



WASHINGTON VOCATIONAL SERVICES

Matching people's
abilities with jobs since
1976.





About WVS

Washington Vocational Services is a non-profit staffing agency that has been providing valuable work force development services within Washington State since 1976 & in Anchorage, Alaska since 2005. Our dedicated teams provide employment services to persons with a variety of skills and abilities, specializing in services to persons who are deaf or hard of hearing and persons with disabilities who desire customized employment services.

Our offices have expanded to meet community need and are conveniently located throughout the Northwest. WVS also owns and operates our own franchise, Aunties Anne's Hand Rolled Soft Pretzels at Seattle Premium Outlets, where many of our clients are employed.

Our Mission

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

Our Vision

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

Employment Services

WVS provides many different services ensuring successful employment, including:

- Person Centered Planning
- Career Exploration
- Career Consultation
- Labor market surveys
- Job search training
- Job classes
- Job skills training
- Job development/placement
- Supported employment services
- Independent living skills
- Specialized services for individuals who are Deaf or Hard of Hearing
- High School Transition Services

Benefits to Employers

WVS' professional, trained and experienced staff assist employers in matching employee skills and abilities with the employer's needs:

- Pre-screened applicants
- Decrease recruitment and training costs
- Reduce turnover
- Workforce diversity
- Access to a valuable labor pool
- Reliable, dependable employees
- Employer support
- Job coaching
- Work opportunity tax credit
- Deaf services training

Transition Services

Located in Skagit County, the Adult Transition To Independence Center (ATTIC) assists students ages 18-21, transition from high school to the work place and living independently.

WVS built a transition facility within our Burlington office. The center includes a Training Kitchen, Classrooms, Laundry Training area, Computer Lab and skill development opportunities including work experiences in the community.

Services ATTIC Offers

Work Skills

- Administrative Development
- Work Ethic Development
- Production Skills
- Manufacturing Skills
- Community Involvement & Experience
- Job Preparation
- Interviewing Skills
- Resume Building

Independent Living Services

- Personal Care
- Laundry
- Food Preparation

Deaf Services

Washington Vocational Services has multiple Employment Consultants who specialize in Deaf Services specifically. Deaf Services are offered any where WVS offer's services, stretching from Anchorage, Alaska down to Clark County, Washington.

Our specialized staff typically eliminate the need for outside interpreters, making us one step closer to meeting our clients' goals.

Meet a Few of Our Clients

Roman

Roman, who is deaf and a former WVS transition student, wanted to work in a fabric or craft store and had a strong interest in learning to sew. A WVS Employment Consultant 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.



Locations



Contact Us

111 South East Everett Mall Way
Building C Suite 100
Everett, WA 98208

22316 70th Ave West Building D
Mountlake Terrace, WA 98043

503 East Fairhaven Ave.
Burlington, WA 98233

(800) 398-4730 info@wvs.org

Visit us on the web: www.wvs.org

Like us on Facebook.



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Matching people's
abilities with jobs since
1976.



WASHINGTON VOCATIONAL SERVICES

Engaging, Empowering,
and Employing for Forty
Years



UNITED WAY
of SAN JUAN
COUNTY
*Your Community
Safety Net.*



2016 Annual Report

YEARS IN REVIEW

ENGAGING, EMPOWERING, EMPLOYING

Guests joined us on October 27th in celebrating our 40th Anniversary. The evening looking back to our humble beginnings in a basement with borrowed furniture couple of staff members. Michael Warden, who was one of the two principals for the creation of the agency, was on hand to share some memories with us. In the presence of individuals united together over a shared vision to provide a more inclusive way for people with disabilities to live, work, and enjoy their communities. One remarkable mention was the placement of 200 customers within the first 26 months of the agency's existence. In addition to being the force behind the beginning of WVS, Michael has been a consistent Board Member throughout our history. One of the greatest strengths of our agency through the past 40 years has been our devoted Board of Directors, providing strong leadership and setting the tone for professionalism, innovation, and quality of our endeavors. Barbara Warden, former Executive Director (1982-2004), was also a guest speaker and shared that, at one time there was a hundred dollars framed and hung in the front office to serve as an



Barbara Barrett and Michael Warden

incentive for the first successful placement. Fast forward 40 years, and this year we have supported over 117 individuals in obtaining their employment goals. Other speakers of the night were John Evans, former Vocational Rehabilitation Disability Employment-Employee Relations Specialist, and Marci Miller, WVS' current Board President.

