

Established in 1976

Leadership Letter

By: Bill Munson, Executive Director

2013 was an exciting year for all of us at WVS. For me it's been the proverbial "taking a drink of water from the fire hydrant," as mid-year I succeeded outgoing Executive Director Lynn Van Vactor, after her 8 years of fruitful service. My hope is the 2013 Annual Report gives you a glimpse of the excitement I have been living. The substance of our message is revealed through the stories we've been privileged to be a part of. You'll read a brief sampling in the following pages. For each of us at WVS, nothing exceeds the satisfaction of seeing our Clients content and prospering in the working world.

Vision

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

2013 has bolstered our confidence to continue to deliver and improve upon the services we offer. We continue to receive education and support through our major funders,

the Division of Vocational Rehabilitation (DVR) and Developmental Disability Administration (DDA), along with CEA, WISE, CCER and APSE to name a few more. A lot of acronyms for sure, and the people behind all the groups are too numerous to mention. Our confidence also comes from the ten men and women who sit on our Agency Board of Directors. They all give their time and resources to shepherd the Management and Staff of the Agency. None is more evident than current Board President Mike Warden, who has served in a volunteer capacity for over 36 years.

Now we move into 2014 with full confidence in our growing programs, diligent staff, and outstanding clients. Thank you to everyone who has helped WVS work toward sustainability. Here's to another successful year of Washington Vocational Services.

Michael Meets Governor Inslee

By: Ron Fox- Whatcom Program Manager

In late 2013 Washington Vocational Services (WVS) was selected to receive an award from the Governor's Committee on Disability

Issues for being a top employer of persons with disabilities. As a result, a photo shoot with Governor Inslee was



Governor Inslee, Michael Buchan, & Ron Fox

scheduled for early spring. WVS requested Michael Buchan, one of their well-established administrative employees to represent the organization at the shoot. Michael was more excited than anyone had ever seen him, he was going to meet the Governor! Accompanied by his Employment Consultant Lindsay Raitz, Whatcom Program Manager Ron Fox, and WVS Executive Director Bill Munson he started his journey to the capitol.

Upon arrival the group conducted a self-guided tour of the Capitol. Following tradition, they rubbed the bronzed bust statue of George Washington on the nose for good luck, before being ushered into the Governor's office. A few minutes later, out came Governor Inslee, blue jeans and all. Mr. Inslee shook hands with everyone, but when he reached Michael he paused and started a conversation, asking him how he liked working at WVS and how long he had been working there. Michael replied "6 whole years," and without missing a beat he said "and I am 70 years old!" To that the

Mission

WVS is dedicated to providing outstanding services that result in successful community involvement and employment

Governor replied "well you don't look a day over 69 and a half." This had everyone in the room giggling, and Michael grinning from ear to ear. The photographs were taken in a swift fashion and the meeting concluded. Michael and his co-

workers had met the Governor.

Sharing his accomplishments with Governor Inslee was a monumental moment in celebrating Michael's years of service for WVS. On the way out, Michael was able to buy some souvenirs from the gift shop as a memento of the time he chatted, laughed, and was photographed with the Washington State Governor.

On the inside...

Page 2-4: Accomplishments

Page 5: Outstanding Employer Awards

Page 6-7: Finances/Board

Page 8: Locations

Do we help or serve? Staff report

As a non-profit agency serving people with disabilities, we often consider ourselves “helping professionals.” When speaking about our work we say “helping others.” However, modern day author and teacher Dr. Rachel Naomi Remen caused us to question whether the language surrounding our relationship with clients is detrimental to those we strive to empower. In her blog entry *In the Service of life*, she notes “Helping is based on inequality; it is not a relationship between equals. When you help you use your own strength to help those of lesser strength.” Dr. Remen is persuasive in suggesting service as the more noble way to work with and respect the dignity of our clients stating “we don’t serve with our strength, we serve with ourselves. The wholeness in us serves the wholeness in others and the wholeness in life.” Focusing on helping and fixing others often can be tiresome and cause us to burn out, whereas service is rejuvenating. After reading Dr. Remen’s blog entry we were able to view the work WVS does as an agency in a new light. Throughout 2013 we have strived to serve our clients through collaboration and meaningful interactions.

