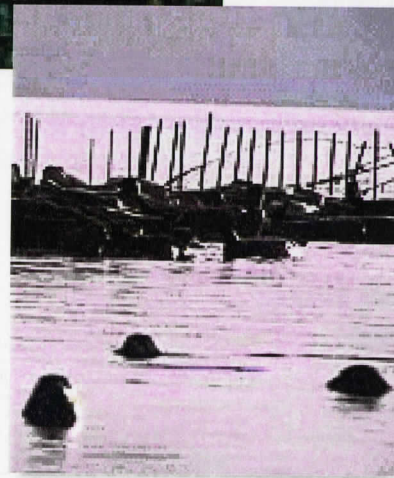
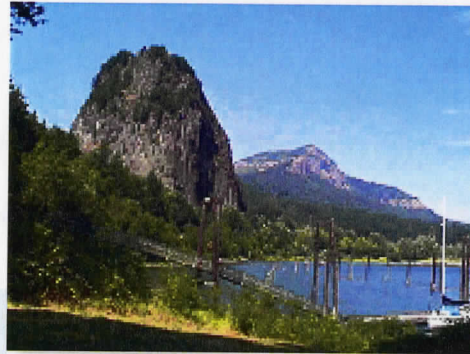


Washington State Rehabilitation Council



2003

Annual Report

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RC Members

Barb Barrett
Business, Labor & Industry Rep

Louis Bunkelman
Advocate

Marie Covington
Native American 121 Program Rep

Jim Baker
State Independent Living Council Rep

Joann Freimund
Advocate

Christy Hamilton
Business, Labor & Industry Rep

Mike Hatch
Advocate

Lou Colwell
Office of Superintendent of Public Instruction Rep

Benjamin Higgins Jr
Advocate

Jerry Johnsen
Washington Client Assistant Program Rep

Cassie Johnston
Parent Training & Information Center Rep

Phil McConnell
Community Rehabilitation Provider Rep

Mike O'Brien, Director
Division of Vocational Rehabilitation

Kathleen Sweeney
Advocate

Council Purpose

To move toward a collaborative and comprehensive statewide system of rehabilitation services for individuals with disabilities.

Council Mission Statement

(Adopted 3/10/03)

The Washington State Rehabilitation Council works with The Division of Vocational Rehabilitation and other partners to promote quality employment outcomes for people with disabilities.

Council Vision Statement

(Adopted 6/10/03)

It is the vision of the Washington State Rehabilitation Council that persons with disabilities will enjoy equality of opportunity complete integration into community life, and employment which fulfills each individual's needs and goals. The Washington State Rehabilitation Council will be a catalyst for The Division of Vocational Rehabilitation to become the leader in developing and implementing effective services for persons with disabilities throughout our state.

Council Chair
Phil McConnell

Council Staff
Wanda Thompson, Executive Director
Shannon McMillan, Executive Assistant



Rehabilitation Works

Washington State Rehabilitation Council

PO Box 45343

Olympia, WA 98504-5343

866-252-2939 Toll free

(360) 407-3899 Fax

The Honorable Gary Locke
Governor of Washington
Legislative Building
P.O. Box 40002
Olympia, WA 98504-0002

Dear Governor Locke:

On behalf of the Washington State Rehabilitation Council I respectfully submit our Annual Report for 2003.

I am pleased to again have the opportunity to share with you the teamwork, commitment, and partnership efforts of this year

Please note the "Council Member Highlights" section which demonstrates the results of committees' work. The Rehabilitation Council has successfully completed several tasks, as required under council by-laws. The significant highlights for this year included:

- New vision and mission statements
- Draft of goals and strategies for 2004 with measurable outcomes
- Full council membership with 51% requirement of persons with disabilities
- Nine recommendations made to the Division of Vocational Rehabilitation from customer feedback to improve vocational rehabilitation quality/services (State Plan input)
- Position statements made on reauthorization of Workforce Investment Act (WIA)
- Draft of new survey questionnaire to solicit customer feedback

The Council will continue to work on joint planning and program evaluation teams with DVR and key partners to ensure quality rehabilitation services are delivered to those eligible for vocational rehabilitation services. We will also continue conducting Focus Forums throughout the state with our customers to continue to learn more about how to best serve their needs.

Washington State Division of Vocational Rehabilitation has faced a number of challenges during pending legislative and economic restraints but has been supportive and extremely helpful to council members and staff

I look forward to another outstanding year and much more to do.

Sincerely

Wanda Thompson, Executive Director
Washington State Rehabilitation Council

cc: Diana Koreski
Mike O'Brien
Phil McConnell
RC Members

Message from the Chair

December 2003

To the Citizens of Washington State:

More than any other one factor, our jobs define our "identity" within the community. It is through our jobs that we broaden our social network, where we learn new and transferable skills, and where we earn the money to allow us to participate more actively in community life. Unfortunately, approximately 70% of working age adults with disabilities do not have jobs. All too often this lack of employment for persons with disabilities leads to isolation, poverty, and despair.

The Washington State Rehabilitation Council is comprised of citizens, appointed by the Governor, who share a common interest in creating an environment where persons with disabilities have the best possible opportunities to work in quality jobs. It is the Rehabilitation Council's responsibility to provide citizen input and oversight into the state vocational rehabilitation process, and to create opportunities for consumers to have an increasing voice in DVR's policy development and operations. Our vision for the Rehabilitation Council is that we will serve as a catalyst for DVR to become the leader in developing and implementing effective services for persons with disabilities throughout our state; and that as a result, persons with disabilities will enjoy equality of opportunity, complete integration into community life, and employment which fulfills each individual's needs and goals.

We have kept this vision in sight as we've worked hard on behalf of the State of Washington's citizens with disabilities during the past year. DVR and the Council are finding new ways to work together to gather and analyze information, and to use that information to improve services and customer outcomes. For example, DVR has incorporated Council representatives into its Executive Management Team and its Quality Steering Committee; and the Council is looking at new types of quality indicators to measure excellence beyond the standard federal indicators.

We are currently challenged by a slow economy, with limited financial resources and long waiting lists. During the coming year, we look forward to aggressively meeting these challenges by working closely with DVR and linking with other disability groups, employers, and service providers so that together, we can become stronger in helping persons with disabilities lead fulfilling and productive lives.

Phil McConnell, Chair
Washington State Rehabilitation Council

RSA Guidelines Statutes & Requirements

The PURPOSE of the State Rehabilitation Council is to provide consumer input and advice designed to "influence system policy levels."

Under the 1993 Amendments to the Rehabilitation Act, the Council is required to consult with the State Workforce Investment Board (WIB) prior to conducting any of its assigned duties.

As an overview, the Council is required to review, analyze and advise the designated State unit regarding the performance of its responsibilities under this title:

- 1) Program effectiveness
- 2) Consumer satisfaction
- 3) Coordinate with other State agencies affecting services to persons with disabilities
- 4) Provide a written report to the Governor and the Commissioner regarding the status of the State vocational rehabilitation program

Review, analyze, and advise the designated State unit regarding the performance of its responsibilities under Title I, particularly responsibilities relating to:

- Eligibility (including Order of Selection)
- The extent, scope, and effectiveness of services provided
- Functions performed by State agencies that affect or that potentially affects the ability of individuals with disabilities in achieving employment outcomes under Title I

In partnership with the designated State unit:

- Develop, agree to, and review State goals and priorities in accordance with Section 101(a)(15)(C)
- Evaluate the effectiveness of the Vocational Rehabilitation Program and submit reports of progress to the Commissioner in accordance with Section 101(a)(15)(E)
- Advise the designated State agency and the designated State unit regarding activities authorized to be carried out under this title, and assist in the preparation of the State plan and amendments to the plan, applications, reports, needs assessments, and evaluations required by this title

ROLE OF THE WASHINGTON STATE REHABILITATION COUNCIL, RSA

References: Rehabilitation Act of 1973, as amended through 1998; Sections 101(a)(21), 101(a)(15), 102 (c)(5)(b), 102(d) and Section 105; Federal Register dated 2/11/97 - Rules and Regulations 34 CFR 361.16 and 361.17

The **PURPOSE** of the State Rehabilitation Council is to provide consumer input and advice designed to "influence system policy levels."

Under the 1998 Amendments to the Rehabilitation Act, the Council is required to consult with the State Workforce Investment Board (WIB) prior to conducting any of its assigned duties.

