

# Dirkse Counseling Quarterly

Serving OR & WA

2009 Report Card & Spring 2010 News

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## 2009 DCC Program Outcome Statistics

By Heidi Dirkse-Graw  
DCC President

### Who We Served:

DCC completed case services for a total of 231 people in 2009; a 67% increase in the number of people served from 2008.

Clients were referred from a variety of State, Federal and local agencies including: the V.A., State of Oregon OVRs, State of Washington DVR, State of Washington Labor & Industries and local DD brokerages.

100% of clients served possessed at least one disabling condition; 57% reported secondary disabling conditions; and 23% reported possessing tertiary disabilities. DCC also observed an increase in the severity of limitation caused by disability.

The top primary disabling conditions, by program were:

- Comprehensive Vocational Evaluation:  
Psychiatric (30%);  
Orthopedic (25%)
- Community-Based Assessment & Job Placement/Retention:  
DD (30%); Deaf (27%);  
Psychiatric (20%).

The most common Secondary and Tertiary disabilities for all programs were Psychiatric in nature.

### Program Outcomes:

**Comprehensive Vocational Evaluation:** 125 individuals with disabilities causing barriers to employment, received CVE services to iden-

tify their employment potential and to develop a course of vocational rehabilitation that would likely result in successful employment outcomes. The types of evaluations varied from those focused on high school transition students with developmental disabilities to injured workers looking for retraining options to U.S. Veterans desiring new career options following service connected disability.

**Community-Based Assessment:** 52 clients were placed into suitable on-the-job assessment sites in 2009 of which 10

were offered regular paid work as a result.

### Job Placement and Job Retention Services:

DCC served a total of 54 people in job placement and/or job retention services in 2009.

- 8 people were provided on-going Job Retention in supported employment
- 9 people received Job Retention services after being hired from a CBA
- 20 individuals were hired directly from Job Placement program
- 85% of clients placed into jobs either through CBA or Job Placement maintained employment to at least 90 days
- Average wage received was \$9.38/hr.
- 16% of clients placed received health insurance benefits by maintaining employment for 90 days
- 76% of Job Placement clients who were placed by DCC received on-site job coaching and/or employer intervention
- Job Types included: Office Work; Teacher's Aide; Lead Teacher; Courtesy Clerk; Customer Service Rep; Driver; Janitorial; Packaging; Retail Sales; and Pt. Transport

### Office Locations:

**DCC Headquarters**  
10700 SW Beaverton-Hillsdale  
Suite 110  
Beaverton, Oregon 97005

**Vancouver DCC**  
237 NE Chkalov Drive  
Vancouver, Washington 98684

**Seattle DCC**  
4500 Ninth Avenue NE,  
Suite 300  
Seattle, Washington 98105

**Toll Free Main Line:**  
(866) 749-7197

**Administrative Fax:**  
(503) 672-7668

[www.dirksecc.com](http://www.dirksecc.com)

### DCC's Promises:

- \* We seek to provide excellent customer service to our clients, employment partners and referral sources.
- \* We will improve our services through feedback from our clients, referral sources and employers. Feedback can be provided online at [dirksecc.com](http://dirksecc.com).
- \* We work hard to break down attitudinal barriers towards individuals with disabilities in the world of work.
- \* We strive to build quality relationships with employers within the communities we serve; providing qualified applicants for employment.

## Seattle DCC - Open House April 15th 2010

**When:** April 15, 2010 from 2-5 pm

**Where:** Seattle DCC, 4500 Ninth Ave. NE, Suite 300 Seattle, WA 98105

Please drop by and get to know us! Light refreshments will be served.





## Spring 2010 News



### DCC Expands Services for Deaf

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#### Portland/Vancouver DCC Manager Celebrates 10 Years of Service

Glenn Bishop, M.S. CRC celebrated his 10 year anniversary at DCC on March 1, 2010! Glenn was promoted to the manager of Community-Based Assessment & Job Placement & Retention Services in the Portland Metro and Vancouver areas six years ago. Glenn also currently teaches a graduate level course to vocational rehabilitation students on *Job Placement & Training*. Congratulations, Glenn!

#### Manager Joins Team in Seattle DCC

Shari Sinnett-Kelly, B.S. joined DCC in early Spring 2010 as the Seattle DCC Manager. She brings over 25 years of experience providing services to individuals with disabilities and has most recently worked for four years as a Director of Supported Employment. Shari's role as a manager in Seattle is to work as part of the DCC Executive Leadership and guide the company in providing excellent customer service to all of our stakeholders; also she will lead and provide consultation to the Seattle team of employment consultants and help shape the future of the company through forging new opportunities to fulfill our mission.

**DCC History of Serving Deaf Customers:** DCC has provided specialized services for clients who are Deaf since 2007. In early 2009, Morgan Oliveira-Rincon, M.S. CRC, joined DCC and has headed up Deaf services in Portland/Vancouver. Morgan has worked in tandem with Susan Ayres, B.A. of DCC to provide opportunities for our Deaf customers to learn about different work environments and jobs and to advocate and promote hiring and accommodation.

**Deaf Services Begin in Seattle:** In 2010, Morgan is also sharing her expertise to assist DCC in expanding services for the Deaf and HH in Seattle. A new consultant/intern, Neda Javidtash, M.A. joined the DCC team in early March and is looking to Morgan for guidance in excellent service delivery. To make referrals please contact Morgan at [morgan@dirksecc.com](mailto:morgan@dirksecc.com).

**COMING SOON...Vocational Evaluation Services for Deaf:** Comprehensive Vocational Evaluation for Deaf clients of VR is often an overlooked service due to lack of available testing instruments valid for this population. DCC is currently working to identify suitable testing instruments and protocols to our deaf consumers. More information coming soon.

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## DCC Focuses on Employment & Diversity Solutions

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**Our Focus:** DCC's mission is to improve the quality of life for job seekers with disabilities by assisting to identify, secure and maintain well matched employment. To do so, we offer professional employment consultation to the local businesses to help facilitate the hiring and training of a diverse, talented and productive workforce. We participate in local chamber meetings and develop relationships with employers that will help us reach our goal.

**2009 Employers:** The following companies are a sampling of employers who participated in vocational rehabilitation and employment solutions for job seekers with disabilities in 2009:

Lake Forest Montessori, Huntleigh, Gentog, University Bookstore, Sherwood Ice Arena, Roadway Inn, Boyd's Tax Accounting, School House Supplies, SW Wash Center for Deaf, Interconnection, Safeway, YMCA, Northgate Pre-school, Home Town Buffet, Target (multiple locations), NAYA, Sense Salon, Games Workshop, Habitat for Humanity, Innovative Services NW, East/West College, Extended Stay America, Cosmopolitan kids, Lucky Dog Day Care, Dollar Tree (multiple locations). CREAM, Kmart, Lamb's Thriftway, Plaid Pantry, Papa's Pizza, Earth Advantage, Evergreen Inn, Fed-Ex, Luke-Dorf, Starbuck's (multiple locations), U of WA Children's Center, and Wal-Mart.