Thanks to the numerous businesses and individuals who kindly donated to the anniversary celebration, guests had an opportunity to enjoy delicious appetizers, complementary beverages, and even bid on some silent auction items. We had tremendous items donated such as a condo in Hawaii, airline tickets, a Seahawks package, and much, much more. In addition to celebrating this milestone, the evening kicked off an annual fundraising event for the agency. Stay tuned for details on our 2017 event!

THE YEAR 1976

- Seahawks take the field for the first time on August 1st
- A movie called "Rocky" hit the big screen
- The Apple Computer Corporation was formed
- NASA unveiled a space ship called *The Enterprise*
- The country's bicentennial year
- WVS started its journey!



<p>1999-2000</p> <p>Began services and opened satellite office in Mt. Vernon</p> <p>DVR transitioned to Order of Selection, stopping services for 6 months.</p>	<p>2001-2003</p> <p>Received United Way grant to work with Transitional Students using Person Centered Planning</p> <p>Received first CARF 3 year accreditation</p>	<p>2006-2008</p> <p>MLT property transferred to WVS</p> <p>Established contract with Community Transit and San Juan County for Supported Employment</p> <p>Opened office on Whidby Island</p>	<p>2009</p> <p>Expanded Supported Employment services to Whatcom and King County</p> <p>Began Sedro Woolley Transition Services</p>	<p>2012</p> <p>Opened Burlington Office and transferred corporate office to Everett</p> <p>Established Skagit County Transition Services</p> <p>Bought Bellis Fair Cinnabon</p>	<p>2013</p> <p>WVS bought PrintAbility</p> <p>Alaska Program received Bridges Navigator Grant</p>	<p>2014</p> <p>Began ATTIC program</p> <p>Founded Handcrafted Boutique</p> <p>Moved Alyeska Vocational</p>	<p>2016</p> <p>Opened a new office in Vancouver, WA</p> <p>Ended services in Alaska</p>
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SERVICES IN REVIEW

ENGAGING, EMPOWERING, EMPLOYING

Access (CA) have many or classes within their own individualized services, and offers activities that truly. It partnered with the Sedro Woolley class. Seniors, as well as attended the class and enjoyed. Skagit County approved three dates in horseback riding. The with the horses and look. Several other ladies enjoy community to find treasures at. Many clients also libraries, senior, and



ASL Class at Sedro Woolley Senior Center

Coalition

Skagit County Public Health, and administered these resources, public education, advocacy, for individuals with disabilities and their families to empower families by providing various services via support groups, email mailings of information at Advocacy Days in Olympia, and other events.



Transportation

Community Transit: WVS' decade-long partnership with Community Transit provides free bus training services to clients from Snohomish County. Individuals served include people with disabilities, senior citizens, and non-English speaking persons. Training is individualized to include the locations to which each person would like to learn to travel. WVS provides instruction using Bus Plus Books and the online Trip Planner. Additionally, clients are supported in the community when they are taught where to get on and off the bus, which bus to take, how to make a transfer, how to get an ORCA card or reduced fare permit, and other bus-related information.

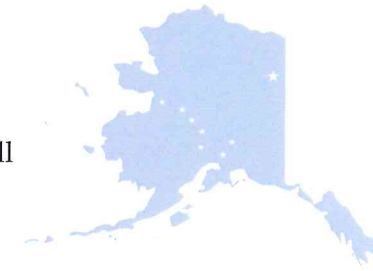


Skagit Transit: Through a partnership with Skagit Transit, WVS has been a recipient of free bus passes through the Ride Pass Grant Program. Passes can be used for transportation to appointments, employment activities, and travel training. ATTIC and DVR clients benefit from 1:1 bus training to help them learn how to get to job interviews and employment sites.

This year, WVS was approved to use a 12-person van provided by Skagit Transit! This has helped the ATTIC students gain more access to their community. Prior to use of the van, students and staff had to use the public bus or rent a bus for group activities.

Alaska Program

Alyeska Vocational Services (AVS) has officially transferred the Bridges Navigator Grant to Hope Community Resources, a well-respected non-profit in Alaska. This transition will better fulfill the grant's mission to enhance accessibility for individuals in rural and outlying areas who are Deaf or Hard of Hearing and connecting them with assistive technology, housing, healthcare, employment, and communication services.