Contact our office for the full text of *In the Service of Life*, by Rachel Naomi

Remen
www.wvs.org
or (800) 398-4730



L-Beth Anderson
R-Christine Schroeder



Shay McCaughan

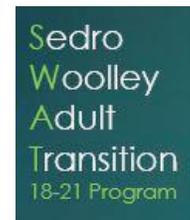
Shay began working with WVS through Stanwood High School’s Community Connections Transition Center. He is very sociable and loves working with people. Throughout the program he utilized these talents to pursue a volunteer opportunity packing and delivering dog bones to community sites. When Shay graduated from Stanwood High School in June 2013 he began looking for work.

Shay applied for a position at Auntie Anne’s in the Seattle Premium Outlet Mall. His previous customer service experience, ultimately helped him receive the position of sample clerk. He was hired in July 2013.

Today, he continues to be one of the best Sample Clerk’s on Staff, and has come a long way since his first day. Shay requires little assistance during his shift and is solely independent getting started. He continues to make improvements each time he works. With support from the Auntie Anne’s Staff, Shay will continue to grow and make progress at his job.

**Shay’s
Customer
Service
Dream Come
True- Tulalip,
WA**

**By: Traci Kreidler-
Snohomish
Employment
Consultant**



**From Volunteer
to Paid
Employee -
Sedro Woolley,
WA**

**By: Gina Eakin-SW AT
Instructor**

This is Jon’s 3rd year in Sedro Woolley’s Adult Transition Program, instructed by WVS. Throughout his involvement, Jon has worked at Viva Tierra, gaining skills to prepare him for work after high school. With assistance from his employment consultant, Jon submitted a proposal to Viva Tierra in August outlining his goal of having a paid job before he graduates in June. Viva Tierra responded by offering Jon a paid office assistant position. Jon’s tasks include file destruction, stamping envelopes, alphabetizing, inter office mail delivery, and filing. Congratulations Jon!



Adult Transition To Independence Center

Coming Fall 2014: ATTIC

WVS has begun the process to build a transition classroom in Burlington that will be state of the art. The center will include a Training Kitchen, Classrooms, Laundry Training area, Computer Lab and skill development opportunities including work experiences in the community.

***WVS’ vision** is to operate an outstanding Adult Transition Center for students with disabilities in Skagit County. For the past 5 years WVS has been operating the Transition Program at Sedro Woolley High School. Our goal is to expand that to include students from all local districts.*

Deena's Charisma Lands her an Administrative Position- Everett, WA

By: Brigid Sorvag-Snohomish Employment Consultant



Deena Brimmer

Deena was referred to Washington Vocational Services (WVS) in September 2005. Her vocational goal was to have a paid job in an office environment. She had spent several years volunteering for Providence Hospital developing strong skills in data entry, answering telephones, and taking phone messages. Her data entry skills are accurate, detailed, and she rarely makes mistakes!

When an Administrative Assistant position at WVS became available, Deena applied for the job. Her charisma, genuine love of working with people, as well as previous volunteer experience proved she was an ideal candidate and she was hired! Deena has a kind demeanor when greeting customers, and a warm/receptive manner when people phone the office. She now enjoys being paid for her skills, and having her own paycheck!

Matthew Transcends Vocational Barriers-- Seattle, WA

By: Brandy Riddle-King Employment Consultant

Matthew Allen began services with WVS in 2010 in our King County supported employment program. Although, many people told Matthew's mom he may never find paid employment, his interest and willingness to work was very high. Matthew is Deaf-Blind, has a Developmental Disability, and unique communication needs. Finding a job for Matthew was more about the supportiveness of the environment, than his ability to complete tasks.



Matthew Allen

After completing extensive skills assessments in his home, Matthew began volunteering with the Queen Anne

Baptist Church in May 2011. His duties included custodial work such as cleaning pews, dusting, and vacuuming. There were a number of challenges to overcome and it was questioned whether Matthew enjoyed working. At one point, WVS and his home staff nearly ended the volunteer position. However, over time the barriers faded and Matthew became more proficient in completing his tasks, allowing him to cover more rooms in the large church during his shift. Matthew is now laughing and smiling more every day at work.

In December 2013 Matthew and his Employment Consultant submitted a proposal to turn his volunteer position at the church into paid employment for Matthew. The proposal was accepted and Matthew was given his first paid job! He received his first paycheck in February 2014.

Love What You Do, Share it With Others - San Juan County

By: Sharon Hooper-San Juan Employment Consultant

With support from San Juan County and the Developmental Disability Administration (DDA), John was referred to WVS for employment services. His creativity and love for lively watercolors inspired him to attend the Friday Harbor Senior Center's weekly art class.



