

King County

supported
employment
guide

including other related services



A Resource
for People with
Developmental Disabilities
and their Families

Second Printing: April 2001

King County Developmental Disabilities Division (KCDDD) sponsored the creation of this booklet by Washington Initiative for Supported Employment (WISE).

Printed copies are available by calling the Washington Initiative for Supported Employment at 206-343-0881.

Acknowledgments:

Washington Initiative for Supported Employment wishes to thank Snohomish County Developmental Disabilities for the use of the Introduction material used in this booklet.

Also, many thanks to Andrew Cheung for volunteering his time to make the much needed updates to this second edition.

Please note:

The descriptions of the Individual Supported Employment providers are kept as close to the particular agency's own words as possible.



King County
Developmental Disabilities Division
Department of Community and Human Services
821 Second Ave.
Suite 400
Seattle, WA 98104
Phone (206) 296-5214
TTY/TDD (206) 296-5238
FAX (206) 296-5260

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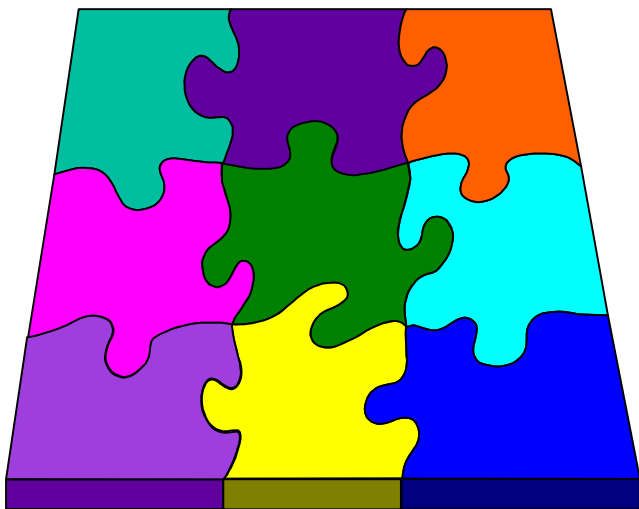
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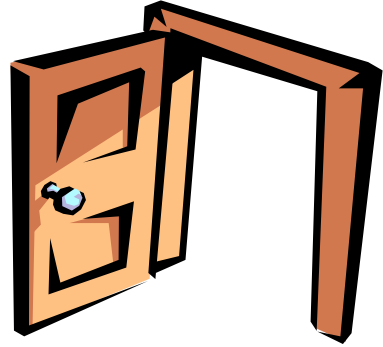
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I n t r o d u c t i o n



Who is this book for?

This book is intended to be a useful tool for adults ages eighteen and over and their families who want and need supports in their search for a job and/or other opportunities for community involvement.



Who will pay for your support services?

The Qualified Providers in the directory indicate the types of funding they are able to accept. These sources may include private pay, County, State and Federal resources. If you are eligible for services through the Division of Developmental Disabilities (DDD) and you need paid supports for job finding and other community services, funding may also be available. If you are not sure of your eligibility please call the Region 4 DDD

Office at (206) 720-3300.

After you have become eligible, you will be connected with a Case Manager. Your Case Manager can tell you if funding is available for the supports you want. If funding is available for your supports, your Case Manager will ask King County to pay for your supports through an approved provider (listed in the Qualified Providers section). Your Case Manager may also refer you to the Division of Vocational Rehabilitation (DVR) for additional support in your job search.

You are the customer! People with disabilities and their families have much more say now than in the past in choosing how their supports are delivered and who is providing those supports. You and your provider (also known as an agency or vendor), as well as other people of your choosing, will work together on a plan and a written support agreement. Together you, your family, friends and co-workers can work with your provider to build the supports that you need to succeed.

Taking the time to learn about what support options are available to you and choosing a provider of those supports is the first step toward putting you in the **driver's seat!**

The kinds of supports available to you are in place to help you have the same opportunities as your neighbors and other community members. Your support provider should be a "bridge builder" who helps you find friendships and build supportive relationships with coworkers, neighbors, employers and other people.

Those connections should help you secure meaningful work and live a full life in your community.

The support agency that you choose can help you:

- ***Find a job that meets your needs and skills,***
- ***Make a valued contribution to your community through paid or volunteer work,***
- ***Learn about what's possible for you, put together a plan describing the future you want, build the supports that you need to make your plan happen,***
- ***Find help from family, friends, co-workers and other community members to make the most of the other sources of support available to you, and***
- ***Have a chance to be part of your community, make friends and do things with co-workers, neighbors and others.***

What do you want and need? In the past 5 -10 years there have been many changes in expectations of people with disabilities and their families. People expect to live and work with others in their community and they expect to make their own decisions about what is right for them. People with disabilities and their families expect more control over their supports and services. With these increased expectations comes a responsibility to look more carefully at the way agencies provide supports, and be prepared to do your part towards successfully reaching your goal. To figure out your support needs, you first need to know what is important to you.

QUESTIONS TO CONSIDER

What are your hopes for employment?
 Do you have an idea of what you want to do?

Think about what is most important to you. Is it the people you will work with, the hours, the pay, the kind of work, the potential to get ahead, fun on the job? Your priorities will be important when you are choosing a provider because they each do some things better than others.

Do you need help in figuring out what you want your life to look like in the future?

Your support agency or other advocate will help you to build a plan to guide you to that future. That plan will be a guideline for you and your support agency so that you can work together. If your needs or your goals change your support agency will be able to redo your plan to meet those changes.

Whom do you want to help you in figuring out your plan?

It is important that other individuals who are supporting you in your efforts take part in the planning process! You need to be thinking about how your case manager, your support provider, your family, friends and other people from your community can help you meet your goals of being a more active member of your community.

What kind of help do you need now? What kind of help will you need in the future?

Funding is limited, so it is very important that you and your family actively participate in meeting your goals. Do you just need help in finding a job or will you need transportation training to be able to get to work? Do you need help in finding things to do when you are not working? You need to figure out what you can do for yourself, what your family can do and what you need from others, including your support provider.



What is your responsibility? Choosing a support agency is the first step in building a partnership. You and the agency will need to work together in making your plans come true. It is very important that you choose people you can work with. Are you willing to try new things? Are you ready to work hard to meet your goals? If you are, then you're ready to think about which agency will make the best partner for you.

Which supports are best for you?

It is important for individuals to take the time to plan and figure out what skills/abilities they have as well as their interests and preferences.

The time spent with planning can help considerably in making a good match with an employment opportunity.

Some planning avenues available to individuals are with schools and teachers, employment agencies as well as the individual's family and their own support networks. Through these different options the individual will define more clearly what needs he/she may have.

You should plan on visiting with several different agencies and asking as many questions as you need to feel informed. The list of questions on the following pages is intended to offer a starting point in identifying an agency to work with in this process. The list is by no means complete and there will undoubtedly be questions that you have that are not included. If you still need more information after the first interview, take the extra time to re-interview. You may also want to ask if an agency can give you the names of people who they have supported in jobs so you can interview those individuals about their experience with the agency.

“There is no more important element in the process than PLANNING!”

Choosing a Provider

Are You Ready?

Know what you want

- Write your questions down beforehand.

Be positive

- You are checking each other out to see how well you can work together.
- You want to have a good relationship with this person



Be clear about your needs

- Explain your expectations as clearly as possible.
- Ask the person whether he/she can meet those expectations



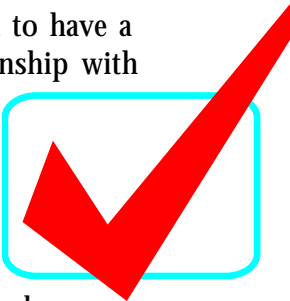
Do you like this person?

- Do you trust him/her?
- Does he/she treat you with respect?
- How does this person present him/herself?
- How does he/she present the people he/she serves?



Know what kind of questions to ask.

The following questions are intended to assist you with getting prepared to interview an employment vendor about their employment services. These questions are only a general guideline developed to assist you with preparing for the interview process. As you prepare, you will begin to think of questions that may be more specifically related to your particular needs as a consumer. Don't hesitate to ask any question you may have during the process.



1. Would you be willing to interview with us at our home?
2. What kind of experience do you have working with people with disabilities?
3. What kind of services do you offer? (i.e., job development, on-the-job training, follow-along)
4. Explain the different training methods the organization has used for on-the-job training and follow-along?
5. How much time will you spend working on this task?
Weekly?Monthly?
6. How does your agency develop job leads for people?
7. Describe some "typical" jobs that have been developed through your agency?
8. What companies have you placed people at?
9. What is your marketing approach with a new, prospective employer?
10. How many people does this agency serve in supported employment?
11. Do you provide training for employers, employees or family members?
12. What type of feedback on job development and training do you provide for the family? How often?
13. Will I be updated weekly, bimonthly, monthly?
14. Can I call the job developer during the job search process?
15. When you are doing job development will you provide transportation for the individual, if necessary?
16. Do you help support or develop transportation services for the individual when a placement has been determined?
17. Will the job developer also provide the "on the job training" or will another individual be hired to do so (i.e.- job coach, natural supports set up, co-worker trainer, etc.)?
18. How long do you usually provide job coaching for a new worker and will you set up natural supports on the job site as part of the on the job training?
19. Describe some of the factors you consider when matching an employment site and the individual?