CLIENT RECOMMENDATION



This is Joe Muckerman, 2016 graduate of the Community Transit Travel Training Program. When Joe began his training, he relied completely on his mom and DART for transportation. Joe learned to ride the bus to his job, Alderwood and Everett Mall, downtown Everett, and downtown Edmonds. When asked what he liked most about learning to ride the bus, Joe said, "I'm independent now!" He doesn't need to wait for his mom to give him a ride. His mom says he travels all over on the bus! His only rule is that he has to be home before dark.

Happy bus travels, Joe!

TRANSITION SERVICES

ENGAGING, EMPOWERING, EMPLOYING

Work students for 6 years and has two Employment Consultants dedicated to the program. Seven students participated in School to Work during 2015/2016 year. One student, Cameron Newman (pictured right) graduated from the School to Work program with a job at Edmonds School District as an Assistant Music Teacher. He loves working with the students as they pick music and practice for concerts. Cameron also enjoys playing the piano for them during class.



Cameron Newman



Dream Builders- San Juan and Skagit

Dream Builders began services last year in San Juan and Skagit Counties and have continued into 2016.

The program is a 16 week pre-vocational program taught to middle school students, giving them the opportunity to participate in an interactive and dynamic program designed to help prepare students for their vocational future. The focus is on building upon the students current strengths, skills, and interests while encouraging imagination and growth. Included in the program are: parent information sessions, an introduction to person-centered

planning, an opportunity to volunteer within their communities, and a graduation presentation.

The San Juan program includes pre-employment work opportunities for 8th grade students during the school day. Students demonstrate soft skills while interning in the culinary program, the office, PE, and the library. They learn valuable skills around work quality, punctuality, stamina, and accountability.

Both programs are looking to expand to other school districts in the coming months.



Skagit Dream Builder's Graduation

CLIENT RECOMMENDATIONS

"I love working with WVS because it's easy and my employment consultant is fun and crazy. I like my job because my co-workers are fun to work with."

-Taylor Hower, School to Work Client

...

"I appreciate WVS with what they do because they not only found me a job at PSRS, but a career field that I never thought I'd be interested in pursuing! Thank you WVS!" - Vanessa Martinez

...

"I like WVS because they always respond to my needs immediately and placed me in employment. I work for Goodwill and am enjoying every minute of it!" - Rosemary Salazar

...

"WVS is very successful in Washington State. Very helpful for the deaf. I am very happy I got a part-time job!"

- Kaye Peak

EMPLOYEE SUCCESSES

ENGAGING, EMPOWERING, EMPLOYING

Empowering Through Advocacy

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for individuals with developmental disabilities, their families, and caregivers to network.

Laura Akers is a proud attendee of Advocacy Day every year. The event is sponsored by Community Employment Alliance and ARC of Washington State. Laura loves going to Olympia to be able to advocate for herself and others on employment and independent living issues. When asked about her experience, Laura proudly said, "I tell my legislators how



Corinna Fale, and Bretta Williams at the Capitol Building

important it is to continue funding for the services I receive. I also got a thank you card from my legislator saying they were happy that I shared my story with them". Laura isn't the only one that appreciates the ability to advocate for herself. Nearly a dozen WVS clients attended the Employment Advocacy Day this year and many more are excited to make the trip in 2017.

There are great resources available on the ARC of Washington State website to assist individuals in signing up for action alerts, issues, and legislation. <http://arcwa.org/takeaction>

Empowered Speaker Turned Reader



Jim Bonnifield accepting his reader

Island County client Jim was an avid reader when he was growing up but a progressive disorder called Retinitis Pigmentosa gradually diminished his visual acuity and left him unable to see. Prior to losing his sight, Jim memorized his favorite book, the Bible.

Over the past several years, Jim has worked toward a career goal of being a motivational speaker. It was recognized early on that technology would be required to support Jim in fulfilling his goals. Some technology and resources were not difficult to obtain but the item Jim felt would really make an impact was a reader. While a variety of options exist, the basic idea is that an individual can

place a book on a scanner and the text is then transferred into a speech synthesizer. Unfortunately, the cost was way out of Jim's price range. Jim and Employment Consultant Shirley decided to keep searching for any comparable equipment that would be more affordable.

Meanwhile, Jim prepared for his gig as a motivational speaker at a Lions Club meeting. On the night of his speech, he expressed his love of reading and his dream to one day have a reader so he wouldn't need to depend on anyone to read to him. Shortly after the speech, Shirley received notice that the Lions Club as well as another organization would like to purchase the reader for him! This was a complete surprise and Shirley said, "You should have seen his face when he found out!" Shirley supported Jim in his first attempt at using the reader and when she asked him what book he wanted to read first, he loudly exclaimed, "My Bible!"

