



# 2016 Service Results

## Community & Employment Services

We're proud to share these 2016 outcomes:

- ✓ Services expanded to a new area – Walla Walla and Columbia Counties!
- ✓ We served 21 new customers in Supported Employment or Community Access services – 333 total in Washington state!
- ✓ 58% of our Vocational Rehabilitation customers achieved employment (up from 56% in 2015)
- ✓ 64% of our Supported Employment customers are employed (up from 59% in 2015)
- ✓ Average hourly wage earned by Vocational Rehabilitation customers = \$10.65
- ✓ Average hourly wage earned by Supported Employment customers = \$10.36
  - \*\* WA minimum wage in 2016 = \$9.47
- ✓ Our Stakeholders (customers, families, funders and employers) continue to be, on average, satisfied or very satisfied with our services! \*\* Stakeholder Satisfaction Survey results for 2016
  - Highest area of satisfaction in 2016 – “Professional communication by staff”