



Division of Vocational Rehabilitation

Department of Social and Health Services

Strategic Plan Metrics

January 2025

Division of Vocational Rehabilitation

Success Measures Associated with Charts

Strategic Plan
Success Measure #

Build Economic Justice

V1.1	Percentage of DVR participants who achieve successful employment outcomes	4.1
VX.11	Percentage of DVR customers who are students with disabilities entering post-secondary education or employment within one year of exiting secondary education (In Process)	4.2
VX.10	Percentage of DVR participants who exit services with income at or above 200% of FPL	4.3

Advance Person-Centered Services

VX.6	Percentage of customers who report satisfaction with DVR services	3.1
VX.23	Percentage of customers who report satisfaction with DVR service timeliness	3.2
VX.8	Percentage of Individualized Plans for Employment (IPEs) developed or appropriately extended within 90 days of customer's eligibili	3.3

Equity, Access, Inclusion and Belonging

VX.12	Percentage of people with disabilities in DVR's workforce	1.1
VX.13	Percentage of people in DVR's workforce who identify as Black/African American	1.2
VX.14	Percentage of people in DVR's workforce who identify as Hispanic/Latinx	1.3
VX.24	Percentage of people in DVR's workforce who identify as American Indian/Alaska Native	1.4
VX.15	Percentage of DVR staff who complete EDAI Cultural Competency Training within six months of hire and annually thereafter	1.5
VX.25	Percentage of positive responses to Employee Engagement Survey question on agency commitment to pro-equity and anti-racism policies, practices and actions	1.6
VX.26	Percentage of postive responses to Employee Engagement Survey question on feeling supported during organizational change	1.7a
VX.27	Percentage of postive responses to Employee Engagement Survey question on belonging	1.7b
VX.28	Percentage of postive responses to Employee Engagement Survey question on opportunity for learning and development	1.7c

Government-to-Government and Community Relationships

VX.18	Percentage of customers who identify as Native American or Alaska Native, who are referred to Tribal Vocational Rehabilitation (TVR) programs	3.4
VX.19	Percent of DVR staff who complete 7.01 training within six months of hire	3.5
VX.29	Number of business engagement services	5.1
VX.30	Number of unique businesses contacted	5.2

Operational Excellence

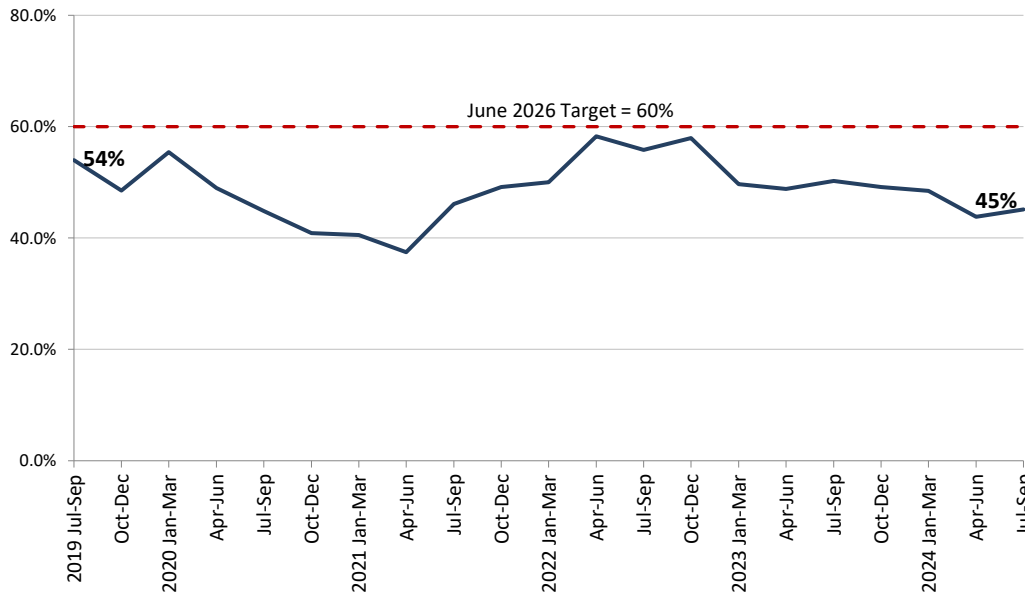
VX.20	Percentage of DVR staff who complete annual training on emergency preparedness plans	2.2
-------	--	---------------------

Division of Vocational Rehabilitation

Build Economic Justice

Percentage of DVR participants who achieve successful employment outcomes

Statewide



DATA SOURCE: DVR Waves; supplied by Michael Sims.

MEASURE DEFINITION: Rehabilitation Rate: Of the customers who exit the Vocational Rehabilitation program after receiving Individualized Plan for Employment (IPE) services, the percent who achieve an employment outcome.

DATA NOTES:

TO DATA: <https://www.dshs.wa.gov/data/metrics/V1.1.xlsx>

SUMMARY

- This measure supports DVR Strategic Goal 4: Successful Customer Outcomes.
- Employment contributes to a person's ability to live independently, attain a higher quality of life, and participate fully in their community. People with disabilities who want to work can face substantial barriers to finding or keeping a job.
- Success Measure: Increase the percent of DVR participants who achieve successful employment outcomes from 53% to 60% by June 2026.

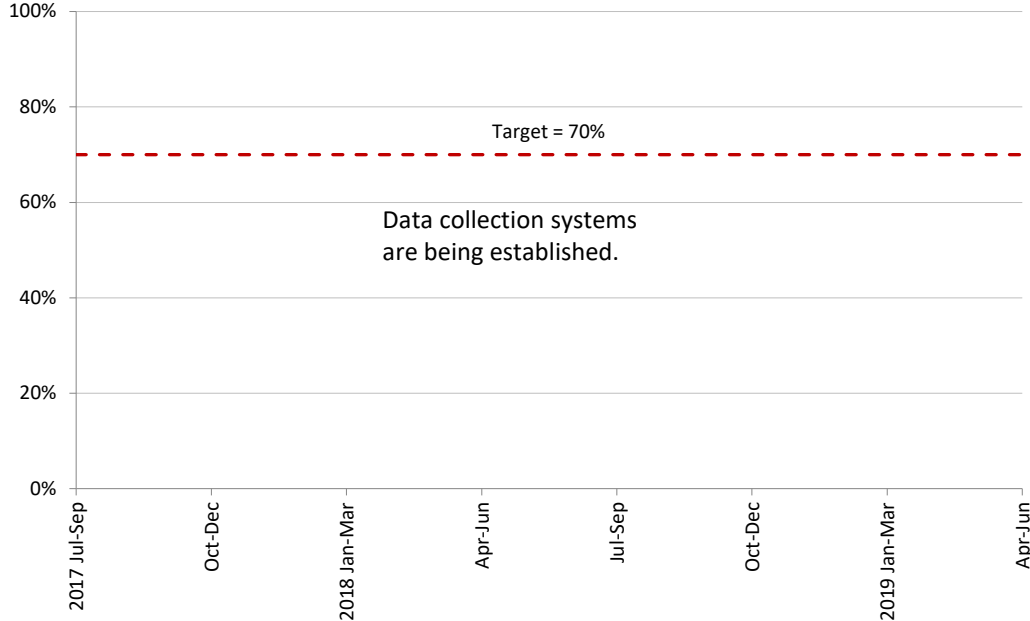
ACTION PLAN

- Deliver best practice, customer-centered vocational assessment and career and training services to support customer employment and benefits that meet basic needs.
- Increase rate of customers with IPEs that include job goals leading to self-sufficiency/financial security (at least 200% of the federal poverty level or greater, based on job type, wages, hours worked per week).
- Identify career pathways and increase the percentage of customers with IPEs that include post-secondary training related to employment in their field of study.
- Assist staff in understanding and developing effective job search and job placement strategies, and tools that are readily available to all customers at the time they are job ready.
- Collaborate with partners to increase job opportunities, job supports, and access to other workforce services for people with disabilities.

Division of Vocational Rehabilitation

Build Economic Justice

Percentage of DVR customers who are students with disabilities entering post-secondary education or employment within one year of exiting secondary education



DATA SOURCE: Washington State Education, Research and Data Center data sharing agreement.
MEASURE DEFINITION: Number of students with disabilities who enter post-secondary education or employment within one year of exiting secondary education divided by total number of students with disabilities who exit secondary education.
DATA NOTES:

TO DATA:

SUMMARY

- This measure supports DVR Strategic Goal 4: Successful Customer Outcomes.
- Students with disabilities often leave school without a path to further education or employment. Youth are often unprepared to navigate the complex array of services available to adults.
- Comprehensive planning and coordination of school-based and vocational services help students achieve their vocational goals and live as independently as possible after high school. DVR coordinates with education and workforce development agencies to offer group services for students with disabilities so they can learn about the world of work, develop work-readiness skills, and find employment. Eligible students may also receive individualized services from DVR
- Success Measure: Attain a 70% rate of entering post-secondary education or employment within one year of exiting secondary education for students with disabilities who are DVR customers by June 2026.