Definitions

Agency

An agency (sometimes called a vendor or provider) is an organization which has met the qualifications of King County and the State Division of Developmental Disabilities, and has experience and expertise in supporting people to find jobs and succeed on the job. You, as their customer, have a right to choose which agency you will use. You also have the right to change providers if you are not satisfied with their support services.

Case Manager

At times this person is called a Case Resource Manager and he/she is your personal connection to the Division of Developmental Disabilities (DDD). Your Case Manager can tell you what supports and services are available in the community and they can authorize paid supports for you when they are available. They also coordinate the employment referral process of an individual.

Community Access

This is a type of support that fosters connections between persons with disabilities and persons without disabilities who are not paid to serve the person. Participants in this service are assisted to become more involved in their community with volunteer opportunities that can lead to employment or with other activities (such as recreation.) This service is for people who are retired from work or people who need to try out some community connections before starting work.

Group Supported Employment

This is a form of employment support where several individuals with disabilities work together with a paid support staff in community business. The most common forms of Group Supported Employment are called *enclaves* (several individuals with disabilities working together in a community business) and *mobile crews* (several people with disabilities doing crew labor and moving from business to business). Group Supported Employment is most commonly used to support individuals who have not had success in finding Individual Employment opportunities.

Individual Employment

Individual Employment (sometimes known as Supported Employment or IE) is a way of assisting an individual in finding a job in the community, obtaining on-the-job training and helping to keep that job over the long term. People who are in IE work in regular businesses in the community and receive the same wages/benefits and have the same working conditions as their co-workers. IE providers/vendors also assist with transportation training and other supports necessary to employment, including replacement services if you lose your job.

Job Coach

Sometimes the support staff person in an agency is called a *job coach*. This job coach can help find jobs, work with supervisors and co-workers and assist you and your family to work out the supports and training necessary to find and keep your job.

Natural Supports

These are the supports that are provided by friends, relatives, neighbors, co-workers and others in the community. Everyone has some natural supports in his/her life. A good support agency will help you expand your natural support network so that you have more than family members or paid support staff in your life.

Sheltered Workshop

This service is for people who have challenges and for whom we have not yet developed resources or technology to support in individual or group employment. Sheltered Workshops (also called specialized industries or pre-vocational services) are businesses that provide non-community based employment to individuals with disabilities. Typically there are 10 or more people working in a group setting, receiving sub-minimum wage pay.

Acronyms

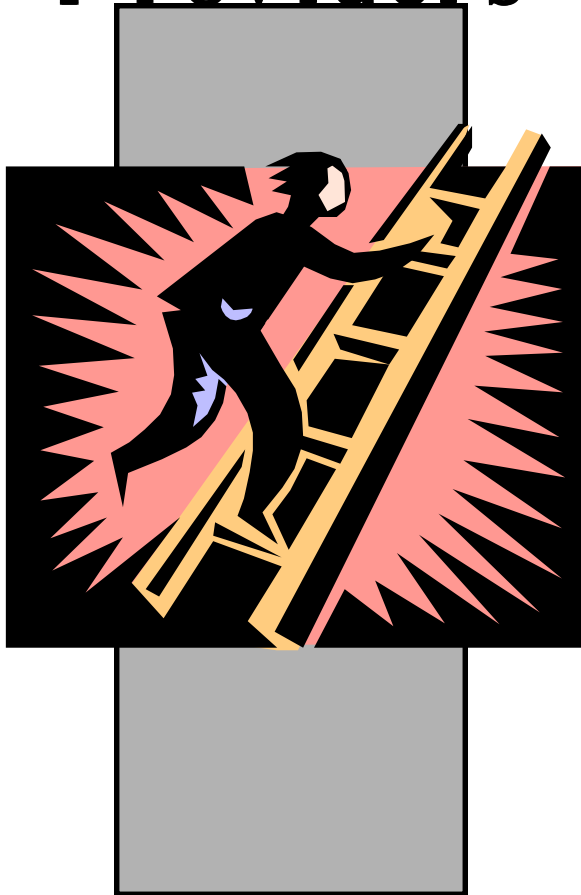
A guide to some frequently used terms

APS	Adult Protective Services
CA	Community Access
CAP	Client Assistance Program
CP	Cerebral Palsy
CPC	Child Protective Services
CSO	Community Service Office
DD	Developmental Disability
DDD	Division of Developmental Disabilities
DSHS	Dept. of Social & Health Services
DVR	Division of Vocational Rehabilitation
GAU	General Assistance Unemployable
GSE	Group Supported Employment
IE	Individual Employment
IEP	Individual Education Plan
IHP	Individual Habilitation Plan
IPP	Individual Program Plan
IRWE	Income Related Work Expense
ISP	Individual Service Plan
ITP	Individual Transition Plan
ITS	Intensive Tenant Support
IWRP	Individual Written Rehabilitation Plan
LD	Learning Disabled
MD	Muscular Dystrophy
MMR	Mild Mental Retardation
MR	Mental Retardation
MS	Multiple Sclerosis
NI	Neurologically Impaired
OSPI	Office of the Superintendent of Public Instruction



OT	Occupational Therapist
P&A	Protection & Advocacy
PASS	Plan for Achieving Self-Support
PAVE	Parents Are Vital in Education
PEP	Participant Empowered Project
PT	Physical Therapy/Therapist
PTA	Parent Teacher Association
PVS	Pre-Vocational Services
RCW	Revised Code of Washington (State Law)
RHC	Residential Habilitation Center
SBD	Severe Behavior Disability
Sp. Ed.	Special Education
SSA	Social Security Administration
SSDAC	Soc. Sec. Disabled Adult Child Benefits
SSDI	Soc. Sec. Disability Insurance
SSI	Supplemental Security Income
TASH	The Association for Persons w/ Severe Handicaps
TS	Tenant Support
UAP	University Affiliated Program
UCP	United Cerebral Palsy
WAC	Washington Administrative Code
WCCD	Washington Coalition of Citizens w/ Disabilities
WISE	Washington Initiative for Supported Employment

Individual Supported Employment Providers



AtWork!

(formerly CEI and Custom Industries)

690 NW Juniper, Issaquah, WA 98027

Phone:(425)392-1812 V/TTY Fax:(425)392-3301

Wendy Randall, Community Support Services

E-mail: wendyr@atwork-issaquah.com

www.atwork-issaquah.com

A Brief Description:

AtWork! serves the community by meeting the vocational needs of people with disabilities and the employment needs of community businesses. AtWork! provides an array of comprehensive services which individuals with disabilities can choose from to support success achieved through employment, work training and community involvement. AtWork! is dedicated to providing customized solutions for employment in order to assist individuals with disabilities to achieve independence, integration, quality of life and pride in their work.

Geographical service areas:

- King County
- South Snohomish County

funding sources accepted:

- DVR
- King County
- Snohomish County
- PASS(Plan for Achieving Self-Support)
- IRWE(Income Related Work Expense)
- School Funding
- Private Pay

Other services offered:

Bus training, resume writing, interviewing skill classes (individual or group), vocational interest exploration and assessment services, school to work transitional services.

What was the one job that was developed in the last year that you are the most proud of?

AtWork! developed a job for an individual with intensive support needs

who was very specific about what he wanted to do. He is currently employed at a restaurant working the shifts he needs with natural supports in place. The employer continues to shape the job to his needs and capabilities.

What types of jobs have you developed in the last year?

AtWork! Has developed jobs ranging from entry level positions such as a dishwasher or theater ticket taker to professional positions such as a bank mortgage processor or massage therapist. Wages have varied from \$5.25 an hour to \$35.00 an hour. AtWork! is dedicated to developing the right job individually, one job at a time.

What kind of training do your job developers and/or trainers receive?

Positive Behavior Supports, Task Analysis, First Aid/CPR, Social Security Work Incentives, orientation to working with individuals with disabilities, job development specific and job development for dual diagnosis and other specific disabling conditions.

Do you have any areas in which you specialize?

AtWork! specializes in finding the right job for each individual we serve. We are committed to providing ongoing services of training and follow-along to each individual employed and to the community employer who hired them. AtWork! job developers and employment specialists have experience in supporting individuals who have a variety of disabilities. One of our job developers is proficient in American Sign Language.

Do you help develop volunteer positions or other unpaid individual community activities?

Yes. AtWork! has assisted a number of individuals to be a contributing part of their community through volunteering. Both Community Access and Individual Employment services have assisted individuals in becoming involved at non-profit agencies doing volunteer tasks within their interests and skill abilities.

Centerforce

5204 Solberg Drive SW
Lakewood, WA 98499 (Headquarters)
Phone: (253) 584-1001 Fax: (253) 581-4741
Jenny Reed ext. 226 (Individual Employment)
Linda Barnard ext. 218 (Community Service
Co-ordinator)

A Brief Description:

Aspects of CenterForce:

*Founded in 1968 by a group of parents, CenterForce has evolved as a leader and a full-service agency.

*CenterForce tailors its services to meet the vocational needs of its participants.