"Thank you for all the hard work that you did in getting me the reading machine I can hardly wait for you to hook it up for me then I can read and listen to my Bible and other book plus my Lions magazine that I get every month."

- Jim Bonnifield

PARTNER RECOMMENDATION

NATIONAL ORGANIZATION ON DISABILITY

Washington Vocational Services (WVS) is a valued partner for the National Organization on Disability (NOD). NOD has recommended WVS to several of its business partners who were looking for a quality program interested in learning the needs of the business and willing to work with other community programs to help build a talent pipeline of candidates with disabilities. WVS is terrific at engaging and educating businesses on the value of hiring and retaining workers with disabilities.

Howard Green
Deputy Director, Professional Services
National Organization on Disability

EMPLOYEE SUCCESSES

ENGAGING, EMPOWERING, EMPLOYING

Island

Spectrum in general, to gain additional perspective about the best way to communicate with Jake and understand his learning style. The environment couldn't be any better because the staff is so willing to accommodate Jake. For example, co-worker Jason gives Jake very detailed and explicit directions when he's teaching Jake new tasks.

Steve went on to say that he learns as much from Jake as Jake learns from him. Steve also appreciates Jake's willingness and attitude to work which has rubbed off on the other staff members, creating a change in the culture at camp.

In mid-April, Jake had an emergency cornea transplant which resulted in his inability to work for 3 months. However, Jake's job was waiting for him when he had fully recovered.

After Jake built up his stamina, he became the new Fleet Steward, detailing the vans, busses, and cars after inspection. He worked closely



Jacob Griffith working at Camp Orkila

with Steve and there were several occasions where Steve worked hand-over-hand with Jake, teaching him how to position himself with his tools. This helped Jake gain more confidence in his tasks each week.

In May, Steve met with the Executive Director and advocated to keep Jake on long term, cross training him in various areas of camp. The Director agreed and they are also working on establishing more natural supports so Jake can move around camp with ease.

Empowerment in the Workplace



Costa Vida is committed to its community, providing healthy food choices, and hiring employees that reflect their local neighborhoods. This includes employing individuals with disabilities.

Hattie is a young woman who is deaf and has dreams and goals to be a contributing member in her community. Costa Vida has given her an opportunity to do that. Costa Vida is a leader in Vancouver, WA community when it comes to employing individuals with disabilities.

Hattie has been employed in food prep at Costa Vida since July 2015. When WVS met Hattie, she was already successfully integrated into Costa Vida's team. Hattie asked for advice from her Employment Consultant about how to communicate with her supervisors at work because she wanted to be empowered and advocate for herself. Costa Vida embraced her independence, thus allowing WVS to take an indirect

approach with their interactions with Costa Vida and enabling her to take charge of her career on her own.

When speaking with Ted Lynne, manager of Costa Vida, he reports, "She's a great employee, hardworking, always on time, and very friendly. It has been a pleasure working with her." It's great to see the opportunities Hattie is given to be empowered in the workplace.



Hattie chopping veggies at Costa Vida

DEAF SERVICES RECOMMENDATION



Emily with Kitchen Manager Lexi

"The WV Services are the best and great opportunity with the deaf service and work service. It has helped me to learn more experience and how to applying these jobs on the website. About five or six months later, Chipotle called me for interview and got hired! I'm very excited and WVS has been working very hard to help and encourage me to get job that I did! ...The WVS has changed me the best and happy!"

- Emily Heinemann, Vancouver Client

The number of individuals who are deaf that WVS supported during the 2016 year are as follows:

Pierce County: 7	King County: 27
Kitsap County: 5	Thurston County: 1
Snoho. County: 8	Clark County: 16

EMPLOYER AWARD WINNERS

ENGAGING, EMPOWERING, EMPLOYING

Creek

Central Market has been very understanding of Zach's need to learn his job description and routine gradually, and to build his skills in the tasks he was most prepared for. They provide regular check-ins to see how he's feeling about his responsibilities and encourage him to speak up when he is ready to learn more.