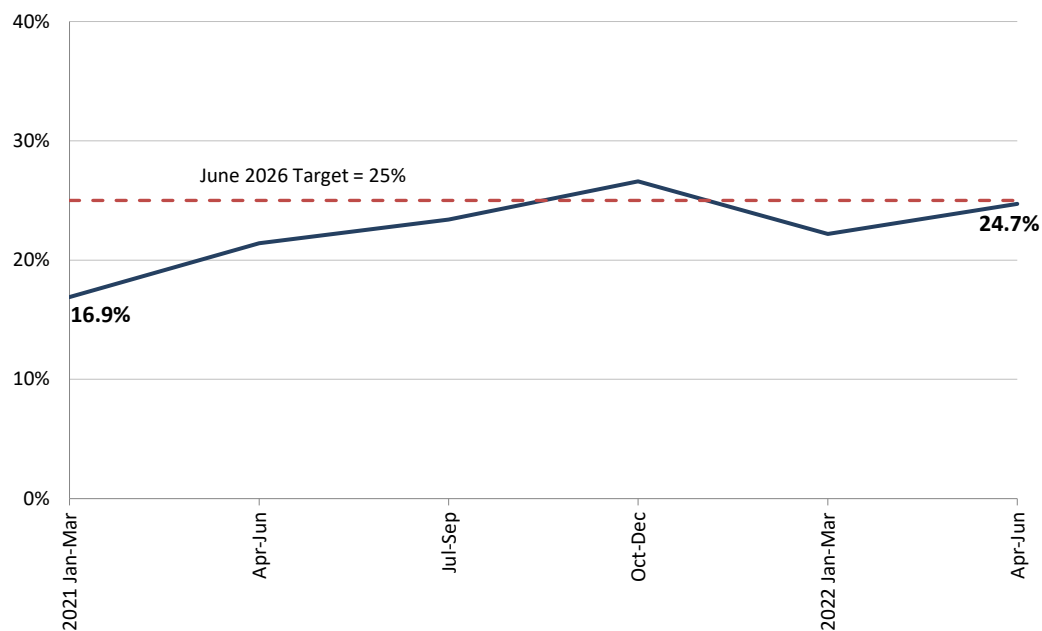
ACTION PLAN

- Ensure successful transitions into the workforce for students with disabilities by implementing best practice, customer-centered transition and pre-employment transition services programs in collaboration with schools, tribal education agencies, other transition partners, students and families.
- Implement transition and pre-employment transition services program, policy, and procedure updates to support high quality outcomes for students and youth. Streamline roles and responsibilities of staff and provide training and information to staff and partners.
- Expand the scope and availability of pre-employment transition services to all areas based on statewide needs assessment, school demographics, contract mapping data, and other available resources.

Division of Vocational Rehabilitation

Build Economic Justice

Percentage of DVR participants who exit services with income at or above 200% of FPL



DATA SOURCE: DSHS Research and Data Analysis Division data sharing agreement.

MEASURE DEFINITION: Number of participants who exit services at or above 200% of the Federal Poverty Level divided by total number of participants exiting services.

DATA NOTES:

TO DATA: <https://www.dshs.wa.gov/data/metrics/VX.10.xlsx>

SUMMARY

- This measure supports DVR Strategic Goal 4: Successful Customer Outcomes.
- Poverty impacts the disability community at rates nearly double that of individuals without disabilities.
- DVR provides access to services that support labor force participation and education and training that workers with disabilities need to pursue in-demand and well-paying occupations. DVR also supports policy reforms to address barriers to economic success for Washingtonians with disabilities.
- Success Measure: Increase the percentage of DVR participants who exit DVR services with incomes at or above 200% of federal poverty level to 25% by June 2026.

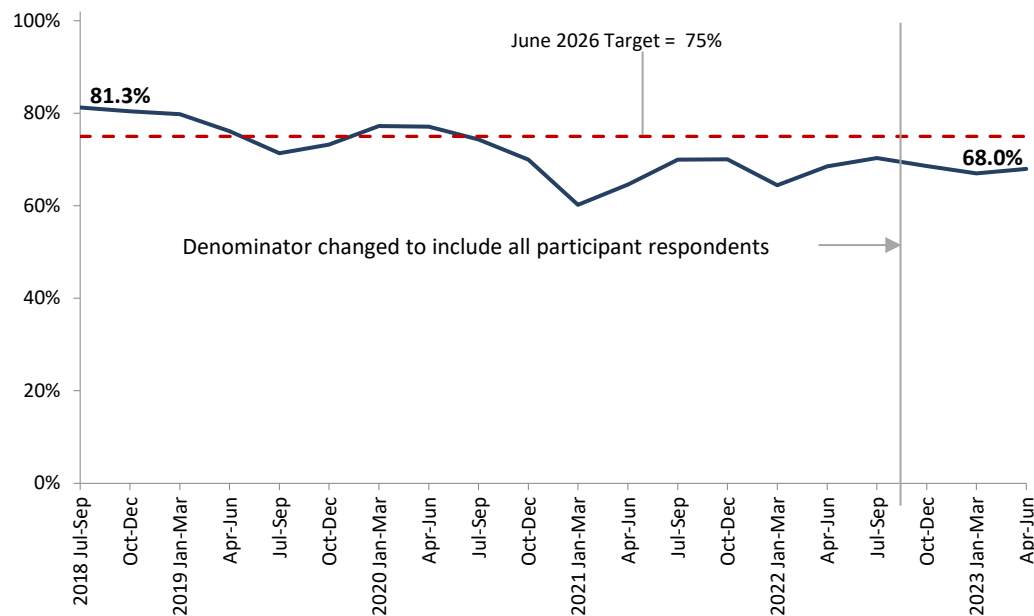
ACTION PLAN

- Increase rate of customers with IPEs that include job goals leading to self-sufficiency/financial security (at least 200% of the federal poverty level or greater, based on job type, wages, hours worked per week).
- Identify career pathways and increase the percentage of customers with IPEs that include post-secondary training related to employment in their field of study.
- Collaborate with Community Rehabilitation Programs to identify key performance indicators for high quality outcomes and provide incentives and rewards for achievement of those measures.

Division of Vocational Rehabilitation

Advance Person-Centered Services

Percentage of customers who report satisfaction with DVR services



DATA SOURCE: Washington State Rehabilitation Council's Customer Satisfaction Survey.

MEASURE DEFINITION: The percentage of customer satisfaction survey respondents who report satisfaction with DVR and its services of all survey respondents whose survey responses were received by DVR during the reporting period.

DATA NOTES: 1 Starting with the 2022 Oct-Dec quarter's data, the denominator now includes all participant respondents, not limited to only those who have closed. 2 Results will be available 4-5 months after the end of the quarter.

TO DATA: <https://www.dshs.wa.gov/data/metrics/VX.6.xlsx>

SUMMARY

- This measure supports DVR Strategic Goal 3: Customer Service Excellence.
- DVR is committed to acting with integrity in its relationships and being receptive and responsive to customer and other stakeholder input. DVR solicits stakeholder participation in its strategic and operational planning and receives feedback from customer satisfaction surveys and focus groups sponsored by the Washington State Rehabilitation Council.
- Success Measure: Increase overall customer satisfaction rates from 68% to 75% by June 2026.