CenterForce's Vision:

CenterForce is an agency that promotes choice and empowers individuals and their support members to play an active role in ALL aspects of their vocational service.

Geographical Service Area/s:

- King County
- Pierce County
- Thurston County

Funding Sources Accepted:

- DVR
- King County
- PASS (Plan for Achieving Self-Support)
- IRWE (Income Related Work Expense)
- School Districts
- Private Pay

Other Services Offered:

Bus training, resume writing, interview preparation, inter-personal boundary setting, interest assessments.

What was the one job that was developed in the last year that you are the most proud of?

We are proud of each participant's job because it reflects THEIR vocational choice, at this time. Overall, the personal and professional growth

that we are privileged to witness by each person we serve makes the selection of one job impossible.

What types of jobs have you developed in the last year?

ALL job development CENTERS around the individual and their vocational interests, transportation, personal commitments, and their residential area. Positions matching the individual's needs with the employer's needs include stocking, courtesy clerk, laundry service, food service workers, janitorial, health club attendants and store greeters.

What kind of training do your job developers and/or trainers receive?

CenterForce staff receive on average 50 to 120 hours of annual education and ongoing training from local and national professionals, conferences and colleges/universities. Mandatory and voluntary topics include the following: disability awareness, CPR/First Aid, cultural diversity, marketing/job development, communication, positive support/motivation, being dream-makers, etc.

Do you have any area/s in which you specialize?

Individualized job development, computerized matching of an individual's abilities and a position's essential requirements, job training for possible future community employment, community based job assessments, bus training, identifying a person's vocational interests and advocacy, positive support and personal empowerment for employment and community living. The CenterForce staff listen to both the spoken and unspoken messages each of us use to communicate our needs. We are dedicated, committed and have joy in our work! Call us for an informational meeting.

Do you help develop volunteer positions or other unpaid individual community activities?

Yes. These positions are developed to maintain acquired skills between jobs, or to increase a persons abilities in their field of interest.

Community Trades and Careers

*PO Box 7368, Shoreline, WA 98122
Phone: (206) 542-8605 Fax: (206) 546-0305
Pam Bracy*

A Brief Description:

CTC was established in 1987 as a division of Sunrise Services. Our individual employment service program is a community-based combination of coordinated services designed to develop, enhance, and promote employment, taking into consideration each individual's career choice. Our community access services promote involvement in the community for adults with severe disabilities based on power of choice.

Geographical service areas:

- King County; East to Redmond, Seattle North of the Kingdome and from Shoreline to the King/Snohomish County line.

funding sources accepted:

- DVR
- King County
- PASS(Plan for Achieving Self-Support)
- IRWE(Income Related Work Expense)
- School funding
- Private Pay

Other services offered:

All pre-employment job search skills, job development, job coaching, bus training, interview skills, resume writing, development of volunteer jobs in Community Access and community connections.

What was the one job that was developed in the last year that you are the most proud of?

Our participant had a history of short-term jobs. We created a job where the training was managed, and relations with the managerial staff maintained to enable this dual diagnosed (Mental Health/Developmentally Disabled) participant to sustain her position for almost a year. So far, she has received 3 pay raises, full medical benefits and is being trained for a higher position.

What types of jobs have you developed in the last year?

In the last year we have developed jobs such as housekeepers, maintenance workers, office assistant, nurses assistant, data entry, dining room attendants, and dishwashers.

What kind of training do your job developers and/or trainers receive?

Each person has an initial individual orientation regarding policy and procedures pertinent to their particular program. Participant specific training and hands on training with experienced staff is given. Training offered by DDD, DVR, WWU, W.I.S.E., in-house training such as CPR, First Aid, Positive Behavior Supports, and other supported employment training.

Do you have any area/s in which you specialize?

We work with quite a few dually diagnosed participants. We specialize in job carving/creating jobs based on individuals' unique strengths and abilities. Our Community Access participants consist mostly of individuals with severe disabilities and those recently transitioned into the community.

Do you help develop volunteer positions or other unpaid individual community activities?

Volunteer positions and community activities are based on individual interest and choice. Our programs focus on personal preference, independence, bridge building, life enrichment and the use of generic facilities and resources.

Eastside Employment Services

1601 116th Ave. NE, Bellevue, WA 98004
Phone: (425) 453-0676 Fax: (425) 453-0338
E-mail: DavidEES@aol.com
David Schlesinger

A Brief Description:

Since 1984, EES has helped people with developmental disabilities get and keep jobs in the community. We work throughout King County. Our services are individualized to meet the needs of our customers.

Geographical service area/s:

- King County

funding sources accepted:

- DVR
- King County
- PASS(Plan for Achieving Self-Support)
- IRWE(Income Related Work Expense)
- Private Pay

Other services offered:

All services related to getting and keeping a job.

What was the one job that was developed in the last year that you are the most proud of?

Each position we develop provides a person an opportunity to experience work. We are proud of all of them. People supported by EES average among the highest wages in the state of Washington.

What types of jobs have you developed in the last year?

Manufacturing, Clerical, Retail, Litter Control and Food Service.

What kind of training do your job developers and/or trainers receive?

Our staff are trained by staff trainers with 20 years experience in supported employment. EES staff participate in a wide range of training opportunities. Direct service staff have been with EES an average of 3.5 years.

Do you have any area/s in which you specialize?

Customer Satisfaction. 😊

Do you help develop volunteer positions or other unpaid individual community activities?

Yes. Our services are developed to meet the needs of each individual.

Highline Community College

2400 S. 240th, Des Moines, WA 98198-9800

Phone: (206) 878-3710 ext. 3349

Fax: (206) 878-7247 (additional staff numbers at bottom of next page)

E-mail: jluther@hcc.ctc.edu

Judy Luther, Director

A Brief Description:

Highline offers individual attention and support services that help people find and keep jobs and be involved in their communities. We provide personal assessment of current employment, community skills and interests, pre- and post-hire counseling, as well as ongoing relationships with the employee, the employer, or other community organizations. Supports include: adult basic education classes that provide academic skill building and training in resume writing, interviewing, and conducting a job search. We provide planning and support services that focus on the “whole person” and “whole life experiences,” including supports for involvement in community education, recreation and leisure activities.

Geographical service areas:

- King County; mainly from Seattle to the Southend, Eastside communities.

funding sources accepted:

- DVR
- King County
- PASS(Plan for Achieving Self-Support)
- IRWE(Income Related Work Expense)
- Schools
- Services for the Blind
- Private Pay

Other services offered:

Bus training, other transportation supports and planning, resume writing, interview skills; non-tuition career planning class that meets every Tuesday from 1-3 p.m., and offers resume writing, job hunting, interviewing skills, etc. We also offer Personal Supports Planning as well as a program called Individual and Family Assistance.

What was the one job that was developed in the last year that you are the most proud of?

An employer was able to see beyond what others may perceive as barriers and recognize the value that two job seekers could bring to their company. With the company's backing, co-workers were able to brainstorm transportation, on-the-job training, and remove language barriers.

What types of jobs have you developed in the last year?

Entry level clerical, warehouse/production work, courtesy clerk, laundry, retail, pet store, receptionist, and sanitation worker.

What kind of training do your job developers and/or trainers receive?

HCC provides on-the-job training/orientation to all new employees. Workshops and conferences are available for staff to attend to keep up on the latest trends and information. Staff are supported and encouraged to attend all "Best Practices" training locally and nationally.

Do you have any area/s in which you specialize?

80% of our customers qualify for DD services. We serve DVR clients (20%) who are not eligible for DD services. We also provide employment services for people referred by Services for the Blind.

Do you help develop volunteer positions or other unpaid individual community activities?

Yes. We believe that in weaving together our supports and the already existing vast array of community resources, we can support the promotion, empowerment and well being of the individual with a disability, the employers, and the community.

Supported Employment-HCC	Kathleen Wood	(206) 878-3710 ext. 3984
Community Access-HCC	Karen Hall	(206) 878-3710 ext. 3186
Community Access-Bellevue	Elden Lamb	(425) 644-6407 ext. 21
Person to Person	Tammy Merrill	1-800-598-1241
Facilitated Communication	Genevieve Ameling	(206) 626-4083 pgr.
Facilitated Communication	Don Shouse	(206) 626-4083 pgr.
Parks & Recreation-Bellevue	James Beck	(425) 452-7686
Parks & Recreation-Fed. Way	Debbie Hoffman	(253) 661-4167
Parks & Recreation-Kent	Lara Hosford	(253) 856-5030
Individual & Family Assistance-Des Moines	Rick Shultz	(206) 878-3710 ext. 6109

IAM CARES

9125 15th Pl. S., Seattle, WA 98108

Fax: (206) 323-6493

Gary Banis: (206) 329-2713

gbanis@uswest.net

Daniel Lumley: (206) 329-1835

dlumley@uswest.net

Doug Stauffer: (206) 329-2016

dstauffer@uswest.net

A Brief Description:

IAM CARES is a federally and state funded non-profit agency that provides vocational rehabilitation counseling and employment services to individuals with disabilities.