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- **Develop, agree to, and review** State goals and priorities in accordance with Section 101(a)(15)(C)
- **Evaluate** the effectiveness of the Vocational Rehabilitation Program and submit reports of progress to the Commissioner in accordance with Section 101 (a)(15)(E)
- **Advise** the designated State agency and the designated State unit regarding activities authorized to be carried out under this title, and assist in the preparation of the State plan and amendments to the plan, applications, reports, needs assessments, and evaluations required by this title

ROLE OF THE STATE AGENCY IN RELATION TO THE COUNCIL

The State agency must **seek and consider** on a regular and ongoing basis, advice from the Council regarding the development of and revisions to:

- The State plan for vocational rehabilitation services and its supported employment services supplement
- The development of the goals and priorities under Section 101(a) (15)
- Policies/procedures pertaining to the provision of vocational rehabilitation services

The State agency must **transmit** to the Council:

- Copies of all materials required by the Act to be submitted to the Commissioner
- All policies, practices and procedures of general applicability provided to or used by rehabilitation personnel
- Copies of due-process hearing decisions

The State agency must **report in the State plan**:

- A description of the manner in which the State agency will modify its policies and procedures based on the consumer satisfaction surveys conducted by the Council
- A summary of the advice provided by the Council, including the Council's recommendations from the annual report; the survey of consumer satisfaction; and other reports of the Council
- Respond to the advice and recommendations, with an explanation for the rejection, of any advice or recommendations (Section 101(a)(21))

BY-LAWS

Washington State Rehabilitation Council

In accordance with Section 103(a)(3) of the Rehabilitation Act, the Washington State Rehabilitation Council was established by Executive Order 93-04 of the Governor of Washington State for the purpose of moving toward a collaborative and comprehensive statewide system of rehabilitation services for individuals with disabilities.

By-Laws

ROLE OF THE COUNCIL

- o To review, analyze, and advise the general vocational rehabilitation program of its responsibilities under the Rehabilitation Act
- o To advise and assist the general vocational rehabilitation program in the preparation of the state plan, the strategic plan, reports, needs assessments, and evaluation
- o To conduct a review and analysis of consumer satisfaction
- o To prepare and submit an annual report to the Governor, the public, and appropriate state and federal interested parties
- o To coordinate with other councils, as specified by the Rehabilitation Act
- o To advise and provide coordination between the general vocational rehabilitation program and the State Independent Living Council and independent living centers
- o To perform other functions, consistent with the Rehabilitation Act, as the council determines appropriate

MISSION

*The Washington State Rehabilitation Council works with
The Division of Vocational Rehabilitation and other partners to promote
quality employment outcomes for people with disabilities.*

MEMBERSHIP

Members of the Washington State Rehabilitation Council (hereafter referred to as "the Council"), are appointed by the Governor. The Council shall comprise of at least 15, but not more than 21 members.

Membership of the Council shall be as follows:

(Pursuant to Section 36.17 of the Rehabilitation Act of 1973 as amended in 1998)

1. At least one representative of the State Independent Living Council, which could be the chairperson or other designee of the Independent Living Council
2. At least one representative of a parent training and information center established pursuant to the Individuals with Disabilities Education Act
3. At least one representative of the Client Assistance Program

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ESTABLISHMENT

In accordance with Section 101(a)36 of the Rehabilitation Act, the Washington State Rehabilitation Council was established by Executive Order 93-04 of the Governor of Washington State for the purpose of moving toward a collaborative and comprehensive statewide system of rehabilitation services for individuals with disabilities.

ROLE OF THE COUNCIL

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Membership of the Council shall be as follows:

(Pursuant to Section 361.17 of the Rehabilitation Act of 1973 as amended in 1998)

1. At least one representative of the State Independent Living Council, which could be the chairperson or other designee of the Independent Living Council
2. At least one representative of a parent training and information center established pursuant to the Individuals with Disabilities Education Act
3. At least one representative of the Client Assistance Program

4. At least one vocational rehabilitation counselor, with knowledge of and experience with vocational rehabilitation programs, who shall serve as an ex officio, non-voting member if the counselor is an employee of the state
5. At least one representative of community rehabilitation program service providers
6. Four representatives of business, labor, and industry
7. Representatives of disability advocacy groups representing a cross section of
 - o individuals with physical, cognitive, sensory, and mental disabilities
 - o parents, family members, guardians, advocates, or authorized representatives of individuals with disabilities who have difficulty in representing themselves or are unable, due to their disability, to represent themselves
8. Current or former applicants for, or recipients of, vocational rehabilitation services
9. Ex Officio Member - The Director of the designated state rehabilitation unit shall be an ex officio member
10. At least one representative of Migrant/Seasonal Farm worker
11. At least one representative of the American Indian 121 Programs
12. At least one representative of the Workforce Investment Board

MEMBERSHIP SELECTION AND TERMS OF APPOINTMENT

The Council Performance Committee will publish Council openings, will receive applications for membership, will review applications and make recommendations regarding appointments at the next Council meeting. The committee will then forward the Council approved recommendations to the Governor

To achieve a balanced membership on the Council, appointments shall be made with consideration given to geographic representation, gender, and ethnic and cultural diversity. Individuals with disabilities shall constitute a majority of the Council.

A term of membership on the Council shall be three years with one third of the membership to be replaced each year. If a Council member resigns before completing a term, a new member may be appointed to serve out the remainder of that term. Members may seek reappointment for a second term, but may not serve more than six consecutive years.

A Council member may be removed from his/her position by the Governor for good cause. The Council may recommend the removal of a member to the Governor by a majority vote of the Council at any regular or special meeting of the Council. A notice of the proposed removal recommendation (including the cause for removal) must be sent to the member in writing at least one week prior to the date of the meeting at which such removal recommendation is to be voted upon.

Members may be reimbursed for reasonable and necessary expenses of attending Council meetings and performing Council duties.

MEMBERSHIP RESTRICTIONS AND REQUIREMENTS

Council members should be familiar with and operate within the governing statutes, state and federal laws, and Council By-Laws at all times.

- o Council member should not make unilateral decisions or take action without the consent of the Council as a whole.
- o Council members must use discretion to avoid the appearance of speaking for the Council, unless specifically authorized to do so.
- o Council members understand the mission of the Council is to serve the public and persons with disabilities within the State.
- o Council members are restricted by RCW 42.10.200 and 42.18.230 from accepting or soliciting anything of economic value as a gift, gratuity or favor. If there is any reason to believe that the gift, gratuity or favor is given only because the Council member is serving on the Washington State Rehabilitation Council.
- o Inquiries about Council issues should be directed to the Council's Chairperson or the Executive Committee, who will see that all Council members receive full information by the next regular meeting.
- o Detail of Council investigations, personnel files, or business discussed in closed Executive Committee meetings should not be disclosed unless they are a part of the public record.
- o Use of the telephone, state funds, or services such as photocopying, for non-state business is strictly prohibited.

COUNCIL STRUCTURE

The Executive Committee consists of:

- o Chairperson which shall be elected by the full Council annually
- o A Vice-chairperson elected annually
- o The Chairs of all Standing Committees

Standing Committees are:

Executive Committee
 Council Performance
 Program Evaluation & Customer Satisfaction
 Plans & Policy Review
 Interagency Liaison

Additional standing or ad hoc (short term study) committees:

- o May be established by the Executive Committee
- o A recommendation for the establishment of such a committee should include:
 - the proposed role of the committee
 - the proposed membership of the committee
 - the proposed duration of the committee (standing or ad hoc)

- Identify possible interagency coordination opportunities, and local community programs, and business community resources which might augment and enhance the efforts of Division of Vocational Rehabilitation in providing a comprehensive program for persons with disabilities
- Develop recommendations regarding the order of selection to be followed in the event that the Division of Vocational Rehabilitation is unable to serve all those individuals who are eligible
- Review the strategic plan on an annual basis, and conduct fact-finding procedures as needed to address current condition/s of services

The *Interagency Liaison* shall:

- Provide liaisons with other agencies and community organizations important to the activities of DVR
- Represent the Council in inter-agency program development focusing on developing business relations, opening employment opportunities and education businesses regarding disability issues
- Provide reports to full council at quarterly meetings on activities happening in other councils, committees, or boards

MEETINGS, QUORUM, MINUTES

- The Council shall convene at least four meetings a year
- A quorum for conducting Council meetings shall consist of a simple majority of current voting membership
- A staff person attached to the Council will record minutes of all Council meetings and the meetings of the Executive Committee. These minutes will be distributed to all Council members, and the Chairperson will request formal approval of the minutes at the next Council meeting
- Minutes of the Council, Executive Committee and all standing committees will be maintained in the official records of the Council, these records will be made available to the public

PROTOCOL FOR PUBLIC COMMENT AT MEETINGS

According to the Open Public Meetings Act (RCW 42.17.190), the meetings of the Washington State Rehabilitation Council will be open to the public. The time and place of these meetings will be announced in advance in public newspapers (including those published in non-English languages), and in disability related newsletters or bulletins.