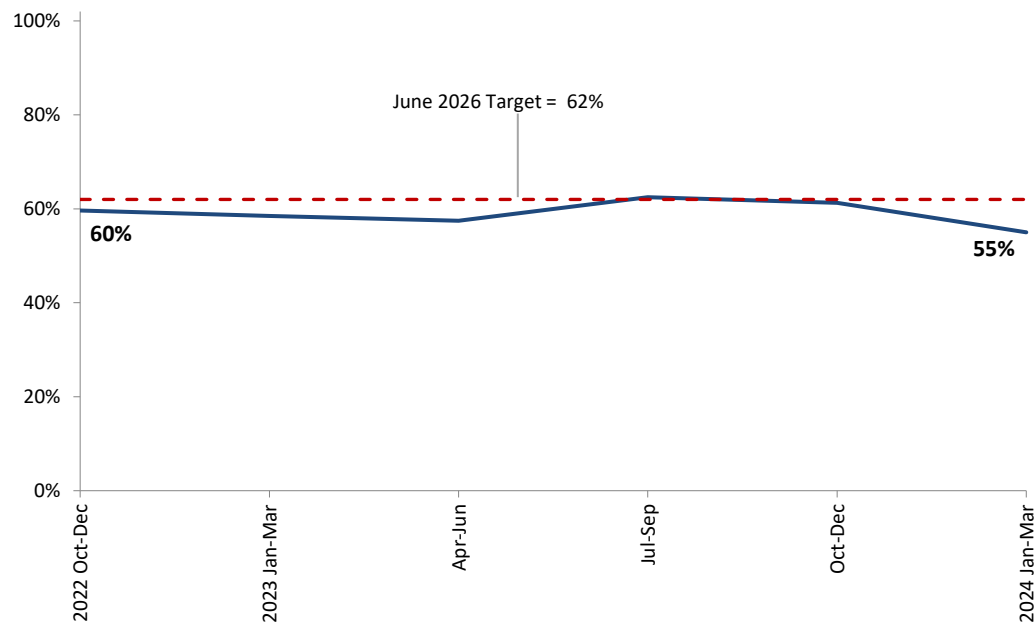
ACTION PLAN

- Deliver best practice, customer-centered vocational assessment and career and training services to support customer employment and benefits that meet basic needs.
- Increase rate of customers with IPEs that include job goals leading to self-sufficiency/financial security (at least 200% of the federal poverty level or greater, based on job type, wages, hours worked per week).
- Identify career pathways and increase the percentage of customers with IPEs that include post-secondary training related to employment in their field of study.
- Assist staff in understanding and developing effective job search and job placement strategies, and tools that are readily available to all customers at the time they are job ready.
- Collaborate with partners to increase job opportunities, job supports, and access to other workforce services for people with disabilities.
- Provide continuity of case management and frequent engagement to ensure customers experience timely, continuous progress throughout the vocational rehabilitation process.
- Continue to improve access to DSHS/DVR services using technology, mobile service locations, translation and interpreter services, transportation services, remote service access and virtual access, and

Division of Vocational Rehabilitation

Advance Person-Centered Services

Percentage of customers who report satisfaction with DVR service timeliness



DATA SOURCE: Washington State Rehabilitation Council's Customer Satisfaction Survey.

MEASURE DEFINITION: The percentage of customer satisfaction survey respondents who report satisfaction with service timeliness of all survey respondents whose survey responses were received by DVR during the reporting period.

DATA NOTES: 1 Starting with the 2022 Oct-Dec quarter's data, the denominator now includes all participant respondents, not limited to only those who have closed. 2 Results will be available 4-5 months after the end of the quarter.

TO DATA: <https://www.dshs.wa.gov/data/metrics/VX.23.xlsx>

SUMMARY

- This measure supports DVR Strategic Goal 3: Customer Service Excellence.
- DVR is committed to acting with integrity in its relationships and being receptive and responsive to customer and other stakeholder input. DVR solicits stakeholder participation in its strategic and operational planning and receives feedback from customer satisfaction surveys and focus groups sponsored by the Washington State Rehabilitation Council
- Success Measure: Increase rate of customer satisfaction with services timeliness from 58% to 62% by June 2026.

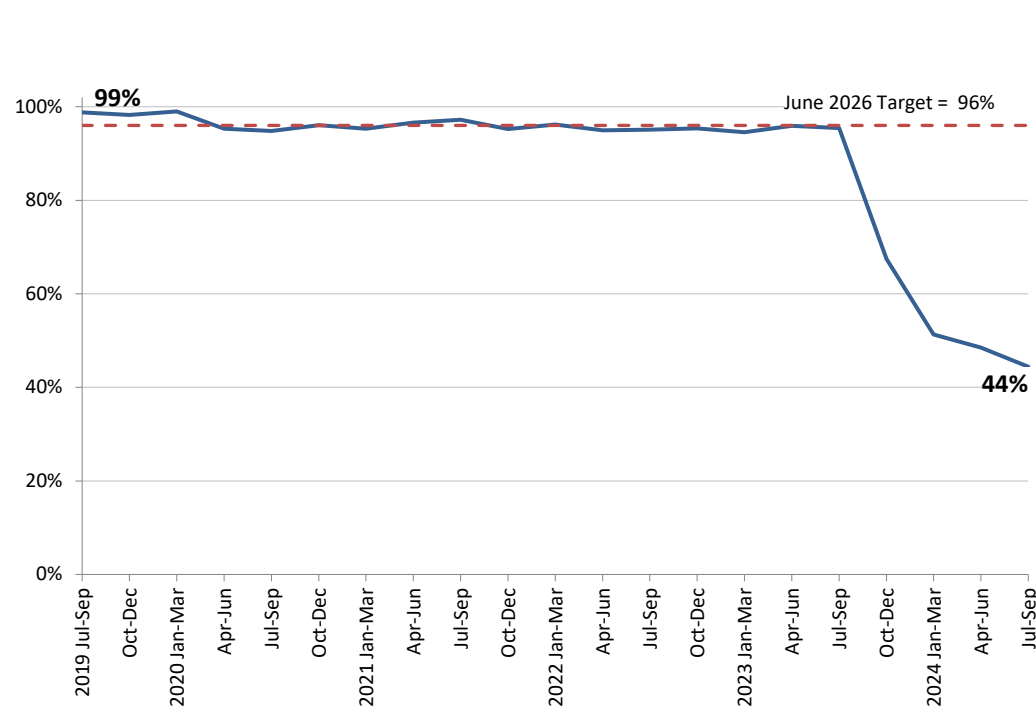
ACTION PLAN

- Provide continuity of case management and frequent engagement to ensure customers experience timely, continuous progress throughout the vocational rehabilitation process.
- Identify and address barriers to timely services and continuous customer engagement practices.
- Streamline electronic signature and electronic forms for core VR processes including transition and pre-employment transition services.
- Review and modify current case transfer approach to reduce the impact to customers' case progress when staff transitions, vacancies, or any other case impacts occur.
- Integrate minimum standard for customer contact as a performance standard.
- Continue to improve access to DSHS/DVR services using technology, mobile service locations, translation and interpreter services, transportation services, remote service access and virtual access, and other accommodations.
- Strengthen information and referral for those who need basic services and support to engage effectively with DSHS/DVR and to facilitate their access to workforce development programs.

Division of Vocational Rehabilitation

Advance Person-Centered Services

Percentage of Individualized Plans for Employment (IPEs) developed or appropriately extended within 90 days of customer's eligibility



SUMMARY

- This measure supports DVR Strategic Goal 3: Customer Service Excellence.
- An individualized plan for employment (IPE) describes the customer's employment goal and the nature and scope of vocational rehabilitation services needed to achieve the goal. The IPE is designed to ensure that individuals with disabilities receive customer-driven and individualized services necessary to obtain a job.
- Success Measure: Increase timely completion of individual plans for employment from 95% to 96% by June 2026.

ACTION PLAN

- Provide continuity of case management and frequent engagement to ensure customers experience timely, continuous progress throughout the vocational rehabilitation process.
- Identify and address barriers to timely services and continuous customer engagement practices.
- Streamline electronic signature and electronic forms for core VR processes including transition and pre-employment transition services.
- Review and modify current case transfer approach to reduce the impact to customers' case progress when staff transitions, vacancies, or any other case impacts occur.
- Integrate minimum standard for customer contact as a performance standard
- Continue to improve access to DSHS/DVR services using technology, mobile service locations, translation and interpreter services, transportation services, remote service access and virtual access, and other accommodations.
- Within the new case management and enterprise performance management systems, build reports/dashboards for DSHS/DVR staff with easy access to performance data at the statewide, regional, unit, and office levels.

DATA SOURCE: DVR Waves; supplied by Michael Sims.

MEASURE DEFINITION: The percentage of Individualized Plans for Employment (IPEs) developed or extended with signed consent within 90 days of customers' eligibility determination date or appropriately extended (per 34 CFR 361.45(e)).

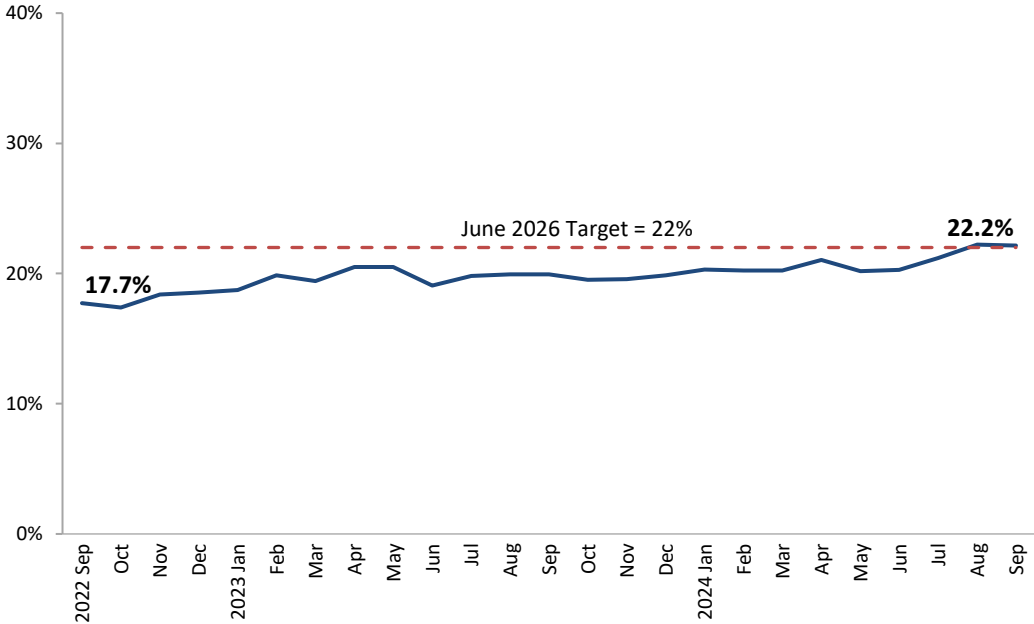
DATA NOTES: 1 Quarterly percentage calculations: Numerator: all new IPEs developed in the quarter that were developed or extended with signed consent within 90 days of the customer's eligibility determination date or appropriately extended. Denominator: All new IPEs developed in the quarter.