John Krieger

Each week John brings his kindness and unique humor to the course. His sparkling personality shines on everyone who has the good fortune of spending time with him. This productive activity reinforces his expressions of bold colors and abstract designs. As a result, John is learning new skills, creating beautiful art work, and making new friends.

John's positive attitude and diligent practice have resulted in the development of one of a kind greeting cards. His designs are now being featured at Island Studios in Friday Harbor, Washington. Congratulations, John! You have worked hard and the results of your adventurous art are now publicly displayed for all to see and purchase!

Jessica Overcomes Learning Barriers & Receives her Bachelor's Degree – Whatcom County

By Ron Fox-Whatcom Program Manager



Whatcom County Employer

Jessica Miller is a bright, enthusiastic young lady that came to WVS through a referral from the Division of Vocational Rehabilitation (DVR). When she was young, her learning disability,

and social deficiencies made schooling difficult for her. Determined to not let these barriers stop her from succeeding, Jessica graduated from High School and continued on to the University of Washington. As challenging as it was, Jessica overcame her disadvantages and received a Bachelor of Science Degree in Chemistry, with a minor in Education from the University of Washington.

The next step- employment. Jessica was unsure what career path was right for her, but knew she must make a decision, as her student loan payments were due soon. Through WVS analysis, Jessica was able to identify the labor markets in Whatcom County, and after much consideration she decided to pursue a career in Nursing. This would require securing a job, then going back to school to obtain her nursing certificate.

As a result of WVS job-development training, Jessica got a position at ResCare as an in home Certified Nursing Assistant (CNA), aiding senior's with their medical needs. She started her new job and received her first paycheck in time to make the first student loan payment. Jessica continues to work at ResCare and is building a client list that allows her to live independently.

Box Scores

WVS Paid Placements	2013	2012
Washington VR	44	47
Alaska VR	25	36
Washington DDA	72	44
Total	141	127

	2013	2012
Total Clients Served		
Washington Clients	586	522
Alaska Clients	147	139
Total	733	661

Deaf Navigator Program – Alaska

By: Sharon Miranda- Alaska Employment Consultant



The Deaf Navigator Program is facilitated by Alyeska Vocational Services (AVS), and works to empower Deaf and Hard of Hearing Alaskans through education, outreach, and advocacy. The AVS team is doing an exceptional job bridging the gap and supporting the deaf community. One such story is the following.

An AVS client with deafblindness applied for Primary Care Attendant (PCA) services through Access Alaska. Unfortunately, Seniors and Disabilities Services (SDS) denied his application. AVS supported him in appealing for a Fair Hearing that was scheduled for December 2013. In the next step, he obtained a letter from his doctor explaining his unique communication needs, which enabled him to schedule a face-to-face hearing with SDS instead of the usual telephone meeting. Throughout these events and during the hearing, AVS advocated for him and acted as a liaison between the client and the state agency. At the hearing the client resolved to drop his appeal due to health issues.

This client has since reapplied for PCA services and is waiting to hear if his application has been approved or denied. Even though, the outcome is yet to be determined, the constant advocacy provided by AVS is the true victory here. Continual support from the AVS Staff in the face of multiple obstacles has genuinely made a difference in this client's life.

"Break down the job until you're smarter than the task" - Jerr Boschee, The Chronicle of Social Enterprise, Spring 2009

WVS practices SMART Goals

Specific
Measurable
Attainable
Realistic
Timely

WVS Outstanding Employer Awards 2013!



Austin Smith and Beth Anderson

**Little Caesars
Manager
Welcomes Beth -
Marysville, WA**
By: Christine
Schroeder- Snohomish
Employment
Consultant

Beth started working at Little Caesars in April 2013 with support from Snohomish County DDA and

WVS. The manager, Austin was very enthusiastic about creating an opportunity for Beth to perform tasks such as washing dishes and folding boxes.

When Beth started, she was very shy and reluctant to speak to anyone other than her job coach. However, Austin and his young team were patient and eagerly welcomed Beth into the Little Caesar's family. She is now working independently, chatting with co-workers during her shifts, and has blossomed into one of the best box-folders in the store!

Austin's support has gone on to reach other WVS clients at our weekly job class. He organized a workshop where he discussed the interview process, and later conducted mock interviews. The feedback he provided was beneficial in building our client's job-related skills. They especially loved the pizza he provided at their final job class celebration. Thank you Austin for being such a supportive employer to people of all abilities!