AMENDMENTS TO THE BY-LAWS

Amendments to the By-laws of the Washington State Rehabilitation Council may be recommended by any member or committee of the Council by presenting the changes to the Executive Committee for inclusion on the next general Council meeting agenda. Adoption of amendments to the By-Laws shall require approval by two-thirds the voting members present at the Council meeting.

INTRODUCTION TO THE COUNCIL

Introduction to the Washington State Rehabilitation Council

To move toward a collaborative and comprehensive statewide system of rehabilitation services for individuals with disabilities.

This twenty-one member Council, appointed by the Governor, is representative of individuals and groups having an interest in vocational rehabilitation, including members with broad geographic or representative gender, ethnic, and cultural diversity. A majority of the Council members are persons with disabilities. Members of the Council represent business, labor and industry; disability advocacy groups; applicants for, or recipients of, vocational rehabilitation services; community rehabilitation programs; the Client Advocacy Program; parent training and information centers; the State Independent Living Council; rehabilitation counselors; the Divisions of Special Education; the Workforce Investment Board; various Indian Vocational Rehabilitation programs; and the Director of the Division of Vocational Rehabilitation (DVR), Department of Social and Health Services as an ex officio member.

The responsibilities of the Council are described in both federal legislation and in the Executive Order and include:

- Consult with the Workforce Investment Board on Council functions
- To review, analyze, and advise the general vocational rehabilitation program of its responsibilities under the Rehabilitation Act
- In partnership with DVR develop, agree to, and review State goals and priorities in the State Plan and evaluate the effectiveness of the VR program
- To advise and assist the general vocational rehabilitation program in the preparation of the state plan, the strategic plan, reports, needs assessments, and evaluation
- To conduct a review and analysis of consumer satisfaction
- To prepare and submit an annual report to the Commissioner of the Rehabilitation Services Administration, the Governor, and the public
- To coordinate with other councils, as specified by the Rehabilitation Act
- To provide coordination between the general vocational rehabilitation program, the State Independent Living Council and independent living centers
- To perform other functions, consistent with the Rehabilitation Act, as the council determines appropriate

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INTRODUCTION TO THE COUNCIL

The Rehabilitation Act Amendments of 1992 and 1998 require states participating in the federal rehabilitation program, with the US Department of Education, Rehabilitation Services Administration, to establish a Rehabilitation Council. The Governor implemented the Council by Executive Order 93-04 on April 30, 1993, stating as its purpose:

To move toward a collaborative and comprehensive statewide system of rehabilitation services for individuals with disabilities.

This twenty-one member Council, appointed by the Governor, is representative of individuals and groups having an interest in vocational rehabilitation, includes members with broad geographic representation, gender, ethnic, and cultural diversity. A majority of the Council members are persons with disabilities. Members of the Council represent business, labor and industry; disability advocacy groups; applicants for, or recipients of, vocational rehabilitation services; community rehabilitation programs; the Client Assistance Program; parent training and information centers; the State Independent Living Council; rehabilitation counselors; the Division of Special Education; the Workforce Investment Board; American Indian Vocational Rehabilitation programs; and the Director of the Division of Vocational Rehabilitation (DVR), Department of Social and Health Services as an ex officio member.

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COUNCIL ACTIVITIES

The Council meets on a quarterly basis at various locations around Washington. The agenda is designed to allow the Council to accomplish several objectives at each meeting. Typical activities include:

- Administration and operation of the Council (budgets, policies/procedures, elections)
- Standing committee activity reports
- Discussion approval of advice and guidance recommendations to the Division of Vocational Rehabilitation (DVR) regarding state plans, policies, client satisfaction studies, etc.
- A report from the DVR Director regarding the status of the Division and state and federal issues impacting the provision of rehabilitation services
- The Council may hold a work session to review specific proposals or work activities of a Committee
- A training/education component that may include an overview of activities of the DVR within a region in the state, a presentation regarding a special program (such as a program to support students with disabilities at a community college) or a similar presentation that would be of interest to guests and community members as well as Council members
- Opportunities for community and participant input to the Council

COUNCIL ORGANIZATION

The Council operates under by-laws, revised in 1998, which designates a Chairperson, one Vice-Chairperson, and Chairs of the Standing Committees. These officers compose the Executive Committee which is responsible for oversight of all Council activities.

Standing Committees include:

The Interagency Liaison Committee:

- Identifies system problems by determining consumer satisfaction
- Improves accessibility to DVR programs via comprehensive distribution of information
- Develops systems for direct client feedback to Council
- Improves coordination with agencies not directly related to employment
- Avoids duplication of effort between Rehabilitation Council and DVR

The Council Performance Committee:

- Recruits and recommends new, and continuing, Council members in accordance with membership composition requirements and forwards recommendations to the Governor
- Reviews and reports on Council performance per Executive Order and Rehabilitation Act requirements
- Reports to the Executive Committee any needs for replacing members who have indicated that they can no longer fulfill, or are no longer fulfilling, their Council responsibilities

- Provides for orientation of new Council members
- Reviews and makes appropriate recommendations to the Executive Committee regarding training needs of Council members
- Reviews and proposes by-law changes to assure effective and efficient operation of the Council
- Performs an annual review of Council's organization and structure

The Program Evaluation and Consumer Satisfaction Committee:

- Participates with DVR in developing consumer surveys, evaluating survey results and developing appropriate recommendations
- Supports community and consumer participation in Council activities
- Supports Council participation in independent public hearings and those held in conjunction with DVR
- Evaluates the results of hearings, appeals and complaints regarding DVR programs and services

The Plans and Policy Review Committee:

- Promotes active participation of DVR in development and review of local area Workforce Investment plans
- Effectively coordinates strategic and operational plan processes with DVR
- Obtains comprehensive information from DVR related to strategic and operational plan processes
- Makes recommendations for improvement of DVR personnel development systems

Full Council Activities

The Council meets on a quarterly basis and holds public meetings. A typical example of an agenda may include the following:

Quarterly Meeting Agenda MEETING DATE & LOCATION

8:30	Continental Breakfast	RC and guests
9:00	Welcome & Introduction of Council Members, Public & Staff Introduction of new RC members Minutes • ACTION: Approve Minutes of <u>previous</u> quarterly meeting	RC Chair
9:15	Client Assistance Program (CAP) Update	CAP Director
10:15	Break	
10:30	DVR Director's Report	DVR Director
11:50	Time for Public Comment/Input	RC Chair
12:30	LUNCH	
1:30	Chair's Report:	RC Chair
2:00	Executive Director's Report:	RC ED
2:30	Committee Reports: Council Performance Program Evaluation & Consumer Satisfaction Plans & Policy Review Interagency Liaison	Committee Chair Committee Chair Committee Chair Committee Chair
3:15	Break	
3:30	Data Report - DVR	DVR Rep
4:00	DVR Process/ or Guest Speaker	Counselor Rep
4:15	Time for Public Comment/Input	RC Chair
5:00	Announcement/Adjournment	

Thanks for your time!

Council Member Highlights

This is another year of significant change for the Division of Vocational Rehabilitation and for the Washington State Rehabilitation Council. Many of the activities this year moved the RC into a more focused role with active committee participation.

