

Dirkse Counseling Quarterly

Oregon & Washington

2008 Report Card

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A Year of Change...Veterans...Outcomes...CARF

STAFF

By Heidi Dirkse-Graw
DCC Director

A Year of Change

2008 marked a year of highs and lows as change ushered in historic markers for the United States such as the election of President Barack Obama, the first African American President, marked against the ever-increasing impact of the most serious economic decline since the Great Depression.

At DCC, in our corner of America, in the realm of vocational rehabilitation, we also experienced highs and lows. We continued to serve clients with barriers to employment at a pace that exceeded 2007 due to expansion of the types of service provided. In the last quarter of 2008, demand for evaluation grew as we began to proudly serve our Country's military veterans.

But DCC was not immune to the impact of the changing economy and it's impact on the financial resources that provide the funding for our services. Dwindling State budgets in Oregon and Washington and poor labor market threatened to shake the stability of the very companies, like

DCC, who provide the hands-on services for individuals with disabilities who want and need to work.

DCC continued in our mission and looked for ways to creatively impact the employment and disability world. In early 2008, DCC created an Employer Brochure (which can be viewed on our web-site)



that is actively disseminated by staff. Our goal is to infiltrate the hidden job market and build stronger relationships with local employers, thereby partnering to strengthen and diversify the American workforce. In tough economic times, where the unemployment rate is high the need for professional consultation and support to employers is even more crucial to our vocational rehabilitation efforts.

2008 was indeed a year of change and it appears that changes in 2009 are moving in at a fast pace and are unpredictable. However, In voca-

tional rehabilitation DCC will continue it's commitment to addressing the needs of our employers, referral sources and clients with creativity, adaptation and commitment.

Program Outcomes

DCC served 138 people in a wide range of vocational rehabilitation services in 2008 from Case Consultation, Vocational Evaluation, Employment Readiness, On-the-Job Evaluation and Job Placement & Retention Services.

Employment Statistics:

Job Placement:

A total of 35 clients participated in Job Placement services that were identified as job ready. Of those, 33 were hired and of those 30 retained employment to 90 days.

Hire Rate: 94%
Job Retention Rate: 91%
Average Wage: \$ 8.95/hr
% w/Job Coaching: 59%
% w/ Benefits: 22.3%

Community Based Eval:

21 individuals participated in on-the-job assessments. Almost 50% were offered regular paid employment as a result!

DCC Awarded Second 3 Year Accreditation!

In December 2008 the Commission of Accreditation of Rehabilitation Facilities re-surveyed DCC and awarded a second 3 year accreditation in the following programs: Comprehensive Vocational Evaluation, Employment Planning Services and Community Employment Services.



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2008 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 2008 goal was to achieve an above-average score of a 4.0 to a 5.0 which is the highest rating possible, meaning that stakeholders have higher than average agreement that they received quality services in a timely manner and that their goals were met!

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 Across Main Programs:

- *Vocational Consult & Evaluation:* 4.3 Ave.
- *Employment Planning/OJE:* 4.0 Average
- *Job Placement & Retention:* 4.7 Average

Employer Satisfaction: 4.7 Average

Referral Source Satisfaction: 4.6 Average

2008 Percentage of Completed Cases by Program

