

# Dirkse Counseling Quarterly

Oregon & Washington

2007 Report Card

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## People Served...Services Provided...Outcomes

### STAFF

By Heidi Dirkse-Graw  
DCC Director

### People Served

DCC completed services with 113 people in 2007, 40 of which were diagnosed with MR/DD as a primary disabling condition. The other 73 individuals were diagnosed with a variety of disabling conditions, including psychiatric disabilities, learning disabilities, and TBI, to name a few. In all, 2/3 of the individuals served were impacted by more than one disabling condition.

Half of the individuals served in all programs had a high school diploma or less and half possessed technical training or college beyond high school.

Bi-lingual assistance was provided by DCC staff for 11 people who speak Spanish and 11 people who communicate through ASL; a significant increase since 2006.

### Services Provided

In 2007 DCC provided a full array of Vocational Rehabilitation Services as well as Personal/Couples Counseling.

The following number of participants completed the following DCC programs in the

year 2007:

Comp Voc Eval (n = 5)  
Employ. Planning (n = 19)  
Job Placement (n = 56)  
Retention Only (n = 8)  
Long-term Services (n = 13)  
Counseling (n = 12)

### Outcomes

Did DCC help participants meet their service goals? Were



the participants and referral sources satisfied?

The following statistics provide a snap-shot of DCC's performance.

**Community Based Assessment Statistics:** DCC's CBA program establishes unique assessment sites for the people referred depending on interests, needs and work history.

In 2007, 13 of 15 people with the goal of a CBA participated in assessments with 3 of the work-site providers offering regular employment at the conclusion of the process. Cli-

ent Satisfaction was reported at 4.7 out of 5!

**Job Placement Statistics:** Half of all people who completed job placement possessed a diagnosis of MR/DD. Therefore, some outcomes include separate statistics for this group due to observed differences in intensity & duration of services required to secure and maintain employment.

**41 Job Placements in All**

**38 Closed Successful**

**Average wage: \$9.03 /hr**

**% with Benefits: 24.2%**

**Satisfaction Index: 4.4 / 5**

**Hire Rate:**

MR/DD = 68%;  
Other Disabilities = 79%.  
All People = 73%

**Time to Hire:**

MR/DD = 4.3 months  
Other Disabilities = 2.7 mos  
All People = 3.5 months

**90 Day Job Retention**

MR/DD = 95%  
Other Disabilities = 91%  
All People = 93%

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## Dirkse Counseling & Consulting, Inc...

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## 2007 Satisfaction of Stakeholders

By Heidi Dirkse-Graw  
DCC Director



recommendation of the services, valuing consumer input, and value added to quality of life.

**DCC's 2007 goal was to achieve 4.0 or higher in all areas..**

Stakeholders in an organization are those people who are invested in positive outcomes. They include: the people with disabilities that are served, their referring counselors and agencies, participating employers, the participants family and/or advocate and DCC employees themselves.

Meeting the unique needs and expectations of each stakeholder is important for services to be effective and is a conscious goal of DCC staff. Obtaining feedback is crucial to improving services to meet the changing needs of the persons served and the local labor market.

Satisfaction and input were gathered in a variety of ways: satisfaction surveys sent out at regular intervals; and verbal input. Areas that were measured, rated agreement on a 1-5 Scale with 1 being strong disagreement, 3 being neutral and 5 being strong agreement.

Areas assessed included overall satisfaction with quality of service, accessibility, meeting of goals,

**Client Satisfaction:**

4.5 Average Score for All Programs

**Employer Satisfaction:**

4.1 Average Score

Four employers requested that we contact them for more information.

**Referral Source Satisfaction:**

4.7 Average Score

Surveys completed by counselors from: State of Oregon Office of Vocational Rehabilitation Services, State of Washington Department of Vocational Rehabilitation and State of Washington Department of Labor and Industries.

**DCC Employee Satisfaction:**

4.8 Average Score

## Types of Jobs Secured in 2007

Administrative Assistant  
Assistant Teacher  
Auto Mechanic  
Baggage Runner  
Bi-lingual Client Advocate  
Building Maintenance  
Bus Person/Kitchen Help  
Child Care Assistant  
Cleaning Assistant  
Courtesy Clerk  
Customer Service  
Dietary Aide  
Dishwasher

Floor Associate  
Sales Floor Associate  
GIS Technician Helper  
Janitor  
Kitchen Assistant  
Lot Attendant  
Machinist  
Phone Sales Representative  
Public Affairs Specialist  
Residential Staff  
Sales Associate  
Salesperson

DCC strives to improve the quality of life for the people served, by working together in partnership with local employers to identify, obtain and keep satisfying employment.