TO DATA: <https://www.dshs.wa.gov/data/metrics/VX.8.xlsx>

Division of Vocational Rehabilitation

Equity, Access, Inclusion and Belonging

Percentage of people with disabilities in DVR's workforce



DATA SOURCE: HRIS Data Warehouse demographic data; supplied by Michael Sims.
MEASURE DEFINITION: Division of Vocational Rehabilitation (DVR) employees who have identified as a person with a disability in HR records.
DATA NOTES: 1 VX.12 data submission cycle was changed June 2023 from annual to monthly. June 2022 data had minor updates resulting from this data cycle change.

TO DATA: <https://www.dshs.wa.gov/data/metrics/VX.12.xlsx>

SUMMARY

- This measure supports DVR Strategic Goal 1: Highly Engaged, Diverse and Skilled Team.
- A diverse and inclusive workforce is at the heart of DVR's mission and the integrity of the Division's work is demonstrated, in part, by the extent to which it employs individuals with disabilities. DVR strives to be a model employer for people with disabilities and recognizes that a diverse workforce can better meet the need of its customers.
- Success Measure: Increase the percentage of people with disabilities in DVR's workforce from 18% to at least 22% by June 2026.

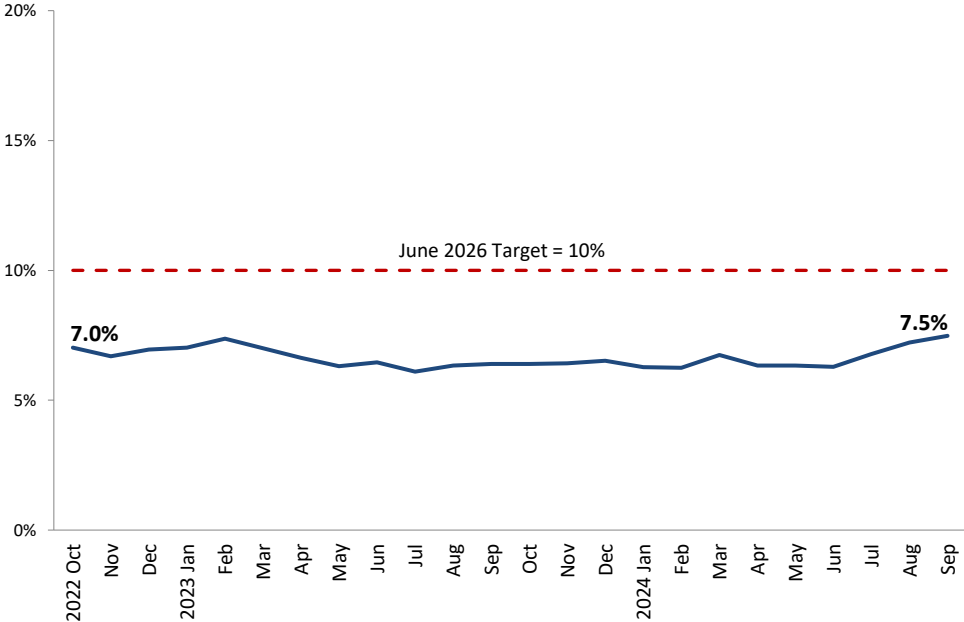
ACTION PLAN

- Implement the strategies and action items adopted from DSHS/DVR's recruitment and retention plan to address staffing trends, turnover, and recruitment of under-represented groups among staff.
- Ensure Equity Diversity Access and Inclusion (EDAI) are a key piece of every training. Utilize an EDAI lens to develop and deliver training, and build a more accessible, inclusive, and equitable community.
- Maintain options for telework and flexible work schedules and explore options like internship opportunities.

Division of Vocational Rehabilitation

Equity, Access, Inclusion and Belonging

Percentage of people in DVR's workforce who identify as Black/African American



DATA SOURCE: HRIS Data Warehouse demographic data; supplied by Michael Sims.
MEASURE DEFINITION: Number of DVR staff who identify as Black/African American, divided by the total number of employees.
DATA NOTES: Monthly percentage calculations.

SUMMARY

- This measure supports DVR Strategic Goal 1: Highly Engaged, Diverse and Skilled Team
- A diverse and inclusive workforce is at the heart of DVR's mission.
- Success Measure: Increase the percentage of people in DVR's workforce who identify as Black/African American from 6.4% to 10% by June 2026.

ACTION PLAN

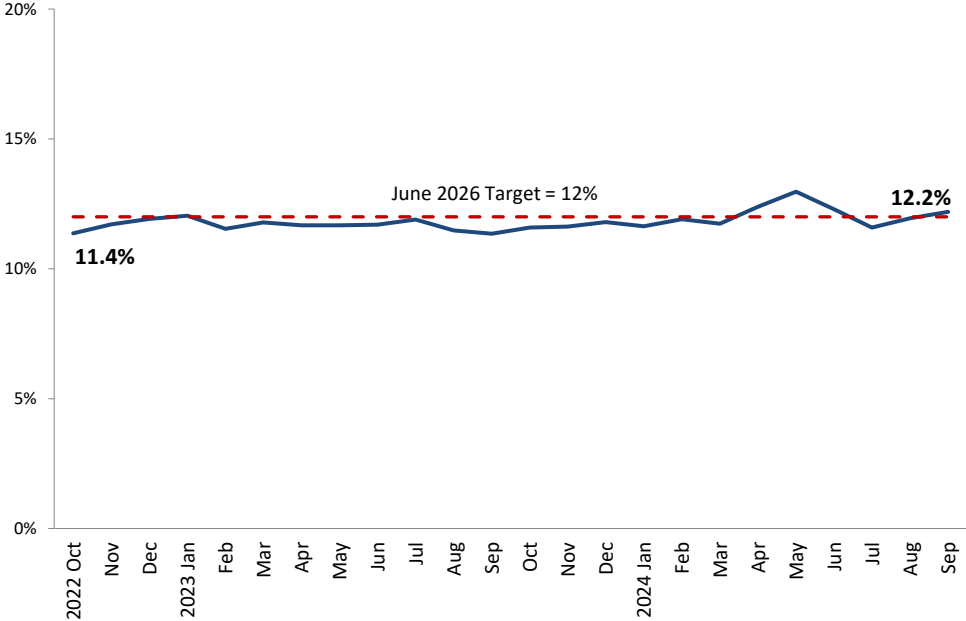
- Implement the strategies and action items adopted from DSHS/DVR's recruitment and retention plan to address staffing trends, turnover, and recruitment of under-represented groups among staff.
- Ensure Equity Diversity Access and Inclusion (EDAI) are a key piece of every training. Utilize an EDAI lens to develop and deliver training, and build a more accessible, inclusive, and equitable community.
- Maintain options for telework and flexible work schedules and explore options like internship opportunities.

TO DATA: <https://www.dshs.wa.gov/data/metrics/VX.13.xlsx>

Division of Vocational Rehabilitation

Equity, Access, Inclusion and Belonging

Percentage of people in DVR's workforce who identify as Hispanic/Latinx



DATA SOURCE: HRIS Data Warehouse demographic data; supplied by Michael Sims.
MEASURE DEFINITION: Number of DVR staff who identify as Hispanic/Latinx, divided by the total number of employees.
DATA NOTES: Monthly percentage calculations.

SUMMARY

- This measure supports DVR Strategic Goal 1: Highly Engaged, Diverse and Skilled Team.
- A diverse and inclusive workforce is at the heart of DVR's mission.
- Success Measure: Increase the percentage of people in DVR's workforce who identify as Hispanic/Latinx from 11.6% to 12% by June 2026.