Executive Committee:

The Executive committee committed to a retreat and subsequent planning meetings to establish new direction for the council. The new direction included adopting vision and mission statements in 2003, and draft goals for 2004. The draft goals for 2004 are as follows:

1. Advocate for high quality Division of Vocational Rehabilitation (DVR) services and outcomes
2. Lead coordination and outreach efforts with the Division of Vocational Rehabilitation (DVR), Workforce Investment Board (WIB), and other partners
3. Participate actively in the rehabilitation system, process and practices by being the collective voice of the consumer
4. Insure the Division of Vocational Rehabilitation (DVR) system is user-friendly (7 Step Rehab Process)

*The 7 Step Rehabilitation Process

1. Orientation/Application
 - a. Orient potential DVR participants
 - b. Conduct intake/initial interview
 - c. Determine need and make arrangements for diagnostics and assessments
 - d. Provide referral information
 - e. Gather pertinent information and develop Participation files
2. Eligibility
 - a. Analyze participant information
 - b. Determine eligibility for VR services
 - c. Document eligibility/ineligibility
3. Vocational Assessment
 - a. Explore vocational options and determine vocational goals
 - b. Conduct labor market research
 - c. Analyze transferable skills
 - d. Document vocational assessment
4. Plan for Employment
 - a. Complete Financial Need Statement
 - b. Determine services needed to achieve vocational goals
 - c. Provide counseling and guidance
 - d. Review first dollar resources
 - e. Develop/review/revise plan for employment
 - f. Develop and track AFP's
 - g. Document plan for employment

2. DVR may want to review and investigate the current policies, procedures, and practices of how a customer is informed and may request a different counselor.
3. DVR may find it beneficial to review current policies, procedures, and practices with regard to the amount of time a customer remains on a particular counselor's caseload. For example, every six months the customer is contacted as to whether they are satisfied with current services or wish to request a new counselor. This communication would also provide information as to the status of their current case. This would provide a seamless opportunity within the system for customers to request a different counselor, provides feedback regarding case, and also provides customer feedback.
4. Another recommendation which could be explored to address communication issues would be the development of some sort of "ticketing" system. For example, upon making application the customer receives a ticket or number which is specific to them. They may then use the ticket number to call in or access through the Internet the status of their case 24/7. For security reasons, they will only be able to access the status level and not any other identifying information. They will also be prompted on the phone or through the Internet site if they wish to leave a message which could be tracked electronically by counselors and sent to the counselor regarding their case.
5. Washington State Rehabilitation Council members would also benefit from meeting with state rehabilitation counselors, supervisors, and staff in the field during their quarterly meetings. This would provide an opportunity to further experience activities in the local area and inquire about local practices.
6. How is DVR improving the knowledge or awareness of the customers about the CAP program and other advocacy programs or services?
7. DVR needs to increase the involvement of RC in the development of the DVR State Plan and the Strategic Plan.
8. RC works closely and in partnership with DVR on the data collection of customer information, evaluation, and synthesis on customer feedback.
9. DVR expand the partnership/involvement of the RC/SILC in the recognition of customers, success stories, innovations, grants, CRP's at the annual DVR all staff retreat/meeting.

Washington State Rehabilitation Council

RC Budget

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DVR Organizational Chart

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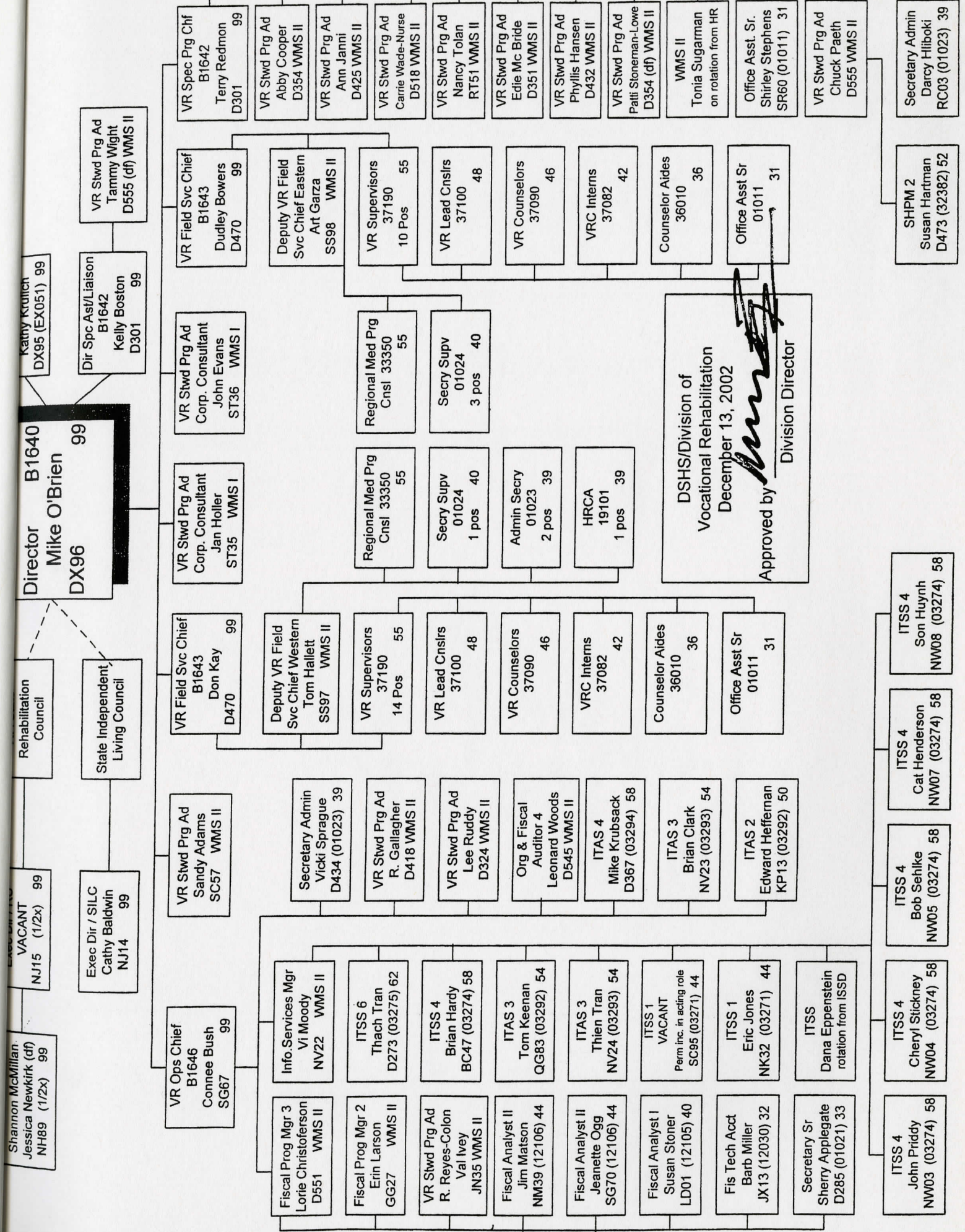
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**Washington State Rehabilitation Council
Budget Proposal for 10-01-03 to 9-30-04**

	02-03 Budget Approved	02-03 Spent Expenditures	Balance What is left as of 6/30/03	03-04 Budget Proposal
Council Staff Support				
A Salaries & Employee Benefits				
AA1111 Salaries				
BA9100 Benefits				
thru Old age & Survivor Ins., Retirement, Med/Aid & Ind Ins., Health, Life & Disability, Hospital Ins., Dependent Care Assistance				
BZ9100				
Total	123,451.57	79,806.18	43,645.39	123,000.00
Good and Services				
EA Supplies and Materials				
EA1110 thru EQ1920				
Office Supplies/Materials				
All other Supplies/Materials				
Books Purchased				
Subscriptions, Computer Telecom				
Total	3,000	1,904.29	1,095.71	2,800.00
EB Communications				
EB2110 thru EB7720				
Telephone/Telegraph				
Telecom Charges DisScan				
Telecom Charges DisCent				
All Other Telephone Bills				
Wireless/Cell Charges				
Conference Calls				
Smart Voice Messaging				
Scan Plus Calling Cards				
Postage Lease/Rental				
Other post related charges				
Hdqtr Postage				
Total	4,000	1,715.49	2,284.51	3,500.00
E Office Rent				



US Department of Education
Washington DVR State Formula-Allocations by FFY
Prepared by US Budget Service on October 10, 2002

Review 2003

A Statistical look at DVR's resources and accomplishments



Miscellaneous

DVR Budget
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**US Department of Education
Washington DVR State Formula-Allocations by FFY**

Prepared by US Budget Service on October 10, 2003

Total federal education allocation for Washington State	2001 Appropriation	2002 Appropriation	2003 Request
Vocational Rehabilitation State Grants	41,385,016	42,656,396	43,640,666
Client Assistance State Grants	207,102	210,161	213,943
Protection and Advocacy of Individual Rights	242,942	263,552	293,897
Supported Employment State Grants	722,607	717,876	715,246
Independent Living State Grants	346,958	344,562	343,345
Services for Older Blind Individuals	318,902	427,517	493,478
Protection and Advocacy for Assistive Technology	50,000	50,000	78,991
Subtotal, Rehabilitation Services and Disability Research	43,273,527	44,670,064	45,779,566