After 4 months of success on the job, WVS was able to fade back job coaching support. Several months later when some work habits began concerning the employer, they met with Zach and suggested they reach out to WVS to get some support to get back on track. Central Market was determined to make it work and recognized the benefit in accommodating him with job coaching support. As a result, a solution was discovered and today Mr. Chapman is back working toward his goal of becoming a courtesy clerk.

Zach has been excelling in his role and recently Central Market told him it was time for him to learn additional responsibilities. His manager even called WVS to see if they would like to be involved in his additional training.



The opportunity that Central Market has provided to Zach has changed his life. The biggest change has been to his confidence and independence levels. Prior to employment, Zach rarely went anywhere independently and relied on others for transportation, financial matters, tracking commitments, and money management. Today, he is proud to say he contributes to his household budget and rent and feels great about being able to do so.

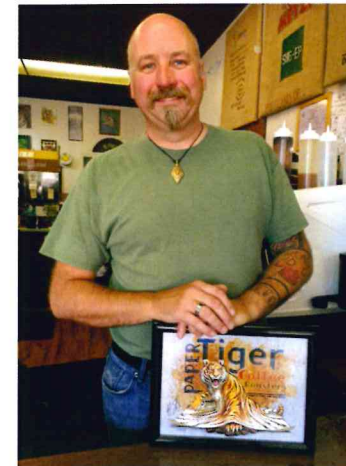
Zach has noticed changes too and said the most visible change was a physical one! With the help of a pedometer and a job that keeps him on his feet all day, Zach has been hitting as high as 40,000 steps a day! This has resulted in significant weight loss and better health. Central Market's attitude toward supported employment and ability to focus on what Zach can bring to the team while encouraging him to continue learning and growing on the job is commendable.

Paper Tiger Coffee Roasters

Owners Kenny and Sue Fletcher are committed to serving their community in any way. Not only did they hire one of our clients who is deaf, they work closely with the WA State School for the Deaf (WSD) across the street to provide work experience for students.

Students are trained as baristas, making drinks and waiting on customers. The owners believe that providing excellent customer service is critical to their business and they strive to learn every customer and their name and they expect their staff to do the same. Students aren't the only ones learning new skills. Kenny and Sue are learning American Sign Language through WSD to better communicate with their employees and WVS staff.

In addition to working with students at the WSD, Paper Tiger Coffee Roasters offers positions for students from the WA School for the Blind located around the corner. While each student is looked at individually when starting work, many of the students are being trained in the roasting process. Recently, the owners wanted to purchase a braille labeler and audio thermometer for the students. The labeler would be used to label the machines to assist in training and learning the terms associated with



Owner Kenny Fletcher

roasting coffee. The audio thermometer would be used to provide a safer environment for the students.

Kenny and Sue wanted to involve the community to raise funds and awareness so they put a "tip jar" on the counter with pictures of the 2 items. They thought it might take a month or so to raise enough funds but the enthusiasm from the community was so strong they had enough money within 2 weeks.

Kenny and Sue's commitment and loyalty to the community does not stop there. They are often asked to train people to be baristas so they will have individuals come in and learn as they are able. They hope to open a second location so that they can open a training center. We are confident that they have the drive and the community support to achieve their goal.

PAPER TIGER
COFFEE ROASTERS

EMPLOYER AWARD NOMINEES

Community Employment Alliance (CEA)
Washington State Governor Awards (GOV)
Washington Vocational Services (WVS)
Vancouver Disability Awareness (VDA)

- ABM Tacoma (WVS)
- At Work! (WVS)
- Central Market Mill Creek (GOV, WVS)
- Costa Vida (VDA)
- Dominos (WVS)
- Elmer's Restaurant (WVS)
- Eurest (CEA)
- First & Goal (GOV, WVS)
- Goodwill, Kent (WVS)
- King County Parks (CEA)
- Mountain View Rehab. Center (GOV)
- On Track Tanning (CEA)
- Panera Bread, Everett (CEA)
- Paper Tiger Coffee Roasters (GOV, WVS, VDA)
- San Juan Life Care Center (WVS)
- Sedro Woolley Sanitation Dept. (CEA, GOV, WVS)
- Service Mgmt. Systems, Cascade (GOV)
- Sodexo (GOV)
- Starbucks (GOV)
- Thriftbooks (WVS)
- Walgreens, Burlington (CEA)
- Walmart, Vancouver (GOV)
- YMCA Camp Orkila (CEA)
- YMCA Snohomish County (GOV)

SOCIAL ENTERPRISE

ENGAGING, EMPOWERING, EMPLOYING

Our Premium Outlets

WVS owns two Auntie Anne's in an Outlet mall. The first location opened in 2005 and celebrated its 10th anniversary in 2015. WVS provides employment opportunities for individuals with disabilities and provides an inclusive work environment. Currently, six of Auntie Anne's employees are survivor walkers by choice.