ACTION PLAN

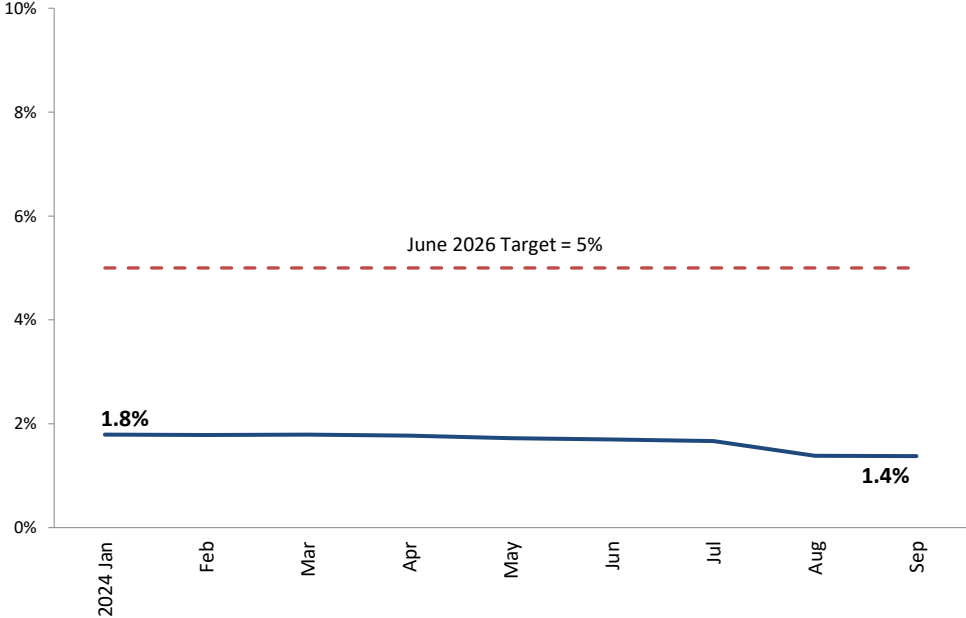
- Implement the strategies and action items adopted from DSHS/DVR's recruitment and retention plan to address staffing trends, turnover, and recruitment of under-represented groups among staff.
- Ensure Equity Diversity Access and Inclusion (EDA) are a key piece of every training. Utilize an EDA lens to develop and deliver training, and build a more accessible, inclusive, and equitable community.
- Maintain options for telework and flexible work schedules and explore options like internship opportunities.

TO DATA: <https://www.dshs.wa.gov/data/metrics/VX.14.xlsx>

Division of Vocational Rehabilitation

Equity, Access, Inclusion and Belonging

Percentage of people in DVR's workforce who identify as American Indian/Alaska Native



DATA SOURCE: HRIS Data Warehouse demographic data; supplied by Michael Sims.
MEASURE DEFINITION: Number of DVR staff who identify as Native American/Alaska Native, divided by the total number of employees.
DATA NOTES: 1 Monthly percentage calculations.

TO DATA: <https://www.dshs.wa.gov/data/metrics/VX.24.xlsx>

SUMMARY

- This measure supports DVR Strategic Goal 1: Highly Engaged, Diverse and Skilled Team.
- A diverse and inclusive workforce is at the heart of DVR's mission.
- Success Measure: Increase the percentage of people in DVR's workforce who identify as American Indian/Alaska Native from 1.7% to 5% by June 2026.

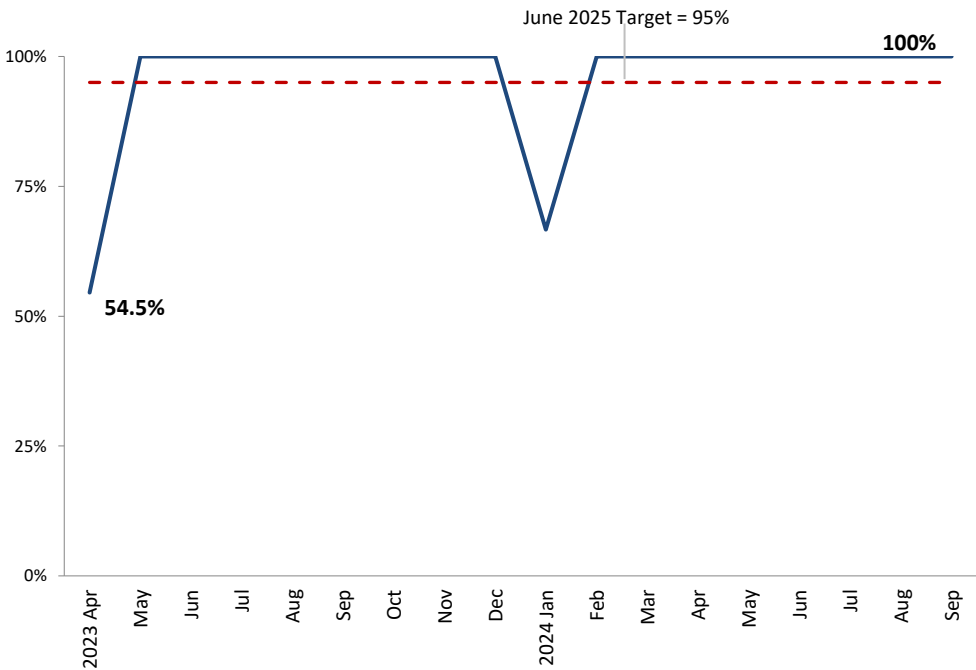
ACTION PLAN

- Implement the strategies and action items adopted from DSHS/DVR's recruitment and retention plan to address staffing trends, turnover, and recruitment of under-represented groups among staff.
- Ensure Equity, Diversity, Access and Inclusion (EDAI) are a key piece of every training. Utilize an EDAI lens to develop and deliver training, and build a more accessible, inclusive, and equitable community.
- Maintain options for telework and flexible work schedules and explore options like internship opportunities.

Division of Vocational Rehabilitation

Equity, Access, Inclusion and Belonging

Percentage of DVR staff who complete EDAI Cultural Competency Training within six months of hire and annually thereafter



SUMMARY

- This measure supports DVR Strategic Goal 1: Highly Engaged, Diverse and Skilled Team.
- DVR's work is most effective when trust, respect, inclusion and belonging are the foundation of our interactions with customers, staff, and the community.
- Success Measure: Increase staff completion of EDAI Cultural Competency training within six months of hire from 93.5% to 95% by June 2025.

DATA SOURCE: DVR; supplied by Michael Sims.
MEASURE DEFINITION: Total number of new staff who completed EDAI Cultural Competency Training within the six months of hire, divided by the total number of staff hired that month.
DATA NOTES: Monthly percentage calculations.

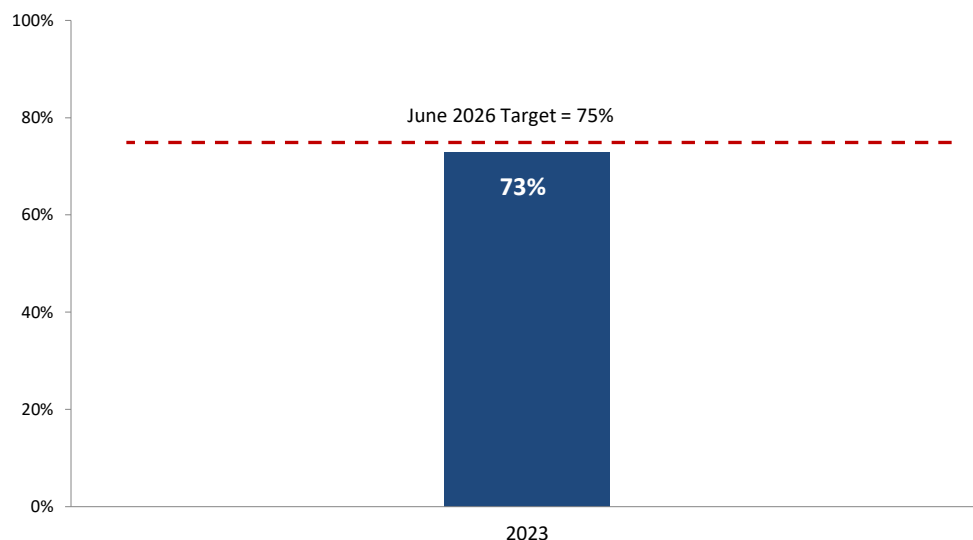
TO DATA: <https://www.dshs.wa.gov/data/metrics/VX.15.xlsx>

Division of Vocational Rehabilitation

Equity, Access, Inclusion and Belonging

Commitment to Pro-Equity and Anti-Racism policies, practices and actions

Percent positive staff responses to DSHS Employee Survey question "My agency demonstrates a commitment to pro-equity and anti-racism (through policies, practices, and actions)."



DATA SOURCE: Employee Engagement Survey; supplied by Michael Sims.

MEASURE DEFINITION: Percent positive staff responses to DSHS Employee Survey question "My agency demonstrates a commitment to pro-equity and anti-racism (through policies, practices, and actions)."

DATA NOTES: **1** Numerator: Number answering "Strongly Agree" or "Agree" in response to question. Denominator: Total number of employees who answered the question. **2** Annual percentage calculations.