Miscellaneous

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Vocational Rehabilitation Activity during FFY 99-03

	FFY 1999 (SFY 98-99)	FFY 2000 (SFY 99-00)	FFY 2001 (SFY 00-01)	FFY 2002 (SFY 01-02)	FFY 2003 (SFY 02-03)
New Applicants	11,643	12,120	8,995	12,818	14,233
# of New Plans	5,627	6,328	1,988	6,523	5,598
Total # Served	25,502	26,756	24,798	26,837	30,857
Average # of Counselors	149	151	125	153	Info no longer tracked
Average # of Vacancies	13	16	15	16	Info no longer tracked
Average Costs of Executed Plans	\$1,884	\$2,284	\$4,786	5,715,38	Info no longer tracked
% of Persons w/ significant disabilities	86.9%	88.6%	94.0%	96%	Info no longer tracked
Division Budget Total	\$44,807,911	\$45,179,677	n/a	43,787,883	47,395,424
Total match required (state & local)	\$8,833,576	\$9,648,062	n/a	11,529,127	10,174,620
Local funds	\$2,435,065	\$1,408,959	n/a	3,877	0
Local funds %	28%	15%	n/a	0.008%	0

(FFY is federal fiscal year Oct 1 - Sept 30, SFY is state fiscal year July 1 - June 30)



Division of Vocational Rehabilitation

Budget Summary



The Vocational Rehabilitation Budget

An element of the 2003 Budget



Funding Trend

Five Dollars to Vocational Rehabilitation



Michelle Hagan, Director
Linda Christensen, 202-442-8217
Christine Williams, 202-442-8217
Lynn Kelly, 202-442-8182
Linda Williams, 202-442-8217
202-442-8217
Approved with stipulations as shown above and by Budget Committee 1/20/03
2003-05 Biennium Budget

participants in state and local community settings, including on-site training with the workforce. Technical assistance and staff education, along with business development is also provided by DVR.

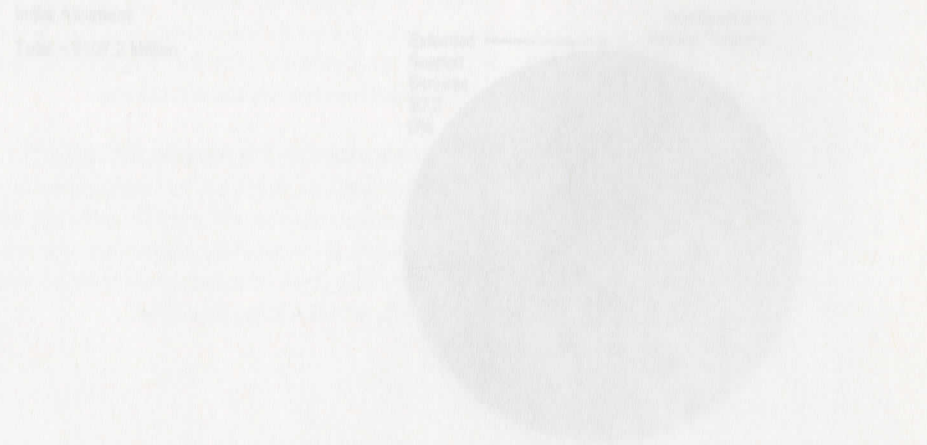
The Division's plan for over the next 2-3 years is to increase the number of DVR employees, to expand its technological capacity to serve a geographically diverse population, improve the quality of services provided to customers, and build partnerships within the Workforce Investment system.

2003-05 BIENNIUM FUNDING

Authorized spending for the Division of Vocational Rehabilitation is \$187.2 million (\$21.9 million GF-S), which supports 347 FTE employment positions (FTEs). Program priorities are identified below:

Client Centered Services
Client rehabilitation services account for 91 percent of the Division's budget. These services provide services and goods on behalf of eligible clients to assist with personal goals. After determining eligibility the Vocational Rehabilitation counselor (VRC) provides ongoing counseling and guidance, primarily designed for the individual Pay for Employment (PFE). The PFE is advised to achieve specific employment outcomes that are advised by the client, consistent with the client's unique strengths, abilities, interests and vocational choice. Post-employment services are not funded by the Division placed approximately 1,343 individuals in post-employment paid employment in Fiscal Year 2002. \$6.5 million of 2003-05 funding is allocated to the client center.

2003-05 Biennium State Funding



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Washington State
Department of Social
& Health Services

Dennis Braddock, Secretary

CURRENT
BUDGET

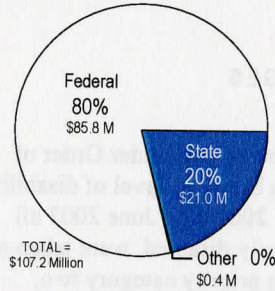
2003-05 Biennium Funding

Vocational Rehabilitation

October 1 2003

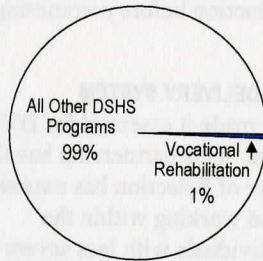
Funding Sources

2003-05 Biennium



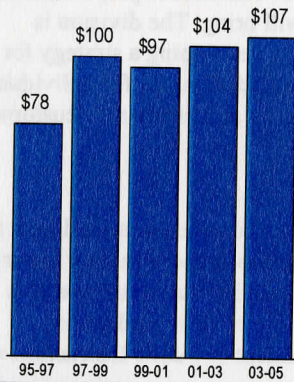
The Vocational Rehabilitation Budget

As a Percent of the DSHS Budget
All Funds



Funding Trend

Total Dollars to Vocational Rehabilitation
(In Millions)



CONTACTS

PROGRAM FISCAL CONTACT

Lorie Christoferson, 360.438.8033

chrisl@dshs.wa.gov

DSHS BUDGET CONTACT

Lue Tuohy, 360.902.8182

tuohyl@dshs.wa.gov

www1.dshs.wa.gov/budget

Persons with disabilities or special needs may call the Budget Information Line at 360.902.8255 and request a hard copy.

THE DIVISION OF VOCATIONAL REHABILITATION (DVR) provides vocational assistance and employment support services to individuals with disabilities who want to work, but have substantial impediments to employment. The division also assists individuals with independent living and transitioning from school to work. DVR is an active participant in state and local community activities that help disabled persons enter the workforce. Technical assistance and staff education for private business and industry is also supplied by DVR.

The division's priorities over the next six years are to increase the expertise of DVR employees, to expand its technological capacity to serve a culturally diverse population, improve the quality of services provided to customers, and to build partnerships within the Workforce Investment system.

2003 05 BIENNIUM FUNDING

Authorized spending for the Division of Vocational Rehabilitation in 2003-05 is **\$107.2 million** (\$21.0 million GF-S), which supports 345 full-time equivalent positions (FTEs). Program priorities are identified below:

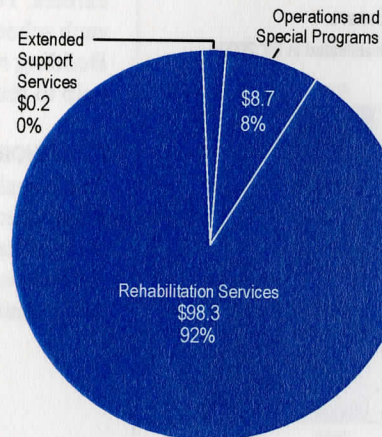
REHABILITATION SERVICES

Client rehabilitation services account for 91 percent of the division's dollars. These dollars purchase services and goods on behalf of eligible clients to meet employment goals. After determining eligibility the Vocational Rehabilitation Counselor (VRC) provides on-going counseling and guidance, primarily designing the Individual Plan for Employment (IPE). The IPE is tailored to achieve specific employment outcomes that are selected by the clients, consistent with the clients' unique strengths, abilities, interests and informed choice. Post employment services are included as needed. The division placed approximately 1,365 individuals in productive and gainful employment in Fiscal Year 2002. *\$98.3 million (\$ 19.0 million GF-S, \$78.9 million GF-F \$0.4 million Other)*