WVS provides survivor walkers by choice for Life event. Participants taking their picture taken off followed the walkers with the racers, their families,



WVS Bookkeeper Cori Twigg posing with Twisty



Relay for Life Participants



WVS, LLC (C Corp) dba Auntie Anne's Soft Pretzels

A wholly owned Social Enterprise Corporation

Financial Performance

(Fiscal Year December 31st)

**Note: 2016 Unaudited Financials

	**2016
Revenue WVS, LLC WA 113 & WA130	1,001,597
Total LLC Revenue	1,001,597
WVS, LLC COG & Operating Exp.	884,356
Total LLC Operating Expense	884,356
Net Operating Income Social Enterprise	117,241
Total Operating Income	117,241

Financial Status

Consolidated Balance Sheet

TOTAL ASSETS	\$	490,975
TOTAL LIABILITIES	\$	136,574
EQUITY	\$	354,401
TOTAL LIABILITIES & EQUITY	\$	490,975



WVS FINANCIALS

AGING, EMPOWERING, EMPLOYING



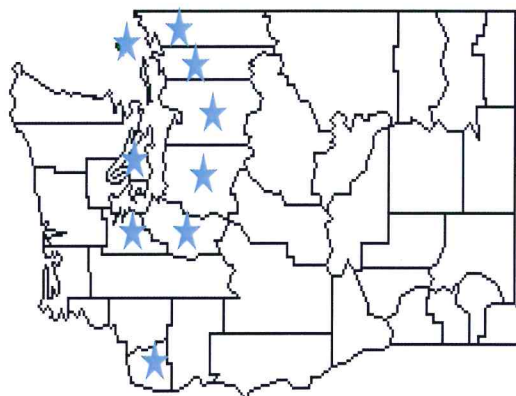
Financial Status

Consolidated Balance Sheet

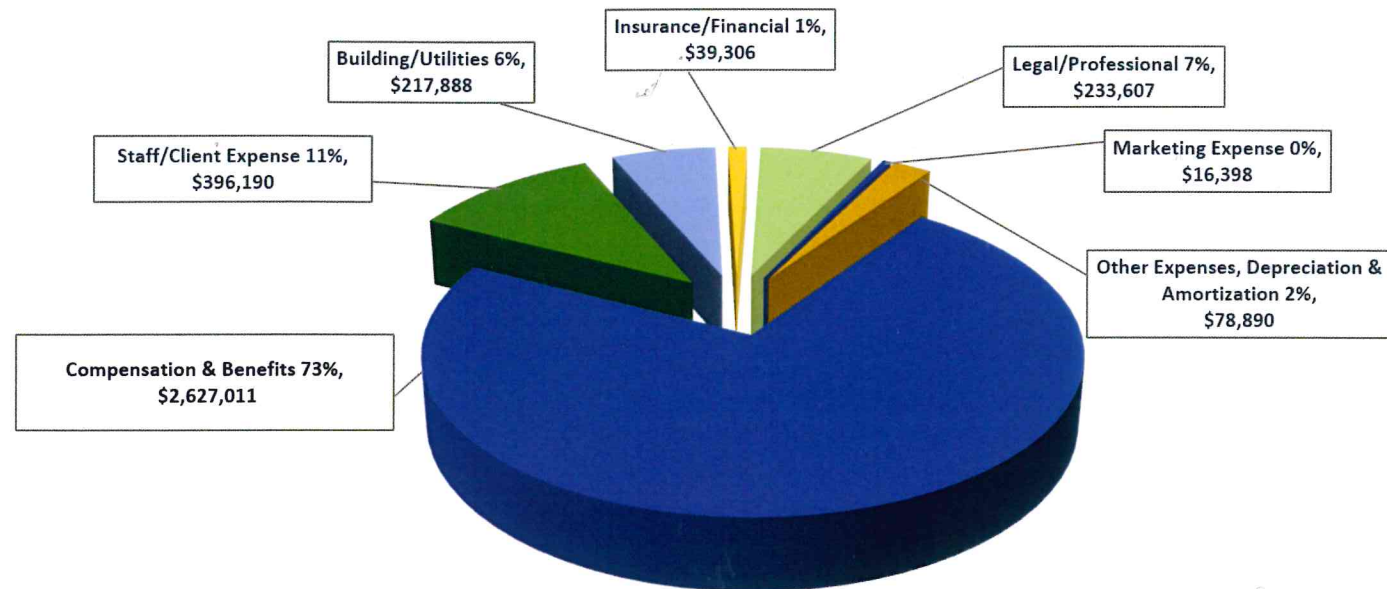
TOTAL ASSETS	\$	2,389,147
TOTAL LIABILITIES	\$	635,113
EQUITY	\$	1,754,034
TOTAL LIABILITIES & EQUITY	\$	2,389,147