Sebos Hardware Employs 2 WVS Clients- Anacortes, WA

By: Donna Erlandson- Burlington Employment Consultant

Two gentlemen from Anacortes, Anthony and Randall began working at Sebos Hardware store in 2013. Anthony was previously employed for 11 years at Blockbuster



Randall Sizemore, Dave Sem, Anthony Gegen

Video before the chain went out of business, and Randall had been finishing his high school education to build his job related skills. The partnership between the Division of Vocational Rehabilitation (DVR) and WVS allowed both

Anthony and Randall to complete a work assessment at Sebo's Hardware.

During this assessment, owner, Dave Sem could see Anthony's attention to detail and organization skills. He quickly hired Anthony to assist with freight and stocking two days a week. Mr. Sem also realized Randall's potential and commitment to work. Just 2 weeks prior to his graduation Randall was hired to work in the freight department, which enabled him to receive long-term employment services from WVS through DDA. Since his first day, Randall has continued to focus on learning about hardware, what the store carries, and where supplies are located. Randall and Anthony's co-workers have become natural supports for them as they move toward independence on the job.

Outside of work, Randall volunteers for the City of Anacortes Parks Department and at the Senior Center, while Anthony stays actively involved in ACT Community Theater where he performs various musical numbers, the Aktion Club (Kiwanis) and Special Olympics.

Thank you Sebos Hardware for providing exceptional employment opportunities for both Anthony and Randall! WVS applauds Sebos Hardware for their willingness to take on multiple assessments in a relatively short time-frame, and is particularly pleased that hiring two WVS clients has helped their business continue to thrive.



WVS helps your business reduce staffing costs by:

- ✓ Prescreening qualified applicants
- ✓ Onboarding and retention services to ensure satisfaction
- ✓ Disability awareness training
- ✓ Work Opportunity Tax Credit

We serve our clients from their resume to retention; we care and want to see everyone meet their goals!

Contact us: www.wvs.org or call (800) 398-4730

Financial Performance

2013 Officers

(Data for Fiscal Years ending December 31st)

	2013	2012
Program Revenue WVS	\$ 2,670,947.65	\$ 1,902,744.20
Social Enterprise Management Revenue	\$ 104,939.20	\$ 96,205.28
Everett Building Lease Income	\$ 37,800.00	\$ 6,300.00
Total WVS Revenue	\$ 2,813,686.85	\$ 2,005,249.48
Revenue WVS, PrintAbility, LLC	\$ 13,928.31	\$ -
Revenue WVS, LLC Social Enterprise	\$ 918,390.05	\$ 1,274,056.85
Total Revenue	\$ 3,746,005.21	\$ 3,279,306.33
(Represents Revenue from WVS Program Services & WVS, LLC C Corporation a wholly owned subsidiary of WVS)		
WVS Program Expenses	\$ 2,618,915.51	\$ 1,985,290.45
PrintAbility COG & Operating Expenses	\$ 80,007.97	\$ -
WVS, LLC COG & Operating Expenses	\$ 715,353.17	\$ 1,078,434.33
Total Program and Operating Expense	\$ 3,414,276.65	\$ 3,063,724.78
(Represents the costs of operations and salaries)		
Non-Operating Revenue	\$ 92,350.29	\$ 43,185.69
Non-Operating WVS, LLC Social Enterprise	\$ 45,237.37	\$ -
Total Non-Operating Revenues	\$ 137,587.66	\$ 43,185.69
(Represents Income (Loss) from investments & other sources)		
Net Ordinary Income WVS	\$ 195,503.36	\$ 20,024.03
Operating Income WVS, LLC Subsidiary	\$ 203,036.88	\$ 195,622.52
Total Operating Income	\$ 398,540.24	\$ 215,646.55
(Represents the revenue that remains after operating costs)		
Non-Operating Expenses WVS	\$ 64,686.76	\$ 62,542.55
Non-Operating Expenses WVS, LLC Subsidiary	\$ 151,591.35	\$ 139,034.79
Total Non-Operating Expenses	\$ 216,278.11	\$ 201,577.34
(Represents Depreciation, Amortization, Taxes & for WVS, LLC a Management Fee to WVS)		
Visit www.wvs.org for full financial summary		