TO DATA: <https://www.dshs.wa.gov/data/metrics/VX.25.xlsx>

SUMMARY

- This measure supports DVR Strategic Goal 1: Highly Engaged, Diverse and Skilled Team.
- DVR is committed to creating an organizational culture that is diverse, inclusive, and culturally responsive for employees at all levels, with employees that feel welcomed, supported, and valued.
- Success Measure: Increase positive responses to Employee Engagement Survey question "My agency demonstrates a commitment to pro-equity and anti-racism (through policies, practices, and actions)" from 73% to 75% by June 2026.

ACTION PLAN

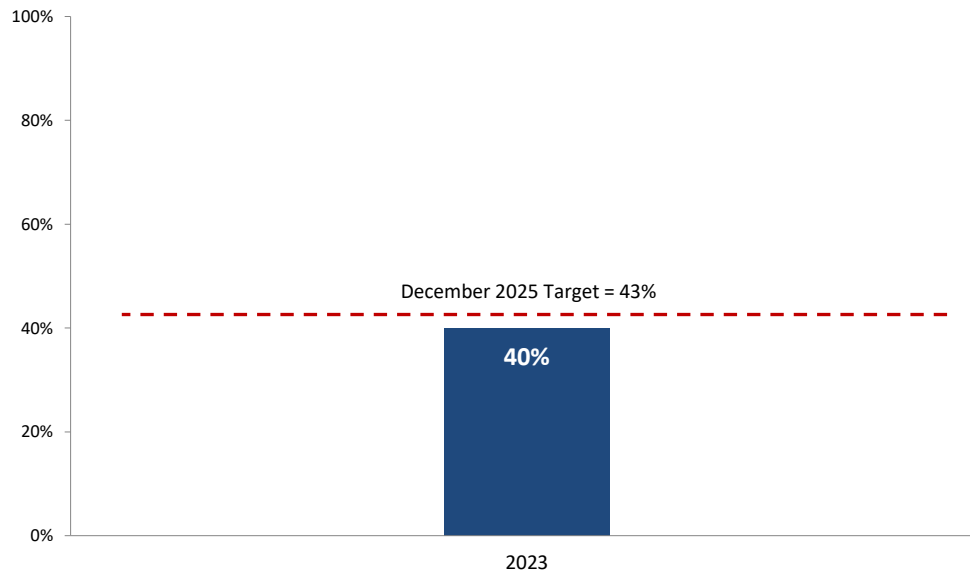
- Ensure Equity, Diversity, Access and Inclusion (EDAI) are a key piece of every training. Utilize an EDAI lens to develop and deliver training, and build a more accessible, inclusive, and equitable community
- Implement the strategies and action items adopted from DSHS/DVR's recruitment and retention plan to address staffing trends, turnover, and recruitment of under-represented groups among staff.
- Complete regular staff training to promote understanding of government-to-government relations and cultural humility when working with American Indian and/or Alaska Native customers and partners
- Outreach to unserved and underserved populations of individuals with disabilities and offer multiple service delivery options to ensure just and equitable access to DVR services.

Division of Vocational Rehabilitation

Equity, Access, Inclusion and Belonging

Organizational Change

Percent positive staff responses to DSHS Employee Survey question "I feel supported during organizational change at this agency."



DATA SOURCE: Employee Engagement Survey; supplied by Michael Sims.

MEASURE DEFINITION: Percent positive staff responses to DSHS Employee Survey question "I feel supported during organizational change at this agency."

DATA NOTES: **1** Numerator: Number answering "Strongly Agree" or "Agree" in response to question. Denominator: Total number of employees who answered the question. **2** Annual percentage calculations.

SUMMARY

- This measure supports DVR Strategic Goal 1: Highly Engaged, Diverse and Skilled Team.
- DVR endeavors to help staff understand, embrace, and adopt change in their work environment to meet the demands of technology advancements, changing client needs, evolving service delivery models, and policy shifts.
- Success Measure: Increase positive responses to Employee Engagement Survey question "I feel supported during organizational change at this agency" from 40% to 43% by December 2025.

ACTION PLAN

- Wave Improvement project implementation through regular Waves Change Governance Board meetings and staff voting on Waves improvement ideas.
- Current and developing communication channels including news alert, quarterly all staff meetings, and tea with the DVR Director.

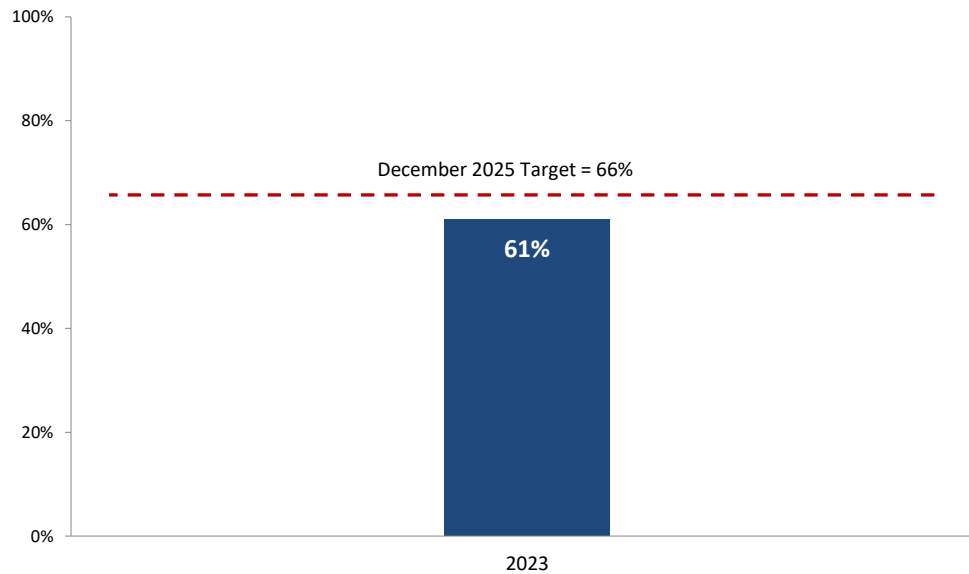
TO DATA: <https://www.dshs.wa.gov/data/metrics/VX.26.xlsx>

Division of Vocational Rehabilitation

Equity, Access, Inclusion and Belonging

DVR Employee Belonging

Percent positive staff responses to DSHS Employee Survey question "I feel as if I belong at my agency."



DATA SOURCE: Employee Engagement Survey; supplied by Michael Sims.

MEASURE DEFINITION: Percent positive staff responses to DSHS Employee Survey question "I feel as if I belong at my agency."

DATA NOTES: **1** Numerator: Number answering "Strongly Agree" or "Agree" in response to question. Denominator: Total number of employees who answered the question. **2** Annual percentage calculations.

TO DATA: <https://www.dshs.wa.gov/data/metrics/VX.27.xlsx>

SUMMARY

- This measure supports DVR Strategic Goal 1: Highly Engaged, Diverse and Skilled Team.
- DVR is committed to creating an organizational culture that is diverse, inclusive, and culturally responsive for employees at all levels, with employees that feel welcomed, supported, and valued.
- Success Measure: Increase positive responses to Employee Engagement Survey question "I feel as if I belong" from 61% to 66% by December 2025.

ACTION PLAN

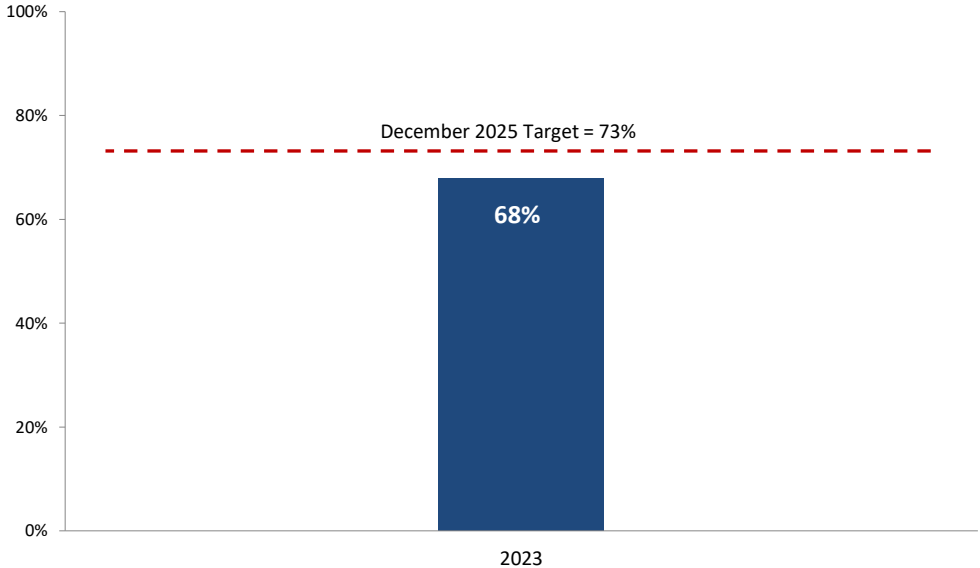
- Targeted team building efforts for every region, unit, and team.
- Staff recognition approach (e.g., value awards, news alert highlights) and sharing of team building efforts.

