



Supported Solution

2024 Annual Report

Mission:

To ensure qualified individuals with disabilities are afforded an equal opportunity to participate in employment by promoting inclusion in the workplace, advocating for, and providing support to achieve their employment goals, ensuring that everyone, regardless of disability, can live the lives they choose.

Values:

Respect: Respect clients, community partners, and colleagues in the profession.

Ownership: Take pride in meeting commitments to all stakeholders.

Integrity: Act honestly and ethically at all times.

Innovation: Develop creative solutions that meet or exceed expectations.

Teamwork: Work with clients in a stimulating and supportive environment that inspires personal growth.

Supported Solution Employment Services (Supported Solution) is an LLC consisting of one owner, the CEO, participating in direct services. Supported Solution employs sixteen staff - two Program Managers and fourteen Employment Consultants. Supported Solution provides vocational rehabilitation through contracts with the Washington State Division of Vocational Rehabilitation (DVR) and long-term employment support through the Washington Developmental Disabilities Administration. Services with DVR include Community Based Assessments (CBA), Job Placement, and Job Retention services since March of 2017. Supported Solution also provides long-term support services in Discovery, Job Development, and Job Retention through the Washington State Developmental Disabilities Administration (DDA).

In 2024, Supported Solution accepted clients from 5 DVR offices including Bellevue, Central Seattle, North Seattle, and Seatac, and Kent. DVR services were provided to 32 clients, many of whom received more than one type of service. Supported Solution provided long term support services in Employment to 31 clients through DDA funding.

Effectiveness of Service In 2024, 48 DVR contracts were signed and 41 were completed successfully equaling a 85.4% overall successful closure rate.

CBA contracts 12 out of 12 completed successfully – 100% successful closure rate

Job Placement contracts- 12 successful placements completed out of 17 signed plans – 71% Successful closure. 5 Job Placement plans were signed in the final months of 2024, and those plans remain ongoing and not included in outcome numbers for 2024.

Job Retention and Intensive Training contacts - 13 out of 14 closed successfully – 93% Successful Closure

Average starting wage for all jobs = \$17.46/hour • Full Time with benefits = 10 / Part time = 12 • Production/manufacturing = 13 • Janitorial/cleaning = 2 • Administrative = 3 • Retail = 4

Funding: All funding is provided by the Washington State Division of Vocational Rehabilitation and adheres to the Service Delivery Outcome Plan (SDOP) for each service provided. Long term funding is provided by the Developmental Disabilities Administration for clients with authorized services.

94% of all funding in 2024 was used to provide direct services to DVR and DDA clients.

Efficiency of Service:

CBA contracts – SDOP signing to Supported Solution Intake, Average 6 days
SDOP signing to first day of the CBA Average 32 days

Job Placement contracts – SDOP signing to Supported Solution Intake Average 4 days
SDOP signing to first day of paid employment Average 88 days

Service Access: The following represents clients who had one or more service contracts closed in 2024

- 22 out of 63 clients self-identified as female.

- 6 clients self-identified as Asian; 7 clients self-identified as Hispanic; 9 clients self-identified as Black/African descent; 41 clients self-identified as Caucasian. • Clients self-identified a variety of disabilities including ADD, Depression, PTSD, Dyslexia, Asperger's, Deaf, Arthritis, Carpal

Tunnel Syndrome, OCD, Seizure Disorder, ADHD, Developmental Disability, Learning Disability, Physical Disabilities, Neurological Disorder, Stroke, Autism, and Traumatic Brain Injury.

Formal complaints/Grievances: • Supported Solution had no formal complaints or grievances in 2024. Ongoing feedback was collected through surveys to each client's existing services.

Analysis of Critical Incidents: There were three critical incidents involving two clients (one client had two incidents). Each incident was reported properly to the county and steps were taken to ensure the incidents would not happen again.