Geographical service areas:

- King County
- Pierce County

funding sources accepted:

- Department of Vocational Rehabilitation
- King County
- PASS (Plan for Achieving Self-Support)
- Private Pay

services offered:

- Job assessment and placement assistance
- On-site job coaching and long-term support
- Pre-vocational training
- Career exploration and counseling
- Client advocacy

What was the one job that was developed in the last year that you are the most proud of?

IAM CARES strives to provide individualized employment services to each of our clients. We attempt to foster a positive relationship between the individual, an employer, and ourselves. This involves matching client qualifications and skills to an employer's special needs. Recently, we placed a client in a position at Sea-Tac airport. This individual is assisting people in wheelchairs to and from their destinations within the airport. A

history of failed employment and unhappy work experiences has finally ended for this individual. Throughout her many work experiences she has stated that this one is her most rewarding and fulfilling. We are pleased with the outcome of this placement in part because of the long history of dissatisfying jobs this individual has endured. Our goal is to assist as many individuals as possible into positions that offer this type of satisfaction.

What types of jobs have you developed in the last year?

Our individuals are employed in a variety of industries including technical and light industry, clerical, retail, manufacturing, hospitality and health care. We are continuously searching the job market and attempting to develop new employment areas for our clients to pursue.

What kind of training do your job developers and/or trainers receive?

IAM CARES provides ongoing training opportunities for employees by writing in continuing education and training dollars into every grant proposal submitted. We also encourage our employees to further develop their education and skills by offering employer paid training and tuition reimbursement for university courses.

Do you have any areas in which you specialize?

IAM CARES specializes in providing individualized, high quality vocational and employment related services to individuals with disabilities throughout King and Pierce County.

Do you help develop volunteer positions or other unpaid individual community activities?

Yes. A number of our referred clients come to us with limited vocational ability or practical paid experience. Therefore, our employment specialists seek out community volunteer activities in order to help the client gain more skills, knowledge, and experience before securing competitive employment. We have partnerships with a variety of agencies and businesses that readily embrace our individuals for volunteer positions. This is an area of IAM CARES that we continue to expand upon in hopes of preparing more individuals for employment or a related experience.

Independent Employment Services

*4700 42nd Avenue Southwest, Suite 570
Seattle, WA 98116*

Phone: (206) 932-8678 Fax: (206) 932-8910

Mary Beth Cole E-mail: ieshome@netscape.net

A Brief Description:

IES has provided quality service to individuals since 1982. Our services are targeted to meet the needs of each person, and include assessment, interest survey, job development, training, support, co-worker training and awareness training for companies.

Geographical service areas:

- King County
- Pierce County
- Kitsap County

funding sources accepted:

- DVR
- King County
- PASS(Plan for Achieving Self-Support)
- IRWE(Income Related Work Expense)
- Labor and Industry
- Private Pay

Other services offered:

Resume writing, bus training, all aspects of "Job Club," assessment and training.

What was the one job that was developed in the last year that you are the most proud of?

Elevator operator at the Smith Tower.

What types of jobs have you developed in the last year?

Courier, courtesy clerk, ticket taker, janitorial, table busser in a restaurant, wheelchair attendant, day care.

What kind of training do your job developers and/or trainers receive?

Most of our employees have attended WWU Center for Continuing Education's "Job Development" training, Job Development training by O'Neill and Associates, training sponsored by Services for the Blind, as well as studying our company staff training manual.

Do you help develop volunteer positions or other unpaid individual community activities?

Yes, in Pierce and Kitsap Counties, but not in King County.

Job Connection

@ Washington State Employment Security

2531 Rainier Avenue South

Seattle, WA 98144

Phone: (206) 721-6056 Fax: (206) 721-4537

E-mail: jobconnect@hotmail.com

P.J. Connell

A Brief Description:

The Job Connection is a self-supporting project of the Washington State Employment Security Department. We are a relatively small agency (4 staff members), but have available to us the resources of the Employment Security Department. As sources of job development, we utilize the statewide JobNet system, as well as cold calling (newspaper, telephone directory) and the Internet. We operate in a team-based environment where all members work directly with clients, both as job developers and job coaches. We began as a vendor that solely served individuals with developmental disabilities. Although we now provide services to those with a variety of challenges, we continue to specialize in the individuals with developmental disabilities.

Geographical service area/s:

- King County

funding sources accepted:

- DVR
- King County
- PASS(Plan for Achieving Self-Support)
- IRWE(Income Related Work Expense)

Other services offered:

Vocational direction evaluation; skills assessment; application, resume and cover letter preparation; interview skills instruction; vocational transportation training; on-the-job training; long-term follow along services for clients of King County Division of Developmental Disabilities.

What was the one job that was developed in the last year that you are the most proud of?

The Job Connection placed an individual with multiple employment barriers including developmental disabilities, limited speech and behavioral issues, into a position as a warehouse worker with an extremely supportive employer. The facility representative provided bus training and job coaching. After several behavioral modification programs were proved ineffective, the facility representative assessed that the individual's actions could be an indication of an emotional/psychological barrier. The facility representative arranged for a psychiatric evaluation and worked closely with the employer, client and his family to ensure observations were related to the psychiatrist so an effective assessment could be conducted. The facility representative also advocated with the VRC to fund an IL vendor to assist with his independent living needs. At this time the client is receiving medication that has assisted him in increasing his on-task behavior and ensured that his daily living skills are being met. The employer is satisfied with his current work performance.

What types of jobs have you developed in the last year?

Assembly, dietary aide, tele-researcher, office clerk, pre-board screener, production worker, concrete worker, warehouse worker, courtesy clerk, laundry attendant, housekeeper, stocker, mail clerk, teacher's aide, furniture mover, retail clerk and janitor.

What kind of training do your job developers and/or trainers receive?

Job Connection staff members take advantage of training offered by DVR, KCDDD and Employment Security to acquire and retain coaching and job development skills.

Do you help develop volunteer positions or other unpaid individual community activities?

The Job Connection has not done so in the past but is considering the implementation of volunteer position development.

Mainstay at Seattle Central Community College

1701 Broadway, 2NP 101, Seattle, WA 98122
Phone: (206) 587-3813 Fax: (206) 287-5533
Katie Douglas E-mail: kdougl@sccd.ctc.edu
www.mainstay.org

a Brief Description:

Mainstay is located in Seattle's Capitol Hill neighborhood on the Seattle Central Community College campus. This centralized location lends itself to diversity and is an environment rich in opportunity. Mainstay provides individualized employment services tailored to the customer's specific needs and situation. These services include Employability Evaluation, Employment Classes, Career Counseling, Job Placement Services (Job Development and Job Retention), Job Coaching and various support services such as conflict resolution in the work place or specific skills training.

Geographical service areas:

- King County

funding sources accepted:

- DVR
- King County
- PASS(Plan for Achieving Self-Support)
- IRWE(Income Related Work Expense)
- Private Pay/Individually negotiated

Other services offered:

Bus training, assistance negotiating with DVR, DDD and any employment related skills.

What was the one job that was developed in the last year that you are the most proud of?

Mainstay is extremely proud of two placements this past year. In the first situation, a software design company was committed to creating a new position in the company. This enabled the hiring of an individual with multiple and significant disabilities into a part-time position. In the second situation, a large company which manufactures and sells industrial size tanks hired an employee into a traditional janitorial job. After a few

months, the employee was promoted into a manufacturing position. He was trained to do very specific work, using welding supplies. His wages nearly doubled as a result of this promotion. This employer has since hired two other job seekers from Mainstay, one as a janitor and the other as a mail room assistant.

What types of jobs have you developed in the last year?

Mainstay has developed a wide range of job opportunities this year. Some of these include: Office Support, Data Entry, Manufacturing Industrial Tanks, Retail Sign Manufacturing, Warehouse Worker, Mail Room Assistant, Retail Associate, Customer Services, Custodial, Production/Assembly, Food Service Workers, Telephone Operator, Receptionist, Recycler and Groundskeeper. We have developed employment in the private and public sector, in large, midsize and small businesses.

What kind of training do your job developers and/or trainers receive?

Employment Specialists participate in training activities throughout their tenure in the agency. We typically seek out training that provides cutting edge information related to developing high quality employment opportunities, increasing technical knowledge and improving customer services. This year Mainstay participated in several in-services provided through King County Developmental Disabilities, Western Washington University and Seattle Community College District.

Do you have any area/s in which you specialize?

Mainstay has a Deaf-Deaf/Blind Program which supports individuals in obtaining competitive employment. We also employ fluent ASL staff.

Do you help develop volunteer positions or other unpaid individual community activities?

Yes. We are active with several high school transition programs throughout King County offering a range of work experiences on the SCCC campus as part of their vocational programs at school. These opportunities are volunteer and are created per the individual participant's needs. Mainstay also works in partnership with several residential support providers in providing volunteer work opportunities on campus to individuals who have had limited community experiences, or who have very significant barriers to traditional employment. Mainstay has developed volunteer positions within the community to assist individuals in gaining work experience to enhance their job seeking ability.

