently, Hooper and Cohn attended a Disabilities Summit Conference in Wenatchee, WA. There, Cohn met Joe Wykowski, Executive Director from Portland’s Community Vision, Inc. who inspired her to implement a curriculum called *Dream Builders*. *Dream Builders* is a highly successful middle school pre-transition program that began in Portland in 2013.

Not long after, WVS secured a grant with the San Juan Island Community Foundation to implement this pilot program at the Friday Harbor Middle School in collaboration with the Special Education Department. “We are all excited about this innovative program that is currently in place at only a few schools in the United States. Friday

Harbor Middle School is at the forefront of continuing to cultivate, strengthen and sustain community enterprises through yet another innovative program,” says Special Education Coordinator, Becky Bell.

The pilot program will begin fall of 2015, and consist of six classes, joining special needs students and their parents to consciously strengthen self-determination within the family and school. WVS could not be more excited to implement this groundbreaking curriculum and connect underserved students and families in San Juan County with the resources they need to succeed in their community.



From Left to Right: Cindy Williams, Friday Harbor Middle School; Becky Shanks, Friday Harbor High School; Cara Cohn, Washington Vocational Services; Sharon Hooper, Washington Vocational Services; Becky Bell, Special Education Coordinator for San Juan County.

FINANCIALS

Financial Performance

(Fiscal Year December 31st)

**Note: 2014 unaudited financials

	**2014	2013	2012
Program Revenue WVS	\$ 3,095,528	\$ 2,776,387	\$ 1,998,949
Everett Building Lease Income	\$ 37,800	\$ 37,800	\$ 6,300
WVS Contributions & Grants Nonprogram specific	\$ 1,183	\$ 51,072	\$ 65
Total WVS Revenue	\$ 3,134,511	\$ 2,865,259	\$ 2,005,314

Social Enterprise Revenue PrintAbility, LLC	\$ 13,846	\$ 13,874	\$ -
Social Enterprise Revenue WVS, LLC	\$ 744,804	\$ 16,944	\$ 1,274,057
Total Social Enterprise Revenue	\$ 758,650	\$ 930,818	\$ 1,274,057
Total Combined Revenue	\$ 3,893,161	\$ 3,796,077	\$ 3,279,371

WVS Program Expenses	\$ 2,949,975	\$ 2,618,916	\$ 1,985,290
Social Enterprise PrintAbility Operating Expenses	\$ 58,888	\$ 81,695	\$ -
Social Enterprise WVS, LLC Operating Expenses	\$ 654,250	\$ 806,660	\$ 1,175,140
Total Program & Social Enterprise Operating Expense	\$ 3,663,113	\$ 3,507,270	\$ 3,160,430

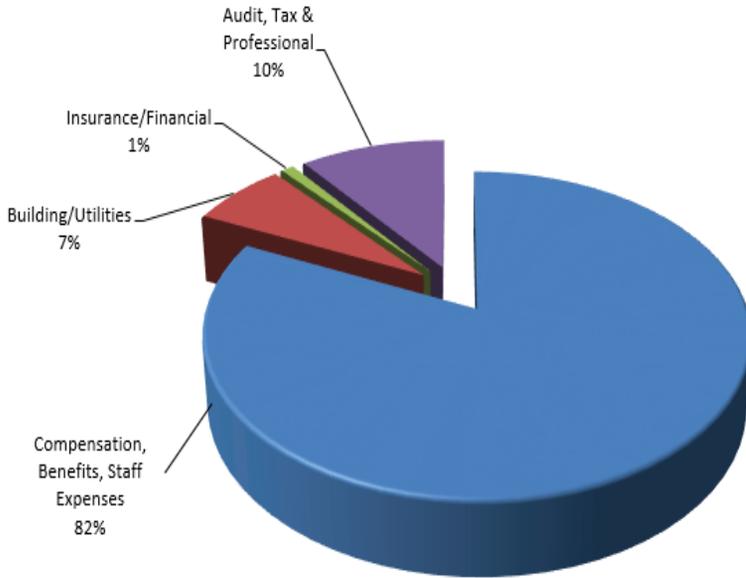
(Represents the costs of operations and salaries)

Total Trust Account Investment Revenue	\$ 30,789	\$ 41,278	\$ 43,121
Net Ordinary Income WVS	\$ 184,536	\$ 246,343	\$ 20,024
Operating Income Social Enterprise WVS, LLC	\$ 90,554	\$ 110,284	\$ 98,917
Operating Income PrintAbility, LLC	\$ (45,042)	\$ (67,820)	
Total Operating Income	\$ 230,048	\$ 288,807	\$ 118,941

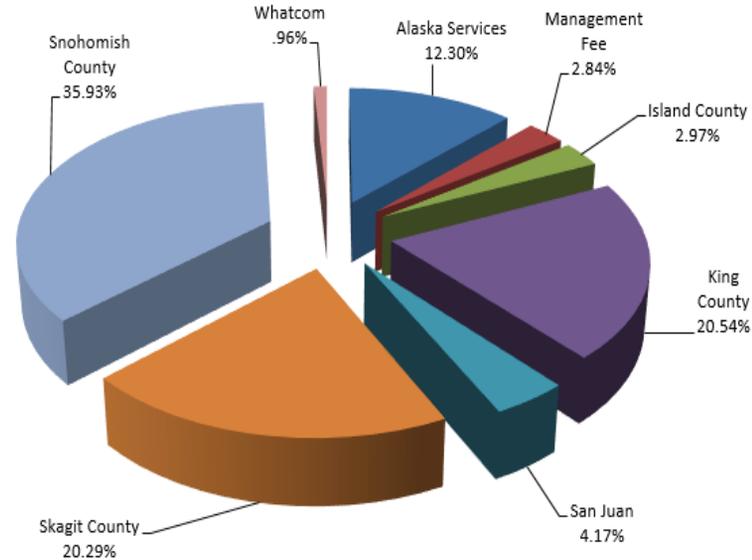
(Represents the revenue that remains after operating costs)

FINANCIALS

WVS Program Expenses, \$2,916,638



WVS Program Revenue, \$3,096,711



Financial Status

(Consolidated Balance Sheet)

TOTAL ASSETS	\$ 2,720,014
TOTAL LIABILITIES	\$ 841,812
EQUITY	\$ 1,878,202
TOTAL LIABILITIES & EQUITY	\$ 2,720,014

Limitations live only in our minds. But if we use our imaginations, our possibilities become limitless.

- Jamie Paolinetti



2014 Annual Report