Division of Vocational Rehabilitation

Equity, Access, Inclusion and Belonging

DVR Employee Opportunities for Learning and Development

Percent positive staff responses to DSHS Employee Survey question "My agency provides me with the opportunity for learning and development."



DATA SOURCE: Employee Engagement Survey; supplied by Michael Sims.
MEASURE DEFINITION: Percent positive staff responses to DSHS Employee Survey question "My agency provides me with the opportunity for learning and development."
DATA NOTES: **1** Numerator: Number answering "Strongly Agree" or "Agree" in response to question. Denominator: Total number of employees who answered the question. **2** Annual percentage calculations.

TO DATA: <https://www.dshs.wa.gov/data/metrics/VX.28.xlsx>

SUMMARY

- This measure supports DVR Strategic Goal 1: Highly Engaged, Diverse and Skilled Team.
- DVR strives to create a consistent and equitable training culture with the goal of supporting learning and development opportunities for all staff.
- Success Measure: Increase positive responses to Employee Engagement Survey question "My agency provides me with the opportunity for learning and development" from 68% to 73% by December 2025.

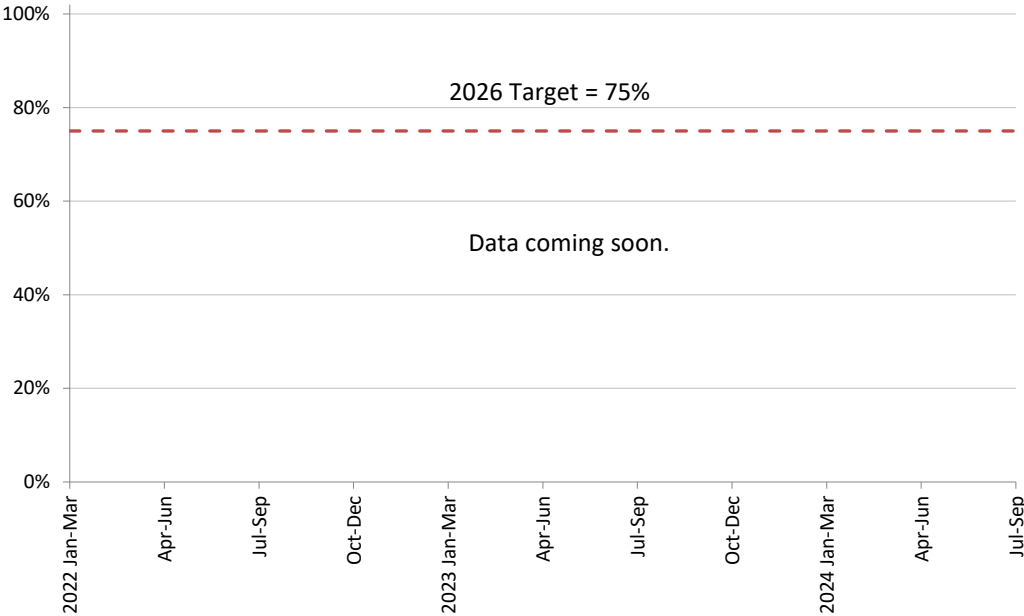
ACTION PLAN

- Encourage participation in DVR Training Unit's foundational and practical training opportunities.
- Encourage participation in contracted/external training opportunities.

Division of Vocational Rehabilitation

Government-to-Government and Community Relationships

Percentage of customers who identify as Native American or Alaska Native, who are referred to Tribal Vocational Rehabilitation (TVR) programs



DATA SOURCE: DVR Waves; supplied by Michael Sims.

MEASURE DEFINITION: Quarterly count of cases in Waves case management system with a case note entry titled, "Referred to AIVRS/TVR," divided by the quarterly number of applicants with tribal affiliation.

DATA NOTES: Quarterly count.

SOURCE: <https://www.dshs.wa.gov/data/metrics/VX.18.xlsx>

SUMMARY

- This measure supports DVR Strategic Goal 3: Customer Service Excellence.
- DVR strives for strong partnerships with Tribes. Service excellence can be achieved through collaborative partnerships.
- Success Measure: Increase referrals of customers who identify as American Indian or Alaska Native (AI/AN) to Tribal Vocational Rehabilitation programs to 75% by June 2026.

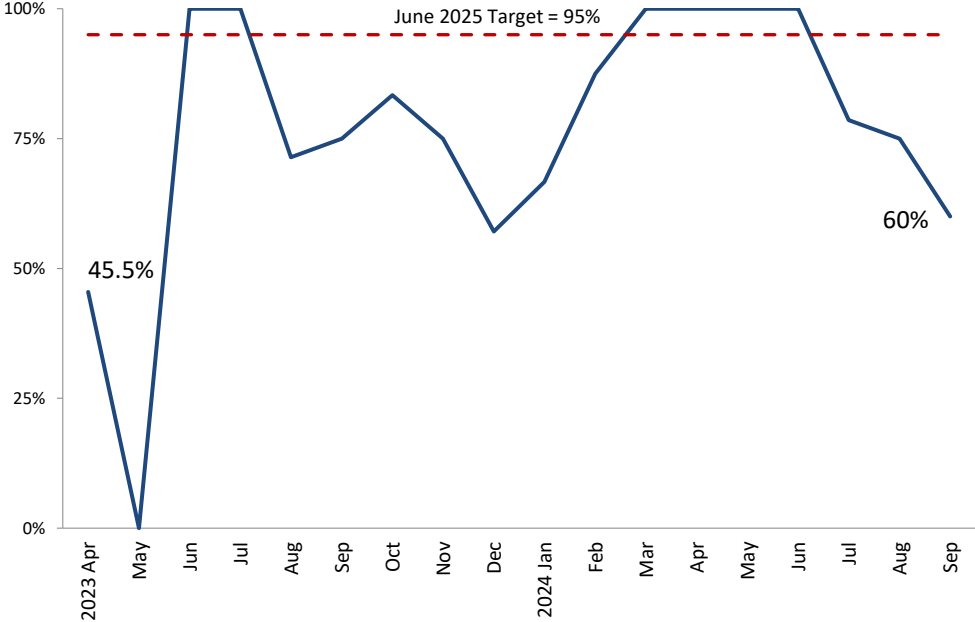
ACTION PLAN

- DVR and Tribal Vocational Rehabilitation partners mutually identify objectives and measures addressed in the Statewide Cooperative Agreement to improve the delivery of and access to vocational rehabilitation services for American Indian/Alaska Native customers with disabilities by June 2026.
- Develop and encourage additional training resources and opportunities for staff to promote understanding of government-to-government relations and cultural humility when working with American Indian and/or Alaska Native customers and partners.

Division of Vocational Rehabilitation

Government-to-Government and Community Relationships

Percent of DVR staff who complete 7.01 training within six months of hire



DATA SOURCE: DVR; supplied by Michael Sims.
MEASURE DEFINITION: Total number of new staff who completed 7.01 training Training within the six months of hire, divided by the total number of staff hired that month.
DATA NOTES: Monthly percentage calculations.

TO DATA: <https://www.dshs.wa.gov/data/metrics/VX.19.xlsx>

SUMMARY

- This measure supports DVR Strategic Goal 3: Customer Service Excellence.
- DVR strives for strong partnerships with Tribes. Service excellence can be achieved through collaborative partnerships.
- Success Measure: 95% of staff complete 7.01 training within six months of hire.

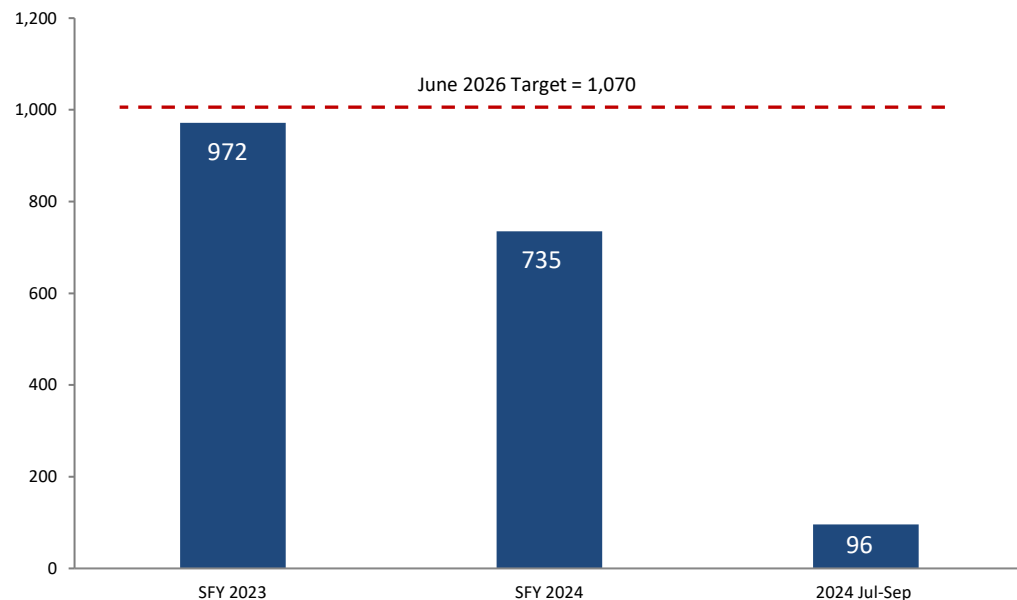
ACTION PLAN

- Continue onboarding efforts for all new staff. Implement role-specific and topic-specific training as needed, including government-to-government relations and working with American Indian and Alaska Native customers.