Northwest Center

1600 West Armory Way, Seattle, WA., 98119

Phone (206) 285-9140 Fax (206) 286-2300

E-Mail: vandre@nwcenter.org, smatsuda@nwcenter.org

Virginia St. Andre, Employment Services Coordinator

Scott Matsuda, Community Rehabilitation Services

Director

a brief description:

Northwest Center serves over 400 children and adults in fully-integrated rehabilitation and employment services at our Interbay facility and throughout King County. We provide job placement services, vocational assessments, on-going support, job coaching and consultation services. We also provide one-on-one services, specialized industries facilities, and group supported employment opportunities in the community. Northwest Center assists people with developmental disabilities, autism, learning disabilities, and traumatic brain injury.

Geographical service Areas:

- King County

Funding Sources accepted:

- DVR
- King County DDD
- PASS/IRWE
- Labor and Industries
- Scholarships
- School District Funding
- Private Pay

other services offered:

Community Job Placement, Vocational Assessments, One-on-One Intensive Support, Community Integrated Work Opportunities, Transition-School to Work Services.

What was the one job developed this year that you are most proud of?

A DVR Counselor called to ask if we would conduct a job search for a client. The Counselor said other vendors would not work with her because she did not speak English very well and would take extra time utilizing an interpreter. We gladly accepted and within six weeks we found her a job as

a Courtesy Clerk at a Safeway just three blocks down the street from her home. The job matched exactly what she was looking for, allows her to work in an environment where she can learn and practice her English, and is just a five minute walk each morning!

What kind of training do your Job Developers and/or trainers receive?

We provide initial training to each new job developer and offer quarterly training opportunities through on-the-job coaching, positive behavior support training, and a variety of job development classes through Western Washington University.

What types of jobs have you developed in the past year?

We individualize our job placement services to find jobs that match our clients' skills, interests, and abilities. In the past year we have assisted people to be Courtesy Clerks, Deli Assistants, Processing Assistants (marking clothes with price tags, etc.), and Recycling Sorters.

Do you have any areas in which you specialize?

We offer nine Group Supported Sites in the community where individuals learn specific tasks for that job and receive the support they need to be able to move into an independent job in the community. These Group Supported Sites offer an excellent environment for people with disabilities to learn basic job skills such as good attendance, safety awareness, appropriate social and professional interactions, and working as a team. These sites provide a supportive environment where it is safe to make mistakes and not be at jeopardy of losing one's job. We monitor how individuals are doing and initiate the process to conduct job placement services when the candidate is ready.

Do you help develop volunteer positions or other unpaid individual community activities?

Yes. For many individuals with disabilities a paid position in the community is either not attainable or not desirable. We provide services for these individuals to learn job skills through a variety of volunteer opportunities arranged with organizations in the community.

Northwest Vocational Srvcs. at Seattle Mental Health

1600 E. Olive, Seattle, WA 98122

Phone: (206) 324-2400 Fax: (206) 324-9433

David O'Neal

a Brief Description:

Northwest Vocational Services has been providing comprehensive employment services since 1967 as an integrated program of Seattle Mental Health located on Capitol Hill in a pleasant residential setting. We believe that career and personal development are closely related and that the ability to work consists of a set of identifiable skills which can be taught. Our approach is to focus on strengths as well as on strategies to improve areas of skill deficits. We have a solid reputation for providing outstanding services to persons wanting emotional and psychological support to reach their goals, including persons with disabilities wanting comprehensive support available through our close knit team of case managers, therapists and doctors.

Geographical service areas:

- Greater Seattle Area

funding sources accepted:

- DVR
- King County
- PASS(Plan for Achieving Self-Support)
- IRWE(Income Related Work Expense)
- Private Pay

Other services offered:

Six week job readiness course, work rules education, job search skills: techniques, resume, application etc. Comprehensive disability services for persons with mental illness, developmental disabilities, sensory and physical impairments and those recovering from substance abuse.

What was the one job that was developed in the last year that you are the most proud of?

We have established a very fine relationship with many area businesses which include the University of Washington food services, a bed and breakfast, restaurants, theatres, a silk screening shop, an assembly plant and others.

What types of jobs have you developed in the last year?

Sampling of jobs developed: customer service representative, software technical support, food prep, stocking, dishwashing, janitorial. These were developed according to the individuals' interests and skills.

What kind of training do your job developers and/or trainers receive?

Training in person centered job development, public benefits work rules, vocational assessment techniques, communication skills, job search strategies, personnel laws, counseling of persons with disabilities, community resources.

Do you have any areas in which you specialize?

We specialize in the development of entry level jobs for persons who are returning to the workforce or have a sporadic work history. We also specialize in assisting persons who are unsure about career direction or are concerned about their self-confidence and stamina and their ability to adapt to a work environment. We are also skilled in problem solving other work barriers by connecting people with needed community resources, and in helping people on medications due to a disability find the regime with the least impacting side effects.

Do you help develop volunteer positions or other unpaid individual community activities?

We use our connections in the community to establish work trials for persons unsure about their abilities, interests, or stamina, or needing to establish a work history and reference base.

PROVAIL EMPLOYMENT AND COMMUNITY SERVICES (FORMERLY ucp/sUMMIT)

PO Box 77048

Seattle WA 98177

Phone: (206) 826-1069 Fax: (206) 361-3628

Cheryl Green Email: cherylg@provail.org

a Brief Description:

PROVAIL, formerly United Cerebral Palsy, has been serving people with disabilities for over 50 years. The Employment Services Program, with its staff of Employment Consultants and Benefits Specialists, supports people with disabilities in finding and retaining competitive employment. We spend time getting to know our customers so we can develop with them an action plan to match their unique abilities with an employer's needs. WE then provide supplemental job training and follow along services to proactively resolve any problems that may occur. We believe that all people with a disability who want to work or be involved in their community, **can**, therefore our services are available to all.

Geographical service areas:

- King County
- South Snohomish County

funding sources accepted:

- DVR
- King County DDD
- Snohomish County DDD
- PASS (Plan for Achieving Self Support)
- IRWE (Income Related Work Expense)
- Private Pay

Other services offered:

- Benefits counseling to assist people in examining the impact of work on Social Security and Medicaid benefits in order to maintain maximum levels of financial security.
- Support individuals in utilizing Social Security Work Incentives (PASS, IRWE, Blind Work Expense, subsidy & Student Earned Income Exclusion).
- Design resumes.
- Provide opportunities to build a resume through work experiences.
- Offer personalized career planning and individualized corporate job dev.

- Provide supplemental job training.
- Provide long-term job support.
- Connect individuals to people and activities in their communities.

What was the one job that was developed in the last year that you are the most proud of?

One of our customers had been working at a bowling alley scrubbing floors. His dream job was to work with children or animals. He was very shy which posed a challenge for him in working with children. By spending time with him and getting to know him very well, the employment consultant discovered that the customer had artistic abilities, particularly drawing and origami. He took samples of his artwork along on a job interview at a day care center. These extra skills gave him an advantage in the job market and he was hired as a teacher assistant. Also, his position description was written to incorporate his artistic talents in his work with the children.

What types of jobs have you developed in the last year?

We have worked with employers to identify their workplace needs and then have matched the unique abilities of our customers to these needs. Some examples include office clerical support, jobs in the food and facilities management industries, stocking and customer service in the retail business, and childcare.

What kind of training do your job developers and/or trainers receive?

We utilize national experts in the field of supported employment to provide training in the areas of Corporate Job Development, Individualized Career Planning, Positive Behavioral Supports, Systematic Instruction, Vocational Profiles and Social Security Benefits Counseling. Our partnerships with these national experts provide a unique characteristic that sets our program apart.

Do you have any area/s in which you specialize?

We specialize in working with people to understand their Social Security benefits, the impact of work, and Work Incentives. We specialize in job development centered on individual's interests, skills, and preferences rather than just filling open positions. We specialize in working with people who have been turned down by other vendors.

Do you help develop volunteer positions or other unpaid individual community activities?

Yes we do! Because we know that life is about more than a job, we develop volunteer positions in addition to paid employment.

Puget Sound Personnel

*1808 Richards Rd., Suite 120,
Bellevue, WA 98005-3944
Phone: (425) 562-1231 or 1-800-294-7970
Fax: (425) 562-1439
Sara McIlvaine or Cathy Ann Mallman*

a Brief Description:

Meaningful, Career-Oriented Placement with the Highest Salary and Benefits. Since 1983, PSP has helped people with disabilities gain independence and personal pride by finding rewarding work in the community. We take the time to listen to each person's needs and interests to create a specialized career plan. Then, in partnership with such companies as Microsoft, Boeing, Marriott and Xerox, we develop career-oriented jobs that consistently bring among the highest salaries and benefits in the area

Geographical service areas:

- King County

funding sources accepted:

- DVR
- King County
- PASS (Plan for Achieving Self-Support)
- IRWE (Income Related Work Expense)
- Private Pay

Other services offered:

All the Help You Need to Succeed. We will provide whatever assistance or training is needed to find and maintain employment success for people with disabilities, including individuals with more significant physical disabilities. Our personalized services include: self-directed career planning, on-the-job tryouts, resume preparation, custom job development/task restructuring, on-the-job training, workplace orientation, co-worker training, career-oriented volunteer placements, plus ongoing follow-up and support.

What was the one job that was developed in the last year that you are the most proud of?