**2016

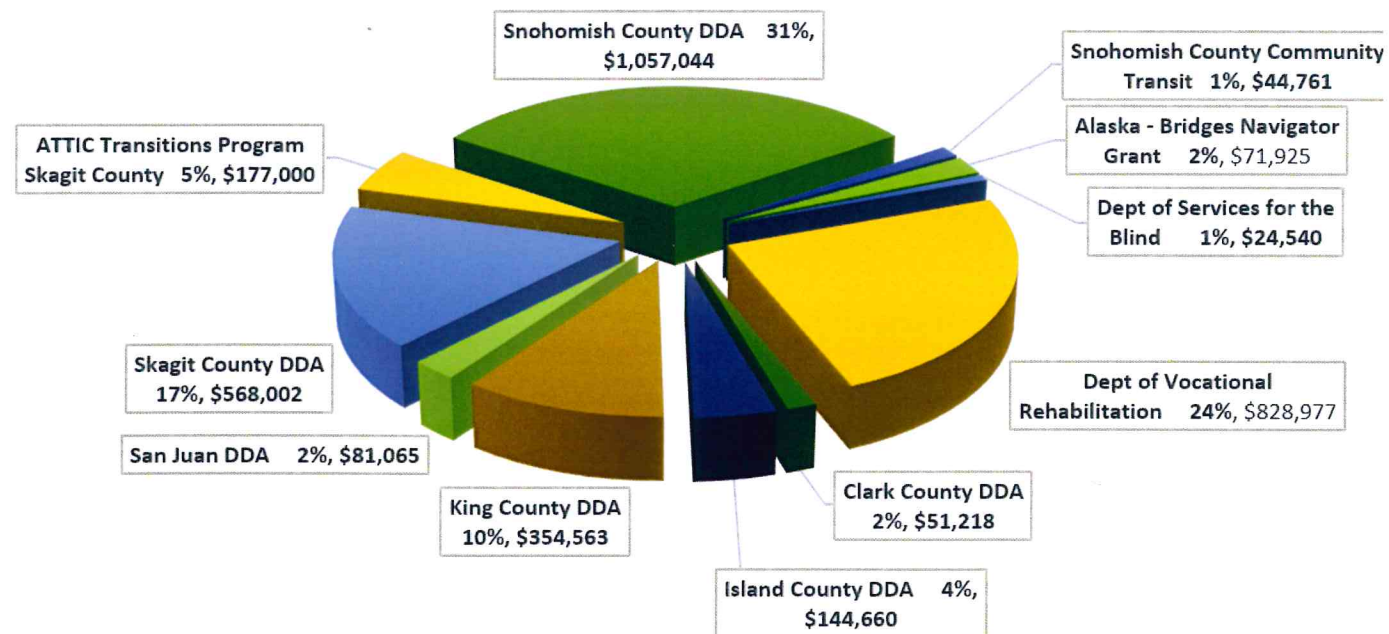
\$	3,407,698
\$	38,012
\$	50,002
\$	13,251
\$	3,508,962
\$	3,526,577
\$	30,378
\$	(17,615)



2016 WVS Operating Expenses \$3,526,577



2016 WVS Program Revenue \$3,407,698





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Everett, WA 98208
800-398-4730
www.wvs.org



Jill Mayer and Teresa Mejia



L to R: Sydney Kinal, Paula Bouwer, Edward Kinal, Amanda Smith, Laura Cox, and Dan Misch



Above: Janet Bruckshen with Barbara Barrett



L to R: Janet Bruckshen, Peggy Frisk, Shelby Satko, Tammy McKibbin, Gina Eakin, and Doretta Rilea



Kendal Lancaster (center) with mom and grandma



Attendees of 40th Celebration

