



Washington State Rehabilitation Council

NOTICE OF PUBLIC MEETING

People living with disabilities have the influence to shape the Vocational Rehabilitation services they receive. YOU ARE INVITED!

Meeting: DVR Customer Forum
Date: Thursday, April 19, 2018
Time: 3:30 pm - 5:00 pm
Location: Holiday Inn Downtown Yakima
802 East Yakima Avenue
Yakima, WA 98901
Food: Will be provided

Who we are:

The Washington State Rehabilitation Council is a group of disability allies and advocates. We work hard to make sure that DVR customers' voices are heard.

We want to hear from you!

- The purpose of this Customer Forum is to hear from you and others interested in DVR program improvement. We want to learn more about your experience as a DVR customer.
- This Customer Forum is a chance for you to share your honest feedback with us, so that we can help make DVR better.
- You are welcome to bring an advocate.

At the forum, we will ask customers the following questions:

1. Does your counselor keep in touch with you? Please Explain.
2. Does your counselor understand what is important to you? Please Explain.
3. Does your counselor understand how your disability affects you? Please Explain.
4. Does your counselor care about your input? Please Explain.
5. Does DVR move quickly enough for you? Please Explain.
6. Describe your overall satisfaction with DVR.
7. Is there is something you would like DVR to hear?

Can't come?

Send feedback to WSRC@dshs.wa.gov. Please remember, you are not required to attend. This is not a regular DVR appointment with your counselor; this is an opportunity for you to share feedback to improve DVR.

Reasonable Accommodations?

American Sign Language and other reasonable accommodation requests must be made prior to April 5, 2018. For requests, email WSRC@dshs.wa.gov or call (866) 252-2939.