2003-05 Biennial Base Funding

Initial Allotment

Total = \$107.2 Million



Miscellaneous

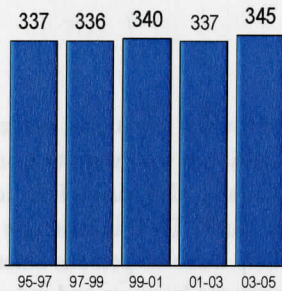
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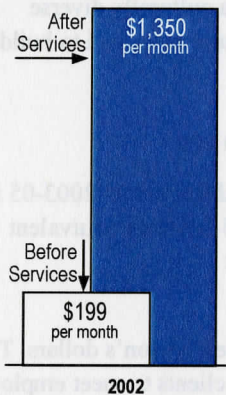
Budgeted FTEs

Vocational Rehabilitation Total



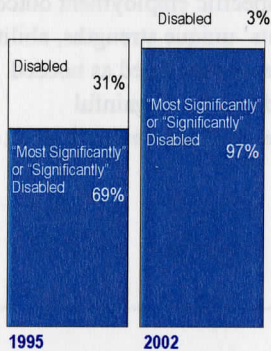
Average Monthly Wages

Before and After Receiving Vocational Rehabilitation Services



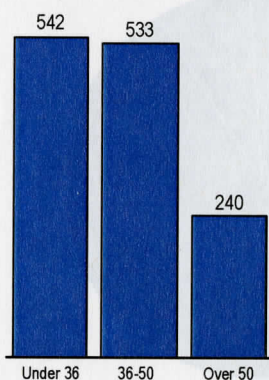
Population Characteristics

More significantly disabled than 1995



Ages of Customers

Successfully Rehabilitated in FY 2002



OPERATIONS AND SPECIAL PROGRAMS

Operations include administrative functions and business functions for the division, information systems, the State Rehabilitation Council and State Independent Living Council, and program planning and evaluation. Special programs include the In-Service Training grant, which allows for comprehensive personnel development and the Independent Living grant, which provides a full range of services for individuals with severe disabilities preparing them to function independently in family and community settings or to secure and maintain appropriate employment. *\$8.7 million (\$1.9 million GF-S, \$6.8 million GF-F)*

FINANCIAL CHALLENGES

ORDER OF SELECTION

The division initiated an Order of Selection in November 2000. Under Order of Selection, federal law mandates services must be given based on level of disability, with the most significantly disabled served first. In FY 2002 until June 2003 all individuals in priority category one, the most significantly disabled, were taken off the wait list and put into employment plans. Individuals in priority category two, significantly disabled, were taken off the wait list as resources became available and put into employment plans. Since entering Order of Selection the division has been unable to serve priority three individuals. The department must now take the painful step of closing all wait lists temporarily, until it becomes clear sufficient resources are available to complete employment plans already in production before committing to new employment plans.

PARTNERING WITH THE WORKFORCE INVESTMENT SERVICE DELIVERY SYSTEM

The Workforce Investment Act passed by Congress has made it essential for DVR to collaborate with all the partners in the Workforce system. This partnership has the potential of serving many people with disabilities. Order of Selection has narrowed DVR's client base to the most significantly disabled, and working within the Workforce Investment system will ensure that those individuals with less severe disabilities can be served.

IMPLEMENT TICKET TO WORK

Ticket to Work is scheduled to begin in November 2003. The state is prepared to fully realize the possible opportunities that Ticket to Work will bring. The division is focused on taking a leadership position in this process by developing a strategy for Employment Networks. The networks will increase the opportunities for individuals with disabilities to find employment, generate new revenue and create new customer services at DVR.

HIGH SCHOOL TO WORK TRANSITIONS

Research indicates that the earlier youths with disabilities become connected with the vocational rehabilitation process, the more likely they are to succeed in their chosen careers. To support this success, the division must enhance its relationships within each school district to reach these students well in advance of their graduation. Building relationships with the Office of the Superintendent of Public Instruction will help to reinforce the division's efforts.

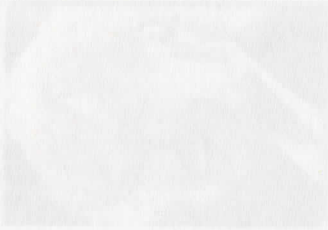
REAUTHORIZATION OF THE REHABILITATION ACT

The Rehabilitation Act is up for reauthorization in 2003. Decisions made during the reauthorization process will significantly impact the division, including whether the Rehabilitation Services Administration will remain within the federal Department of Education. The level of funding that will be provided is also an important issue. DVR will remain active during this time.

Division of Vocational Rehabilitation

Budget Details

The Division Provides...



Vocational rehabilitation services to persons with disabilities. In addition, the division helps participants in state and local vocational training programs with disabilities learn to work.

Health & Rehabilitative Services
Transition Assessment Services

Vocational Rehabilitation

Field Services

Specialized Services

Operations

The division also provides technical assistance and education for the industry.

Nearly all persons receiving vocational rehabilitation services are

DVR
Division of
Vocational
Rehabilitation

DVR Division of Vocational Rehabilitation

The Division Provides. . .



Vocational assistance and employment support services to persons with disabilities who want to work but have substantial impediments to employment. In addition, the division helps with independent living and transition from school to work and is an active participant in state and local community activities that help persons with disabilities enter the workforce.

The division also provides technical assistance and staff education for business and industry.

Nearly 80 percent of the division's resources comes from federal sources, four dollars in five.

Health & Rehabilitative Services

Tim Brown, Assistant Secretary

Vocational Rehabilitation

Field Services

Special Programs

Operations



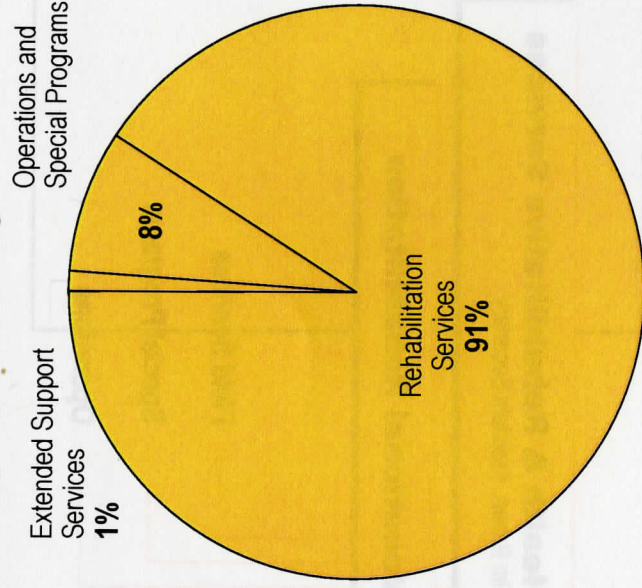
Department of Social and
Health Services

DVR Division of Vocational Rehabilitation

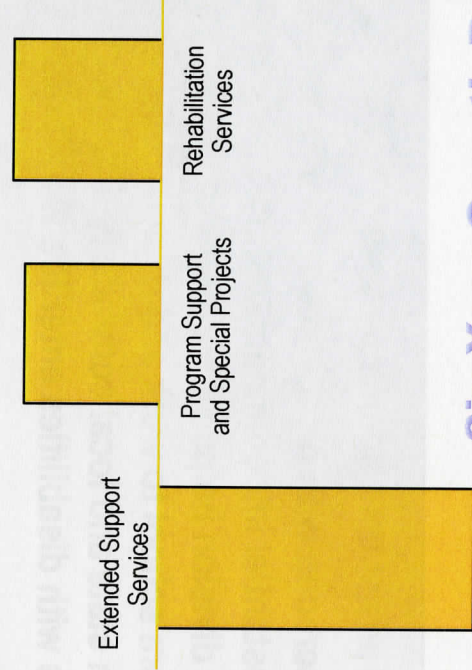


Department of Social and Health Services

Prior to 2003-05 Allotments (Based on 2001-03 Levels)
Funding by Activity



2003-05 Total Funding =
\$106.6 million
+1% from 2001-03
Annualized Increase



Six-Year Growth Rate

* Chart reads: Average rate of growth in dollars each year for the past six years using the 1995-97 Biennium as a base, ending with the 2001-03 appropriation, then annualized.