President: Mike Warden
Board Member Since 1978

Vice President: Arri Burgess
Board Member Since 2009

Treasurer: Matt Jacobsen
Board Member Since 2010

2013 Board Members

Ken Eriksen
Board Member Since 1997

Glorita McIntyre
Board Member Since 1997

Tim Whitty
Board Member Since 2008

Karin Cook
Board Member Since 2011

Sven Mogelgaard
Board Member Since 2010

Marci Miller
Board Member: Since 2011

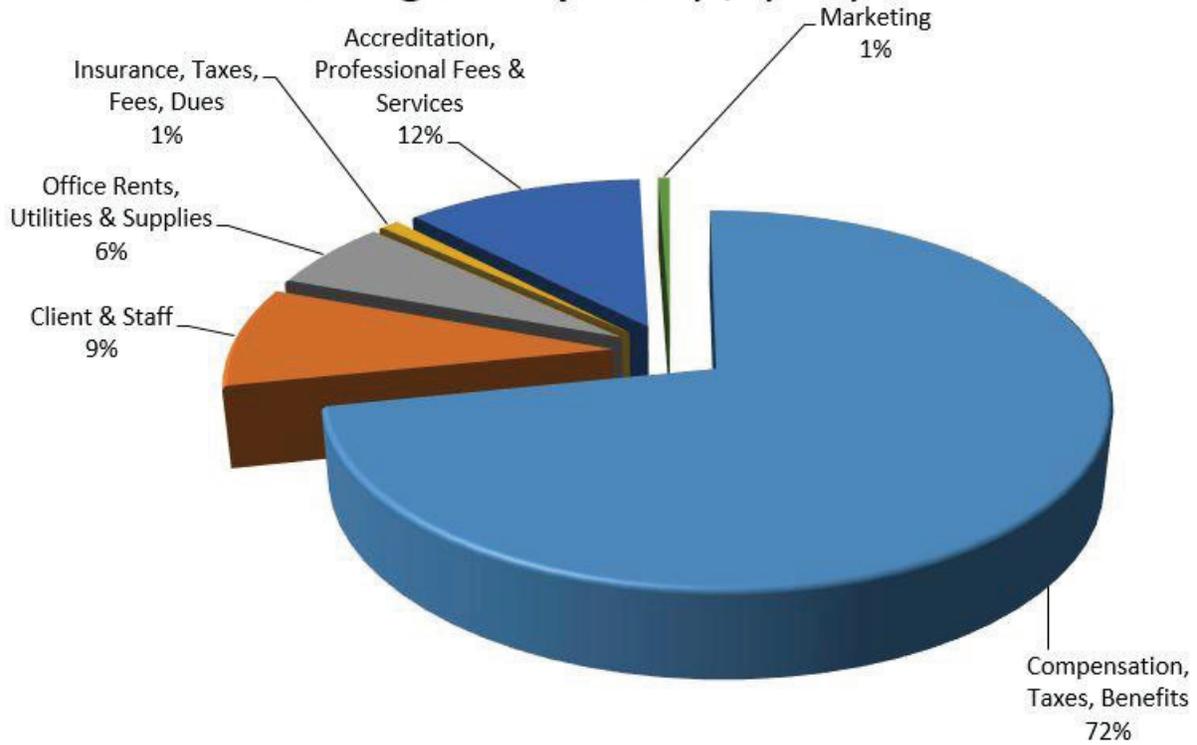
Heather Hollingsworth
Board Member Since 2011

"There are no great limits to growth because there are no limits of human intelligence, imagination and wonder."