Division of Vocational Rehabilitation

Government-to-Government and Community Relationships

Number of business engagement services



DATA SOURCE: DVR; supplied by Michael Sims.

MEASURE DEFINITION: Total number of services provided by the Business Engagement program.

DATA NOTES:

TO DATA: <https://www.dshs.wa.gov/data/metrics/VX.29.xlsx>

SUMMARY

- This measure supports DVR Strategic Plan Goal 5: Strong Business, Partner and Community Relationships.

- DVR and its workforce development partners embrace a dual-customer model, serving both Washington's businesses and people living with disabilities. Businesses will have enhanced access to talented and highly skilled job seekers with disabilities, while benefitting from DVR's training and technical assistance supports. Concurrently, DVR and its partners will provide the full breadth of best practice rehabilitation, training, and employment services needed for people with disabilities to succeed in the workplace and communities. This model closes skill gaps for businesses, promotes the economic self-sufficiency of people with disabilities, and contributes to a more prosperous Washington.

- **Success Measure:** Increase the number of Business Engagement services from 972 to 1,070 by June 2026.

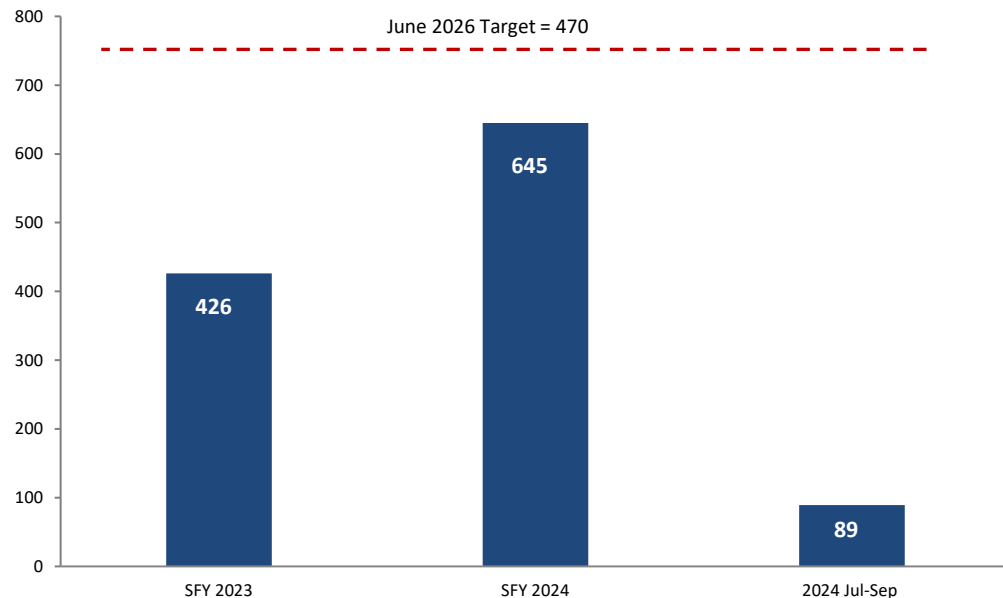
ACTION PLAN

- Formalize and implement targeted business engagement efforts.
- Continue outreach and training for staff and partners to understand business engagement staff roles, responsibilities, and support services.
- Implement statewide plan establishing expectations and measure outcomes for the business engagement program.
- Provide technical assistance to employers, partners, and staff on topics such as the use of natural supports, EDI, and disability etiquette in the workplace.
- Provide candidate (VR customer) referrals to employers to increase employment opportunities for people with disabilities.

Division of Vocational Rehabilitation

Government-to-Government and Community Relationships

Number of unique businesses contacted



DATA SOURCE: DVR; supplied by Michael Sims.

MEASURE DEFINITION: Total number of unique businesses contacted by the Business Engagement program.

DATA NOTES:

TO DATA: <https://www.dshs.wa.gov/data/metrics/VX.30.xlsx>

SUMMARY

- This measure supports DVR Strategic Plan Goal 5: Strong Business, Partner and Community Relationships.

- DVR and its workforce development partners embrace a dual-customer model, serving both Washington's businesses and people living with disabilities. Businesses will have enhanced access to talented and highly skilled job seekers with disabilities, while benefitting from DVR's training and technical assistance supports. Concurrently, DVR and its partners will provide the full breadth of best practice rehabilitation, training, and employment services needed for people with disabilities to succeed in the workplace and communities. This model closes skill gaps for businesses, promotes the economic self-sufficiency of people with disabilities, and contributes to a more prosperous Washington.

- **Success Measure:** Increase the number of unique businesses contacted from 426 businesses to 470 by June 2026.

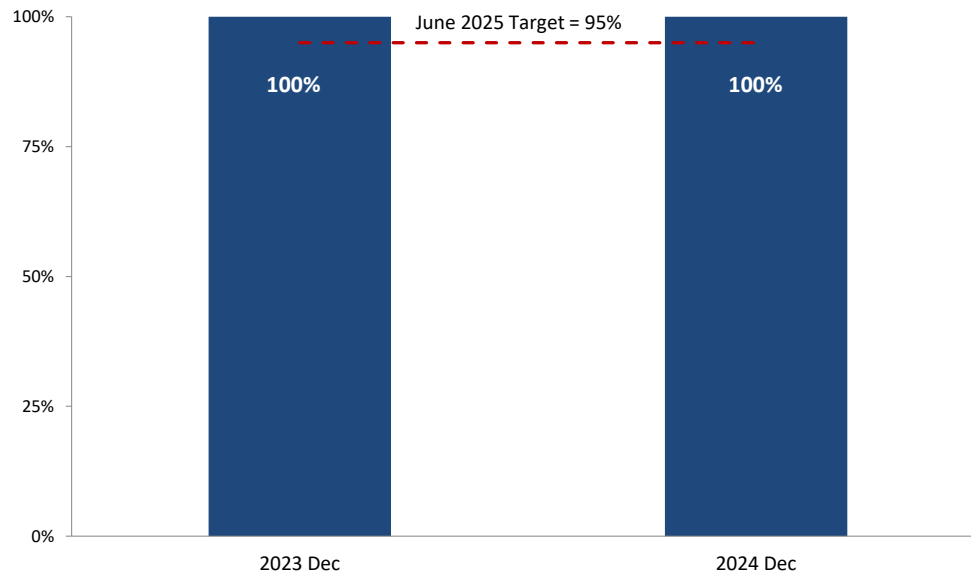
ACTION PLAN

- Formalize and implement targeted business engagement efforts.
- Continue outreach and training for staff and partners to understand business engagement staff roles, responsibilities, and support services.
- Implement statewide plan establishing expectations and measure outcomes for the business engagement program.
- Provide technical assistance to employers, partners, and staff on topics such as the use of natural supports, EDAI, and disability etiquette in the workplace.
- Provide candidate (VR customer) referrals to employers to increase employment opportunities for people with disabilities.

Division of Vocational Rehabilitation

Operational Excellence

Percentage of DVR staff who complete annual training on emergency preparedness plans



DATA SOURCE: DVR; supplied by Michael Sims.

MEASURE DEFINITION: Number of annual attestations during performance evaluation period divided by total FTEs.

DATA NOTES: Annual percentage calculations, beginning December 2023.

TO DATA: <https://www.dshs.wa.gov/data/metrics/VX.20.xlsx>

SUMMARY

- This measure supports DVR Strategic Goal 2: Safe, Efficient and Secure Operations.
- DVR ensures a safe and accessible work environment for staff and visitors through emergency preparedness planning and recovery, staff training, and communications about workplace safety, and training requirements and opportunities.
- Success Measure: 95% of staff complete annual training on emergency preparedness plans by June 2025 and annually thereafter.

ACTION PLAN

- Develop an emergency preparedness and recovery plan for all DSHS/DVR standalone facilities, consistent with DSHS and other state policies. Include accident prevention, emergency response and worksite physical security in the scope of the plan.
- Develop and implement a training plan to address emergency preparedness and recovery operations at DSHS/DVR and co-located facilities. Provide reports on training completion to supervisors.
- Communicate regularly with staff about workplace safety, updates to safety plans and training requirements and opportunities.