Staying Involved Assures Employment Success. Outsourcing and

downsizing have eliminated many entry-level positions, impacting people with disabilities such as Joan, who has both developmental and physical challenges. Since 1990, we've helped place her in five separate jobs. Our ongoing involvement has kept her gainfully employed and contributing to the community.

What types of jobs have you developed in the last year?

We Develop Career Positions. Through our ongoing relationships and contacts in the business community, we've developed a variety of job opportunities this year. Some of these include: Office/Mail Clerk, Library Assistant, Medical Clerk, Administrative Assistant, Housekeeper, Custodian, Courtesy Clerk, Shop Assistant, Food Service Worker, Deli/Bakery Assistant, Cashier, Utility Worker, Stockroom Clerk, Production Assistant, Warehouse Clerk, Teacher Assistant, Fire Watch Officer and Lab Assistant.

What kind of training do your job developers and/or trainers receive?

Constant Improvement is Our Goal. We are committed to innovation and excellence in delivering our services. Through advanced education courses, peer mentoring, seminars and training with the nation's best, such as O'Neill & Associates, we work to improve our services to individuals, families, corporate partners and the community.

Do you have any area/s in which you specialize?

Customer Satisfaction is Our Specialty. Self-determination and personal choice are yours when you work with PSP. Our role is to partner with you to provide the guidance, support and corporate contacts you need to realize your employment plan, and to assure continuing satisfaction and success in the workplace.

Do you help develop volunteer positions or other unpaid individual community activities?

Yes. Finding paid employment for people is our first priority. However, some volunteer jobs are gateway positions to meaningful careers and full inclusion in society. PSP delivers both options.

Rios Employment & Consulting Services, Inc.

PO Box 7404, Bonney Lake, WA 98390

Phone: (253) 891-8463 Fax: (253) 891-8468

Tamra Hignard Other: (253) 891-2915

E-mail: Thignard@aol.com

A Brief Description:

RIOS provides a comprehensive and thorough range of employment services through King County and within Native American communities. Our focus is to assist all interested individuals in reaching their chosen goal of employment. Support in all related services, such as resume preparation, customized job development, learning effective interview skills, one-on-one job training, and long-term support services to work through any areas of concern will be provided as needed. The continuing vision for this agency is to assist individuals with disabilities and their families in meeting all desired vocational goals and integrating fully into a positive work environment.

Geographical service area/s:

- Pierce County
- King County

funding sources accepted:

- DVR
- King County
- Pierce County
- PASS(Plan for Achieving Self-Support)
- IRWE(Income Related Work Expense)
- Private Pay

Other services offered:

Computer training, resume writing, interview skills, job development, job placement, job coaching, bus training, whatever is needed to ensure successful competitive employment goals are met.

What was the one job that was developed in the last year that you are the most proud of?

RIOS developed a position for a young man based on his desire to work

with people in a retail environment. He is working at a smoke shop, where he provides janitorial services and assists staff with labeling boxes and packages. Staff and customers are very supportive of his efforts, taking breaks with this young man to discuss their social lives, as well as providing him with various store polo and denim shirts to wear with his favorite cowboy hat and boots.

What types of jobs have you developed in the last year?

Jobs are developed based on individual interests and skill levels, therefore resulting in a wide variety of positions. Our services are very customer-orientated and Rios has provided job development supports in most every industry.

What kind of training do your job developers and/or trainers receive?

Rios staff has several combined years' experience in developing and training to offer our participants. Job development is done with ideas and involvement from the individual and all others connected to the individual seeking employment. Our job coaches all have experience in working with individuals with disabilities. The job coach is given information on the assignment and the employment specialist oversees the process to ensure everyone is comfortable. Employment specialists and job coaches receive training on a continual basis, as needs and environments change with each participant and employment situation.

Do you have any area/s in which you specialize?

Providing comprehensive personalized services to ensure successful job placement and follow-up.

Do you help develop volunteer positions or other unpaid individual community activities?

To date, we have not developed any volunteer positions. All positions have been competitive, paid jobs.

s.L. Start & Associates Inc.

22315 Hwy 99N, Suite L,
Edmonds, WA 98177-0036
Phone: (425) 778-1878 Fax: (425) 778-0245
Daniel Knight E-mail: danielkn@slstart.com

A Brief Description:

The Edmond's Branch of S.L. Start's Supported Employment Division serves fourteen individuals. Eleven of these individuals are residents of S.L. Start's Intensive Tenant Support Program. We serve three individuals from outside of the S.L. Start I.T.S. Our Supported Employment Program is driven by individual choice. The employment process begins with an intake in which input from program participants and significant individuals in their lives is documented and then matched with appropriate work and volunteer sites in the community. Subsequent support includes interview and application preparation, transportation development and support, job coaching, and mediation between employer and employee.

Geographical service area/s:

- King County

funding sources accepted:

- DVR
- King County

Other services offered:

Bus training, application and resume writing, job coaching, job search, job development, interview and post-interview training.

What was the one job that was developed in the last year that you are the most proud of?

We recently had an individual celebrate his one year anniversary as a telephone sales representative at Ticketmaster. This position required a great amount of initial support, including bus training, and a rigorous two week training course. This individual is now entirely independent in his work and transportation needs and has received a pay raise. He is now expressing an interest in a more challenging position with a cable television provider.

What types of jobs have you developed in the last year?

Movie ticket taker, merchandise attendant at a thrift store, Avon sales representative, and volunteer positions at Children's Hospital, CRISTA Senior Center, and World Concern.

What kind of training do your job developers and/or trainers receive?

We provide First Aid/CPR, Mandt, and Horizon computer training in tandem with our I.T.S. division.

Do you have any area/s in which you specialize?

Our program is versatile in response to the diverse needs of S.L. Start participants.

Do you help develop volunteer positions or other unpaid individual community activities?

Yes, we find volunteer sites offer flexible opportunities for individuals to learn work skills and gain experience.

Sound Employment Services

709 NE Northlake Way, Seattle, WA 98105
Phone: (206) 634-3459 Fax: (206) 634-2043
Director-Carole Holleman

A Brief Description:

Sound Employment Services' mission is to support persons with disabilities to secure and maintain employment. We provide employment assessment; employment skills training; job development; job placement; job coaching; follow-up support/consultation to assist in job retention and career growth; and co-worker training/support.

Geographical service area/s:

- King County

funding sources accepted:

- DVR
- King County
- PASS(Plan for Achieving Self-Support)
- IRWE(Income Related Work Expense)
- Private Pay

Other services offered:

We offer bus training; resume writing; interview skills; and clerical technical skills assessment.

What was the one job that was developed in the last year that you are the most proud of?

Sound Employment developed a retail/stocker position at the Coast Guard Exchange for a person with a severe disability. This person had an unsuccessful work history prior to the placement, due to behavioral challenges. The person had an interest in military related employment and in this placement wears a uniform and interacts with military personnel. Co-worker training and a strong natural support/co-worker support has been developed and maintained. The person has remained employed for over a year.

What types of jobs have you developed in the last year?

Clerical, mail room, retail (stocker, courtesy clerk), food service, custodial and warehouse.

What kind of training do your job developers and/or trainers receive?

In-house training is provided to new staff. The Director and current staff all have extensive experience in the disabilities field and supported employment. Staff also attend various seminars/training offered in the community.

Do you have any area/s in which you specialize?

The majority of the clients we work with are persons with developmental disabilities. We also work with various other disabilities such as hearing impaired, physically handicapped, mental/emotional disorders, etc.

Do you help develop volunteer positions or other unpaid individual community activities?

Yes. On occasion, we have assisted people with disabilities in securing volunteer positions.

Trillium Employment Services

PO Box 206, Auburn, WA 98071

Phone: (253) 7351553 Fax: (253) 735-0494

Email: trillium_services@msn.com

Trish Borden, Executive Director

a Brief Description:

Trillium Employment Services has been providing inclusive community and employment opportunities since 1983. Our staff of six professionals work closely with applicants with developmental disabilities and employers to ensure quality job matches and long-term success. Almost all of the 53 people with developmental disabilities we currently support have no prior work experience other than sheltered employment or school work experiences. We focus our job development on individuals' long term goals. Trillium Employment Services has received the National Search for Excellence Award from the Dole Foundation for innovation and outcomes in the field of supported employment.

Geographical service area/s:

- South King County
- Seattle
- Some Eastside areas

funding sources accepted:

- DVR
- King County
- PASS(Plan for Achieving Self-Support)
- IRWE(Income Related Work Expense)
- Private Pay

What was the one job that was developed in the last year that you are the most proud of?

One of our applicants recently became a page at a local library. His ability to compete for this position was directly related to several months of volunteer work in a similar position at another library. This is an example of how people with disabilities can contribute to their own success.

Everyone has unique gifts that can be valuable to the right employer. Our services emphasize the importance of the job matching process.

What kind of training do your job developers and/or trainers receive?

There is a lot of on-the-job training and support from our experienced staff. Staff also attend various seminars to generate new ideas for job development approaches.

What types of jobs have you developed in the last year?

Clerical, warehouse.com, daycare, restaurant, retail, library, school district para-educator.

Do you have any area/s in which you specialize?