DVR Division of Vocational Rehabilitation

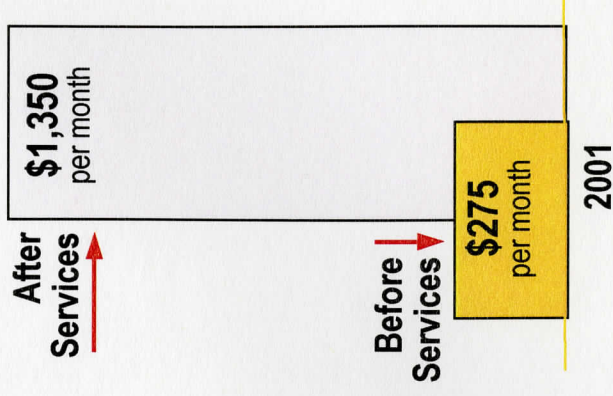


Department of Social and Health Services

Client Characteristics



Average Monthly Wages Before and After Receiving Vocational Rehabilitation Services



Division of Vocational Rehabilitation

Strategic & Operational Plan Executive Summary

The Federal Rehabilitation Act Amendments of 1990 tell us "... disability is a natural part of the human experience and in no way diminishes the right of individuals to -- live independently, enjoy self-determination, make choices, contribute to society, pursue meaningful careers, and enjoy full inclusion in the mainstream of American society."

Over the past decade many positive changes have occurred in disability-related social policy, including significant changes in vocational rehabilitation. Policy has evolved from attitudes of paternalism and care giving to beliefs that individuals with disabilities can exercise self-determination and achieve full integration in the mainstream of society.

When the vocational rehabilitation process is utilized most effectively, individuals with disabilities choose the services they receive, obtain a job that fits a career path of their choice and make a living wage with benefits. Employment increases self-sufficiency and reduces or eliminates dependence on government assistance.

DVR's Strategic Plan serves to communicate with both external stakeholders and internal audiences about policy direction, what will be done to achieve our stated mission, and how strategic goals will be met.

EXECUTIVE SUMMARY

Who We Are

The Division of Vocational Rehabilitation (DVR) is a dynamic and responsive organization that provides employment services to individuals with disabilities. DVR is one of six divisions/offices within the Health and Rehabilitative Services Administration (HRSA) in the Department of Social and Health Services (DSHS).

The Federal Rehabilitation Act Amendments of 1998 tell us "...disability is a natural part of the human experience and in no way diminishes the right of individuals to – live independently, enjoy self-determination, make choices, contribute to society, pursue meaningful careers, and enjoy full inclusion in the mainstream of American society."

Over the past decade many positive changes have occurred in disability-related social policy, including significant changes in vocational rehabilitation. Policy has evolved from attitudes of paternalism and care giving to beliefs that individuals with disabilities can exercise self-determination and achieve full integration in the mainstream of society.

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DVR's Strategic Plan serves to communicate with both external stakeholders and internal audiences about policy direction, what will be done to achieve our stated mission, and how strategic goals will be met.

VISION

DVR envisions a world in which individuals with disabilities who want to work are employed, self-sufficient and have careers that lead to personal fulfillment.

MISSION

The mission of the Division of Vocational Rehabilitation is to enable individuals with disabilities to obtain and keep employment.

Where Are We Going?

DVR is creating the foundation for customers (clients) to control their own rehabilitation and strengthening its customer focus by facilitating customer control at every step of the vocational rehabilitation process. By continually improving services that provide information and access, DVR provides an environment where customers can make informed choices with increased authority and self-determination. DVR is committed to continual staff development through professional education and training that supports customer control and addresses the specialized needs of individuals with disabilities.

What Challenges Do We Face?

Order of Selection

By law, when DVR cannot serve everyone who is eligible and applies for services because of a lack of staff or funding resources, it must implement a process to ensure that those with the most severe disabilities are selected for services first. This process, which requires that those with the most severe disabilities are served in the order in which they apply, is called "Order of Selection."

During FY 2001, DVR found that it could no longer serve everyone who is eligible and applies for services. On November 6, 2000, the division invoked the Order of Selection process. DVR expects to remain in order of selection for the foreseeable future.

Staffing

Recruitment and retention of qualified staff has been a growing concern for the division. The number of vacant positions is higher than usual because the division recently had to raise Vocational Rehabilitation Counselor (VRC) minimum qualifications in order to comply with federal personnel requirements. In addition, there is a shortage of qualified VRCs nationwide, exacerbating the situation.

Partnering within the workforce investment service delivery system

As a part of the federal Workforce Investment Act (WIA), DVR is partnering with a variety of entities that provide employment services and training designed to help people find work. This service delivery system, WorkSource, creates opportunities for DVR to help more individuals with disabilities achieve their career goals and, at the same time, meet employer needs for skilled workers. DVR is committed to an active and collaborative role within the WorkSource service delivery system.

Implementation to Ticket to Work

Ticket to Work is scheduled to begin in Washington November 2003. The state must be prepared in advance in order to fully realize the possible opportunities that Ticket to Work brings.

Reauthorization of the Rehabilitation Act

The Rehabilitation Act is up for reauthorization in 2001. Because decisions made during this process will significantly impact the division, it is in the best interests of DVR to remain well informed and active during this time.

Getting There

In search of excellence, the division developed its strategic goals and strategies using the seven Baldrige criteria of leadership, strategic planning, customer focus, information and analysis, human resource focus, process management and performance results. The plan is designed to help DVR focus efforts and activities in order to provide the best possible services for our customers.

DVR STRATEGIC GOALS

<p>LEADERSHIP</p> <p>1 Provide and communicate clear vision, guidance, and direction.</p> <p>2 Advocate for the needs of individuals with disabilities.</p> <p>3 Create and promote leadership within DVR</p> <p>4 Provide leadership to prepare for and implement Ticket to Work legislation.</p>	<p>INFORMATION & ANALYSIS</p> <p>11 Provide regular reports and specialized information and analysis.</p> <p>12 Study business needs, future trends, and the rehabilitation profession.</p> <p>13 Regularly review case service and expenditure data.</p>
<p>STRATEGIC PLANNING</p>	<p>HUMAN RESOURCE FOCUS</p>
<p>5 Share strategic plan with constituents and monitor progress on strategic plan goals.</p>	<p>14 Ensure staff get necessary training. DVR will get and retain qualified staff.</p> <p>15</p> <p>16 Improve in-house staff expertise.</p> <p>17 Encourage professional development</p>
<p>CUSTOMER FOCUS</p>	<p>18 Listen to staff and involve in decision making</p>
<p>6 Provide excellent customer service in a welcoming and accessible environment.</p> <p>7 Promote self-determination and informed choice.</p>	<p>PROCESS MANAGEMENT</p> <p>19 Improve system infrastructure to support efficient, effective services.</p>
<p>8 Improve the quality and diversity of employment outcomes.</p> <p>9 Provide timely and effective services.</p>	<p>PERFORMANCE RESULTS</p>
<p>10 Collaborate with partners and stakeholders for customer benefit.</p>	<p>20 Meet or exceed federal, state, and DSHS performance targets.</p>

Statewide Case Load Profile FFY 03 10/01/2002 through 09/30/2003

	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
Open Caseload	16760	16951	16901	17342	17617	18001	18335	18754	18994	19215	19128	19026
Number of Applications	1358	1132	908	1445	1257	1392	1343	1245	1172	1108	985	888
Number of Eligibility Determinations	1111	853	1006	1071	1111	1220	1119	1058	1101	1082	1295	947
Determined MSD	514	436	496	573	605	651	611	552	527	536	615	370
Determined SD	573	390	483	480	473	539	487	489	555	519	639	549
Determined NSD	24	27	27	18	33	30	21	17	19	27	41	28
Number of IPE's	714	491	472	496	523	682	578	456	364	254	283	285
Number of PES Plans Written	16	27	13	27	30	27	18	39	28	32	13	21
Number of Closures	1139	773	739	866	827	856	848	681	767	750	837	890
Closed Rehabilitated	185	136	214	267	209	198	184	165	178	213	193	263
Closed After Eligibility, Before Plan	757	472	359	383	371	452	388	308	339	277	329	239
Closed After Plan, Other	174	150	142	171	197	170	242	176	227	242	291	362
Closed PES	23	15	24	45	50	36	34	32	23	148	24	26
Closed Competitive	169	129	199	234	192	185	169	155	166	205	171	241
Rehabilitation Rate	51.5%	47.6%	60.1%	61.0%	51.5%	53.8%	43.2%	48.4%	44.0%	46.8%	39.9%	42.1%