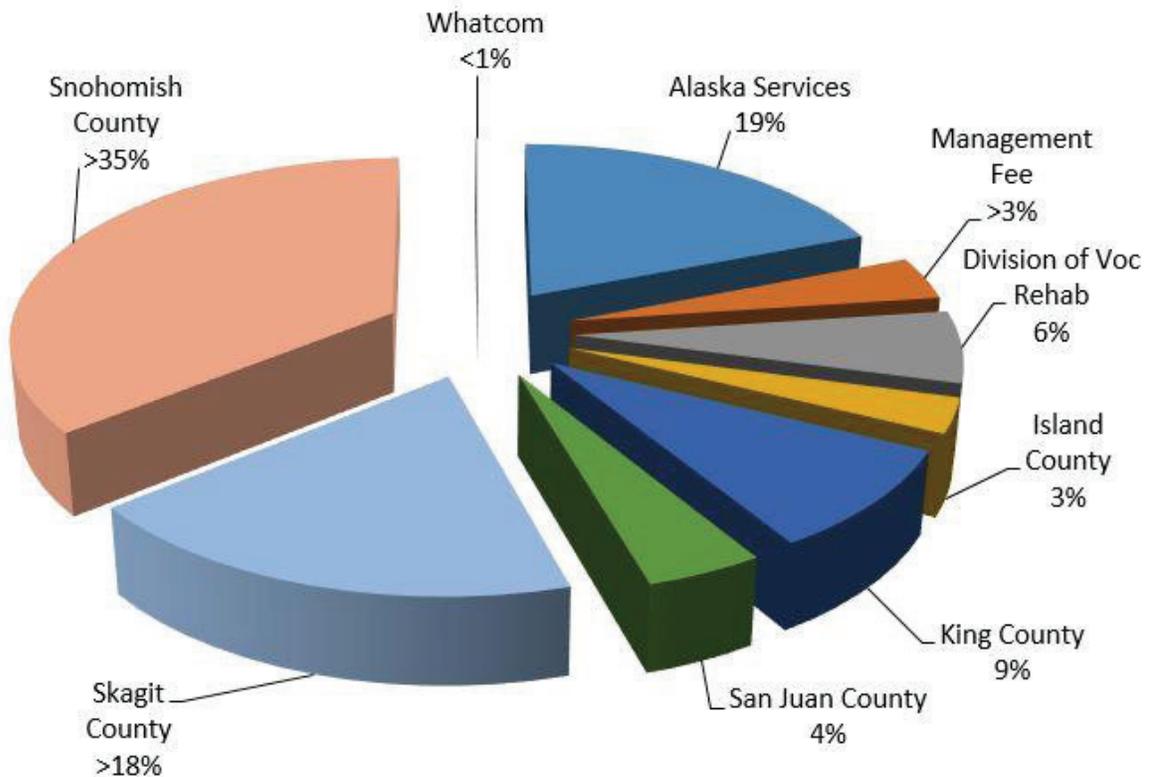
Ronald Reagan

Financials (cont.)

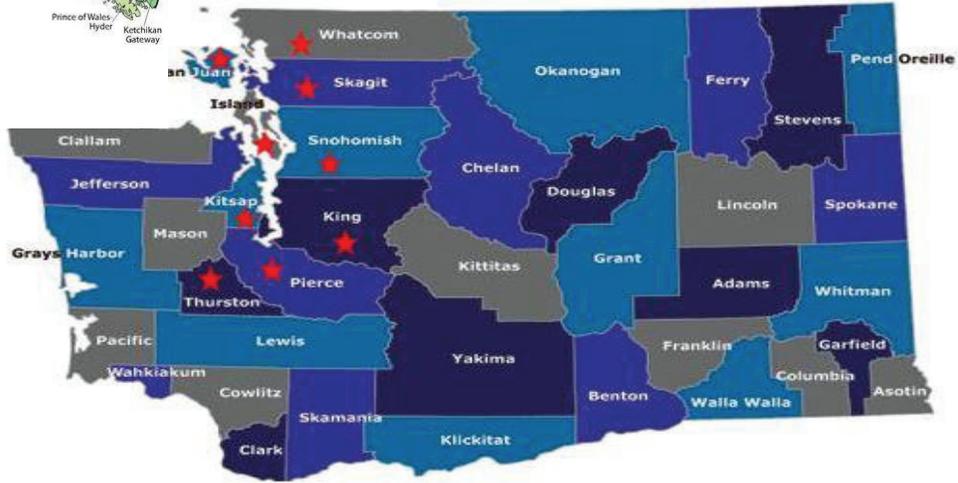
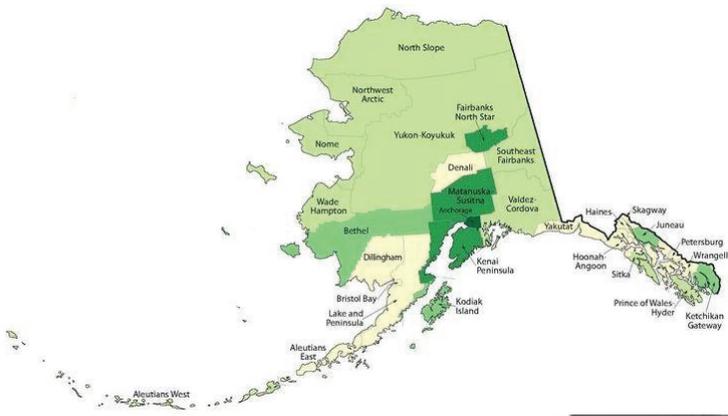
WVS Program Expenses, \$2,618,996.16



WVS Program Revenue, \$2,776,386.85



Please visit www.wvs.org for more great outcomes and stories! Make sure to meet the crew while you are there!!



111 SE Everett Mail Way
Building C Suite 100
Everett, WA 98208