Formal co-worker training that many employers have found useful in their organizations. Experience in assisting people to be more involved in their community and in helping community groups become more inclusive. Eleven years experience in writing PASS plans. The ability to work with applicants who are deaf, as we have a staff member who is proficient in ASL.

Do you help develop volunteer positions or other unpaid individual community activities?

Yes. We have developed volunteer positions at the food bank, in the library at a community college, at a municipal police department, with Americorps, and have helped people with disabilities get involved with planning and helping at various community events.

University of Washington Employment Training Program.

CHDD Box 357920, Seattle, WA 98195
Phone: (206) 543-6387 Fax: (206) 543-4779
E-mail: pabrown@u.washington.edu
Pat Brown, Ed. D.

A Brief Description:

The Employment Training Program is a national leader in developing and implementing support services for adults with disabilities. Our goal is to provide resources to individuals with a disability seeking to establish themselves as independent, contributing members of their community. We provide employment evaluation services, employment preparation services and job coaching placement.

Geographical service area/s:

- King County

funding sources accepted:

- DVR
- King County
- PASS(Plan for Achieving Self-Support)
- IRWE(Income Related Work Expense)
- Private Pay

Other services offered:

Bus training, resume writing, interview skills, job assessment, analysis and employability evaluation.

What was the one job that was developed in the last year that you are the most proud of?

We developed a job for a transition student that included: alphabetical filing, prepared client folders with metal clasps, copying, typed and printed labels on Microsoft Word, prepared mail-outs and opened and stamped daily mail. This job was full-time, started at \$7.00/hr. and had full benefits.

What types of jobs have you developed in the last year?

Office/clerical, food service, production, computer tech., hotel/service, warehouse/distribution and landscaping.

What kind of training do your job developers and/or trainers receive?

On-going training both in-house and through state and regional professional conferences.

Do you have any area/s in which you specialize?

Transition student services.

Do you help develop volunteer positions or other unpaid individual community activities?

No.

1701 Elm Street, Sumner, WA 98390
Phone: (253) 863-5173 Fax: (253) 863-2040
TDD: (253) 863-4508
Karen DiPol karen@vadis.org
Becky Raplee becky@vadis.org
Ron Alvarado ron@vadis.org
www.vadis.org

a brief Description:

Vadis Northwest is dedicated to partnering with each program participant to begin building a career. Services are individualized, base on a person's interests, skills and support needs. There are over 45 staff to assure participant satisfaction through quality services. Incorporated in 1979, Vadis is a private non-profit organization which provides a wide array of employment assistance and community integration activities.

Geographical service area/s:

- Pierce County
- South King County

funding sources accepted:

- DVR
- King County
- PASS(Plan for Achieving Self-Support)
- IRWE(Income Related Work Expense)
- Insurance
- Private Pay

Other services offered:

Person centered planning sessions; employment assessments; two day workshops teaching people how to conduct a self-directed job search (locating leads, completing applications, constructing resumes, interviewing and follow-up); two day workshops to employers teaching them how to provide good support.

What was the one job that was developed in the last year that you are the most proud of?

A young woman with a marvelous personality and great people skills was unemployed. She could barely move her limbs, had difficulty completing complex tasks and could not speak clearly. Hard work, coordination and

sophisticated technology resulted in a position as a telephone receptionist which matched her interests and strengths.

What types of jobs have you developed in the last year?

In the last year, Vadis developed 24 full- and part-time jobs in the areas of manufacturing, shipping and receiving, retail, office, animal care, food service and publishing. In addition, we assisted in contract procurement for self-employment.

What kind of training do your job developers and/or trainers receive?

Management has 65 years of cumulative experience providing vocational services to people with disabilities. This expertise is shared with staff. Additionally, the low turn-over rate allows experienced, well trained peers to assist in training new employees. Finally, new and seasoned staff are regularly provided training through conferences and college courses.

Do you have any area/s in which you specialize?

Vadis provides a full array of quality services.

Do you help develop volunteer positions or other unpaid individual community activities?

Yes.

Work Opportunities

6515 202nd St. SW, Lynnwood, WA 98036
Phone: (425) 778-2156 Fax: (425) 670-1459
E-mail: work-opportunities@worldnet.att.net
Phil McConnell

A Brief Description:

Work Opportunities is a well qualified service provider serving Snohomish and North King county. What sets us apart is the number of our service options; we can help you “navigate” the system and find the necessary resources. We have extensive experience working with individuals with high needs, and have options that are especially helpful

Geographical service area/s:

- Snohomish County
- North King Counties

funding sources accepted:

- DVR
- King County (Specialized Industries)
- Snohomish County
- PASS(Plan for Achieving Self-Support)

What was the one job that was developed in the last year that you are the most proud of?

We have developed an ongoing relationship with an electronics manufacturing company, “Solectron,” that allows qualified individuals with a disability a unique opportunity to move into permanent, benefited jobs. A number of individuals who might have otherwise not imagined working at Solectron are now employees, thanks to our relationship.

What types of jobs have you developed in the last year?

Jobs have included manufacturing, electronics assembly, “Pacific Science Center,” nursery work, hardware stores, mail delivery, landscaping, schools, a horse riding academy, insurance company, retail stores, motorcycle repair, mortgage title company and restaurants.

What kind of training do your job developers and/or trainers receive?

The Job Placement and Support Staff at Work Opportunities learn their craft through:

1. Ongoing in-service training
2. Interactive computer courses by Northwind
3. Regional and State seminars and conferences
4. Western Washington University E-mail courses.

Do you have any areas in which you specialize?

We have a large number of “enclaves” in electronics and other companies, which provide workers with significant disabilities constant supervision by a Work Opportunities supervisor. Demand to get into these integrated jobs is quite high.

Do you help develop volunteer positions or other unpaid individual community activities?

Yes. We work with participants with developmental disabilities to provide Community Access services. Often these involve unpaid volunteer activities. We also work with Welfare recipients to provide work experience opportunities.

Other Employment Resources

Community Access

AtWORK!

690 NW Juniper

Issaquah, WA 98027

Phone:(425)392-1812 V/TTY Fax:(425)392-3301

Wendy Randall, Community Support Services

E-mail: wendyr@atwork-issaquah.com

www.atwork-issaquah.com

COMMUNITY INTEGRATION PROGRAM AT SHORELINE COMMUNITY COLLEGE

c/o Advising & Counseling Center

16101 Greenwood Ave. N.

Seattle, WA 98133

Phone: (206) 546-4799 E-mail: jelmer@ctc.edu

John F. Elmer

COMMUNITY TRADES AND CAREERS

PO Box 7368

Shoreline, WA 98122

Phone: (206) 542-8605 Fax: (206) 546-0305

Pam Bracy

EASTSIDE ADULT DAY SERVICES

12831 NE 21st Pl.

Bellevue, WA 98005

Phone: (425) 867-1799 Fax: (425) 881-8578

Ronda Marsh

88 Front St. S., Issaquah, WA 98027

Phone: (425) 837-3967 Fax: (425) 837-3816

Paula Hardy

HIGHLINE COMMUNITY COLLEGE

2400 S. 240th

Des Moines, WA 98198-9800

Phone: (206) 878-3710 ext. 3349

Fax: (206) 878-7247

E-mail: jluther@hcc.ctc.edu

Judy Luther, Director

NORTHWEST CENTER

1600 West Armory Way

Seattle, WA., 98119

Phone (206) 285-9140 Fax (206) 286-2300

E-Mail: vandre@nwcenter.org, scott.matsuda@nwcenter.org

Virginia St. Andre, Employment Services Coordinator

Scott Matsuda, Community Rehabilitation Services Director

PROVAIL EMPLOYMENT

PO Box 77048

Seattle, WA 98177

Phone: (206) 826-1041 Fax: (206) 361-3628

Contact Persons: Eileen Stevens or Katheryn Hill

Email: eileens@provail.org or katherynh@provail.org

TURNER ASSOCIATES

PO Box 15352

Seattle, WA 98115

Phone: (206) 524-5751 Fax: (206) 522-7786

Lisa Turner

VADIS

1701 Elm Street

Sumner, WA 98390

Phone: (253) 863-5173 Fax: (253) 863-2040

TDD: (253) 863-4508

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www.vadis.org

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Lynnwood, WA 98036

Phone: (425) 778-2156 Fax: (425) 670-1459

E-mail: work-opportunities@worldnet.att.net

Phil McConnell

Group Supported Employment

AtWORK!