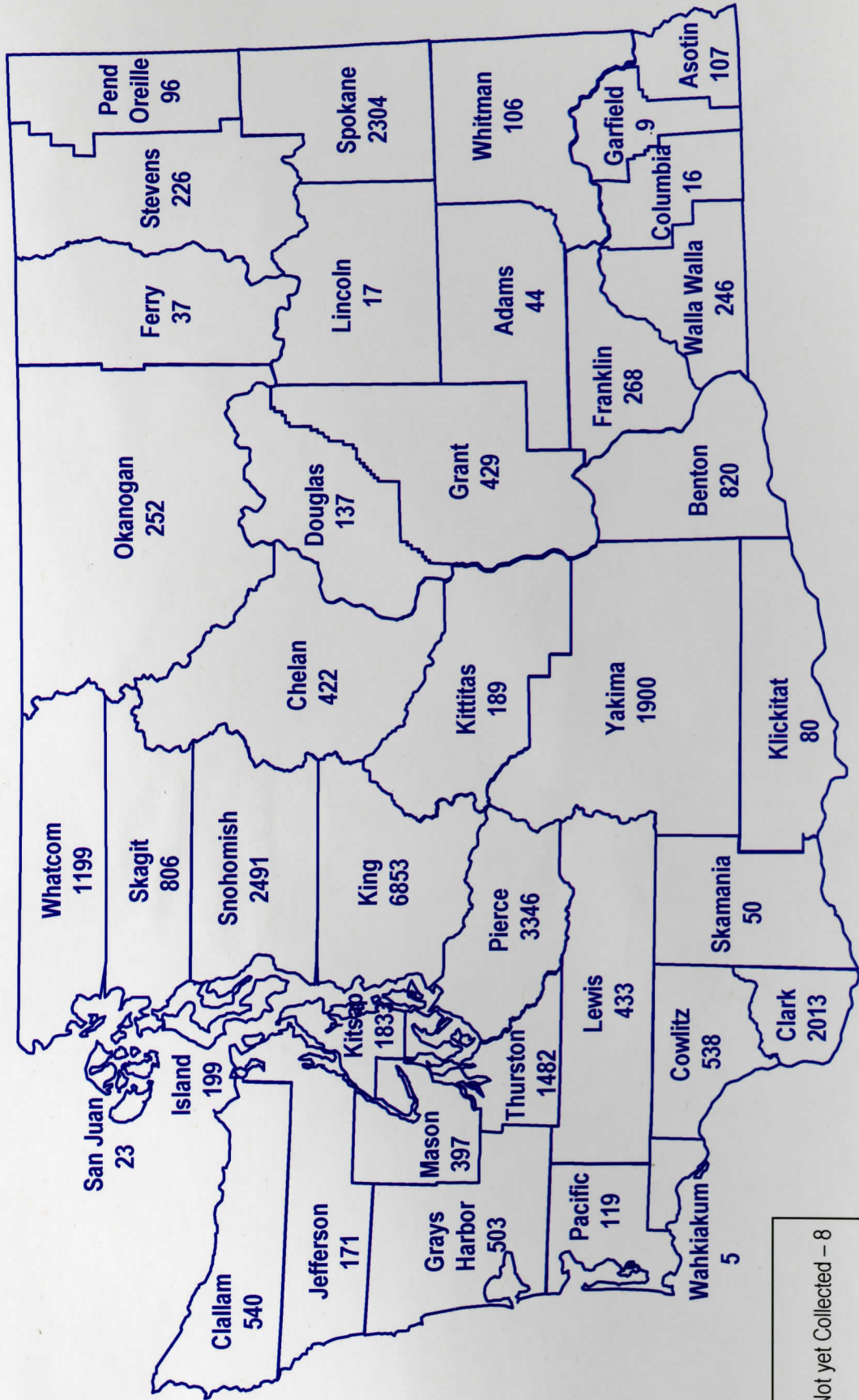
ALPHABET SOUP

- ADA:** Americans with Disabilities Act
- AFP:** Authorization for Purchase
- API:** Asian Pacific Islander
- ARA:** Assistant Regional Administrator
- ASL:** American Sign Language
- AT:** Assistive Technology
- ATBCB:** Architectural and Transportation Barriers Compliance Board
- BRC:** Business Relations Coordinator
- CAP:** Client Assistance Program
- CFIDS:** Chronic Fatigue Immune Dysfunction Syndrome
- CFS:** Chronic Fatigue Syndrome
- CIC:** Computer Information Consultant
- CP:** Cerebral Palsy
- CRP:** Community Rehabilitation Program
- CSAVR:** Council of State Administrators of Vocational Rehabilitation
- CSCDHH:** Community Service Center for the Deaf and Hard of Hearing
- CSPD:** Comprehensive System of Personnel Development
- CSR:** Customer Service Representative
- DB:** Deaf Blind
- DD:** Developmental Disability
- DDD:** Division of Developmental Disabilities, DSHS
- DDPC:** Washington State Developmental Disabilities Planning Council
- DLP:** Disabilities Law Project, WCCD
- DMH:** Division of Mental Health
- DOJ:** Department of Justice
- DOL:** Department of Labor (Federal Agency)
- DOF:** Department of Personnel
- DSB:** Department of Services for the Blind
- DSHS:** Department of Social and Health Services
- DSS:** Disabled Student Services (Postsecondary Education)
- DSU:** Designated State Unit (State VR Agency)
- DVR:** Division of Vocational Rehabilitation
- EEOC:** Equal Employment Opportunities Commission
- ELT:** Executive Leadership Team

ESD: Educational Services District
ESD: Employment Security Department
FST: Field Support Team
FTE: Full Time Equivalent
GA: General Administration
GA-U: General Assistance - Unemployable
GCDE: Governor's Committee on Disability Issues and Employment
HECB: Higher Education Coordinating Board
HOHLD: Hard of Hearing & Late Deafened
HRC: Human Rights Commission
IEP: Individual Education Plan
IL: Independent Living
ILC: Independent Living Center
IPE: Individualized Plan for Employment
IT: Information Technology
IWRP: Individualized Written Rehabilitation Plan (old language)
JSC: Job Service Center
JTPA: Job Training Partnership Act
L&I: Department of Labor and Industries
LD: Learning Disabled
LEA: Local Education Agency
LRE: Least Restrictive Environment
MCS: Multiple Chemical Sensitivities
MD: Muscular Dystrophy
MR: Mental Retardation
MS: Multiple Sclerosis
OCR: Office of Civil Rights
ODHHS: Office of Deaf and Hard of Hearing Services
OJT: On-the-Job Training
OSERS: Office of Special Education and Rehabilitation Services, Dept. of Education
OSPI: Office of the Superintendent of Public Instruction
PAVE: Parents Helping parents of Handicapped Children
PCEPD: President's Committee on Employment of Persons with Disabilities
PES: Post-Employment Services
PIC: Private Industry Council
PTSS: Post-Traumatic Stress Syndrome

PVA: Paralyzed Veterans of America
PWI: Projects with Industry
RA: Regional Administrator
RC: Rehabilitation Council
RCD: Regional Counselor for the Deaf
RCW: Revised Code of Washington
RID: Registry of Interpreters for the Deaf
RMPC: Regional Medical Program Consultant
RRCEP: Region Rehabilitation Continuing Education Program
RSA: Rehabilitation Services Administration, part of OSERS
RTC: Regional Training Coordinator
SBCTC: State Board for Community & Technical Colleges
SBVE: State Board for Vocational Education
SEAC: Special Education Advisory Council
SFCT: Solution-Focused Counseling Technique
SILC: State Independent Living Council
SSDI: Social Security Disability Income
SSI: Supplemental Security Income
STARS: Services Tracking and Reporting System
TANF: Temporary Assistance for Needy Families
TBI: Traumatic Brain Injury
TDD/TTY: Telecommunications Device for the Deaf
TJTC: Targeted Jobs Tax Credit
UCP: United Cerebral Palsy
UFAS: Uniform Federal Accessibility Standards
VA: Veterans Administration
VRC: Vocational Rehabilitation Counselor
VRS: Vocational Rehabilitation Supervisor
WAC: Washington Administrative Code
WAPED: Washington Association of Postsecondary Educators of the Disabled
WARF: Washington Association of Rehabilitation Facilities
WFTECB: Workforce Training & Education Coordinating Board
WIB: Workforce Investment Board
WPAS: Washington Protection and Advocacy System
WSSB: Washington State School for the Blind
WSSD: Washington State School for the Deaf

Washington State



Not yet Collected - 8
 Out of state - 142