690 NW Juniper

Issaquah, WA 98027

Phone:(425)392-1812 V/TTY Fax:(425)392-3301

Wendy Randall, Community Support Services

E-mail: wendyr@atwork-issaquah.com

www.atwork-issaquah.com

CENTERFORCE

5204 Solberg Drive SW

Lakewood, WA 98499 (Headquarters)

Phone: (253) 584-1001 Fax: (253) 581-4741

Jenny Reed ext. 226 (Individual Employment)

Linda Barnard ext. 218 (Community Service Co-ordinator)

INDUSTRIAL SKILLS

PO Box 619, 911 Battersby

Enumclaw, WA 98022

Phone: (253) 852-3650 (360) 825-7744

Fax: (253) 852-3651 E-mail: iskills@firstdial.com

LIGHTHOUSE FOR THE BLIND

2501 S. Plum St.

Seattle, WA 98144

Phone: (206) 322-4200

MOBILE CREW SERVICES

202 South Mead

Seattle, WA 98108-2438

Phone: (206) 762-2112

Junior Maynard

NORTHWEST CENTER

1600 West Armory Way

Seattle, WA., 98119

Phone (206) 285-9140 Fax (206) 286-2300

E-Mail: vandre@nwcenter.org, scott.matsuda@nwcenter.org

Virginia St. Andre, Employment Services Coordinator

Scott Matsuda, Community Rehabilitation Services Director

NORTHWEST VOCATIONAL SERVICES AT SEATTLE MENTAL HEALTH

1600 E. Olive

Seattle, WA 98122

Phone: (206) 324-2400 Fax: (206) 324-9433

David O'Neal E-mail: davidoo@smh.org

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1701 Elm Street

Sumner, WA 98390

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Phil McConnell

S h e l t e r e d W o r k s h o p s

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690 NW Juniper

Issaquah, WA 98027

Phone:(425)392-1812 V/TTY Fax:(425)392-3301

Wendy Randall, Community Support Services

E-mail: wendyr@atwork-issaquah.com

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Phone (206) 285-9140 Fax (206) 286-2300

E-Mail: vandre@nwcenter.org, scott.matsuda@nwcenter.org

Virginia St. Andre, Employment Services Coordinator

Scott Matsuda, Community Rehabilitation Services Director

OLYMPUS ELECTRONICS

206 SW 112th St.

Seattle, WA 98146

Phone: (206) 243-2561 Fax: (206) 243-8741

August Dailer

SKCAC

19731 Russell Rd. S.

Kent, WA 98032-1117

Phone: (253) 395-1240

Debbie Meyers E-mail: SKCAC@wizards.net

VADIS

1701 Elm Street

Sumner, WA 98390

Phone: (253) 863-5173 Fax: (253) 863-2040

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E-mail: work-opportunities@worldnet.att.net

Phil McConnell

P l a n n i n g , T r a i n i n g a n d T e c h n i c a l A s s i s t a n c e

O'NEILL AND ASSOCIATES

101 Stewart St., Suite 1100

Seattle, WA 98101

Phone: (206) 269-0232 Fax: (206) 269-0302

E-Mail: oneillassoc@msn.com

O'Neill & Associates is a nationally recognized leader in the development of employment opportunities for people with developmental disabilities. Operating under federal, state and local funding, O'Neill & Associates provides recruitment, training and support services to companies that want to employ workers with disabilities.

They also develop public and private sector employment opportunities. The public sector positions have spanned three different levels: State, King County and the City of Seattle. Since April 1998 they have been developing and recruiting for some 50 new supported employment positions in the City of Seattle which were created through the "Supported Employment Ordinance."

THE CENTER FOR CONTINUING EDUCATION IN REHABILITATION/WESTERN WASHINGTON UNIV.

6912 220TH St. SW, Suite 105

Mountlake Terrace, WA 98043

Phone: (425) 774-4446 Fax: (425) 774-9303

The Center for Continuing Education in Rehabilitation (CCER) is the vocational rehabilitation training and consulting resource for the Region X states of Alaska, Idaho, Oregon and Washington. Training and Consulting for the Rehabilitation Community includes:

Counseling skills, Native American studies, caseload management, organizational development, teambuilding, behavior management, job development, diversifying funding, teaching and support strategies, communities of color, community-based assessment, natural supports, ethical issues, the ADA, Social Security Work Incentives, significant disabilities, leadership, market-based planning, human resource development and emerging rehabilitation issues.

WASHINGTON INITIATIVE FOR SUPPORTED EMPLOYMENT (The Initiative)

16000 Christensen Road

Suite 240

Seattle, WA 98188

Phone: (206) 343-0881 Fax: (206) 343-2078

E-mail: wise@theinitiative.ws

Website: www.theinitiative.ws

Systems Navigation and Planning

Washington Initiative for Supported Employment is a nonprofit training and technical assistance organization that provides educational and consulting services to government agencies, community organizations, schools, families and employers all over the state.

In King County, we are conducting the “**School Transition Project**” which has a goal of working with students with a developmental disability in select school districts who have significant support needs in obtaining employment. This project seeks to educate individuals and families in the resources available to them and supports the individual in obtaining the services the individual/family chooses. It puts choice and control of resources in the hands of individuals and families.

We also help folks plan and understand adult service options and systems. This is carried out by transition training that we provide to specific schools as well as County wide school systems training free of charge. For more information, please contact us at the number above.

Miscellaneous Resources

Advocacy

THE ARC - KING COUNTY

10550 Lake City Way NE, Suite A

Seattle, WA 98125-7752

Phone: (206) 364-6337 Fax: (206) 634-8140

TTY: (206) 364-7438

The ARC of King County is an advocacy organization of parents and professionals providing services for people with developmental disabilities and their families from the time of diagnosis throughout the person's lifetime. Ask to speak with an advocate who can connect you with one of ARC's advocacy groups.

KING COUNTY PARENT COALITION

Margaret Lee-Thompson

10550 Lake City Way NE (The ARC)

Suite A

Seattle, WA 98125-7752

Phone: (206) 364-6544 ext. 152 or (425) 883-6721

The King County Parent Coalition is a group of concerned parents, guardians and siblings who have come together to take action for their family members who have developmental disabilities. The Parent Coalition is composed of representatives from parent groups and school districts in King County. Parent groups can be formal or very formal. New representatives are always welcome. We appreciate members who represent all ages, disabilities, and ethnic backgrounds. For more information please contact Margaret Lee-Thompson.

PEOPLE FIRST OF WASHINGTON

1-800-758-1123

People First of Washington is a network of self-advocacy support groups for people with disabilities. There are numerous chapters throughout King County. Please call the number above for the People First chapter nearest you.

WASHINGTON COALITION OF CITIZENS WITH DISABILITIES

4649 Sunnyside Ave. N.

Suite 100

Seattle, WA 98103

Phone: (206) 461-4550 TDD: (206) 461-3766

"Self-Advocates Project" direct Phone Line: (206) 632-4633

The King County Self-Advocates Project promotes support groups for consumers with a focus upon self-advocacy. The Project also provides one on one self-advocacy training for consumers. Please call the Project's direct phone number above.

WASHINGTON PROTECTION AND ADVOCACY

1401 East Jefferson, Suite 506

Seattle, WA 98122

Phone: (206) 324-1521/1-800-562-2702 Fax: (206) 324-1783

TDD: (206) 720-0209/1-800-905-0209 E-mail:wpas@halcyon

Washington Protection and Advocacy System provides free protection and advocacy services to people with disabilities in Washington state. Various ways in which they provide these services are through legal advocacy, training and publications for advocates, self-advocates and communities as well as systemic advocacy and policy analysis/reform.

G o v e r n m e n t a l A g e n c i e s

DIVISION OF DEVELOPMENTAL DISABILITIES (DDD)

1700 E. Cherry St., N46-6

Seattle, WA 98122

Phone: (206) 568-5700 1-800-314-3296

Fax: (206) 720-3334 TTY: (206) 720-3325

The Division of Developmental Disabilities (DDD) is part of the Department of Social and Health Services (DSHS). DDD assists individuals and their families in obtaining services and supports which are based on an individual's preferences, capabilities and needs and which promote everyday activities, routines and relationships common to most citizens. DDD uses State and Federal funds to directly provide or purchase services and supports for eligible persons and their families. **Funding is limited and needed services may not always be available.**

DIVISION OF VOCATIONAL REHABILITATION (DVR)

3600 S. Graham St.

Seattle, WA 98118

Phone: (206) 720-3200 Voice/TTY 1-800-622-1375

Fax: (206) 720-3222

The Division of Vocational Rehabilitation (DVR) is another part of the Department of Social and Health Services (DSHS). DVR assists people with disabilities to prepare for, obtain and retain employment through custom designing programs for each individual. DVR uses State and Federal funds to work in partnership with support agencies (providers/vendors), the community and businesses to develop employment opportunities for persons who have disabilities.

KING COUNTY DEVELOPMENTAL DISABILITIES (KCDD)

821 Second Ave.

Suite 400

Seattle, WA 98104

Phone: (206) 296-5214 TTY: (206) 296-5238

Fax: (206) 296-5260

County and State funds are used to plan, pay for and monitor supports for individuals with developmental disabilities. Those supports assist individuals to participate in community life and contribute to his/her community.

SOCIAL SECURITY ADMINISTRATION (SSA)

PASS Cadre

**Merriam Merriman*

701 5th Ave.

Suite 2900, M.S. 303C

Seattle, WA 98104-7006

Phone: (206) 615-2667

Phone: 1-888-674-6251

Fax: (206) 615-2643

One of the Social Security Administrations highest priorities is to help beneficiaries with disabilities achieve a better and more independent lifestyle by helping them take advantage of employment opportunities. To this end the Social Security Administration offers two work incentives: IRWE (Income Related Work Expenses) and PASS (Plan for Achieving Self-Support.) These are both used to help a person with a disability develop and/or maintain workplace skills and/or accommodations. For more information, please contact the number above.