



April 13, 2011

Paul Jewell, Chair  
Kittitas County Board of County Commissioners  
205 W 5th Ave., Suite 108  
Ellensburg WA 98926-2887

Dear Paul:

Enclosed please find Elmview's response to Kittitas County's, **Notice of request for qualifications for Qualified Providers.**

Elmview is proud to have provided services to people with developmental disabilities for more than forty-five years. People live and work in our communities through the support that the organization provides. We look forward to continuing to providing services for many years.

We appreciate the opportunity to become a qualified provider and to continue provide services to those who need them in the County. Please feel free to contact me if further information or clarification is needed at [bruce@elmview.org](mailto:bruce@elmview.org) or 925-6688.

Sincerely yours,

Bruce Tabb  
Executive Director

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APR 14 2011

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KITTITAS COUNTY BOARD OF COMMISSIONERS

204 E 6th Avenue / P.O. Box 66 / Ellensburg, WA 98926  
PHONE: (509) 925-6688 • FAX: (509) 962-5883 • WEB: [www.elmview.org](http://www.elmview.org)

### Notice of request for qualifications for Qualified Providers

1

1. Demonstrated history of at least three years of successfully providing employment and day services for people with developmental disabilities in community-based settings.

Elmview has provided employment services for people with developmental disabilities for more than 30 years. Services have been provided through a contract with Kittitas County. Elmview currently provides services through a contract with the County that runs through June 30, 2011. Services are provided primarily in three categories:

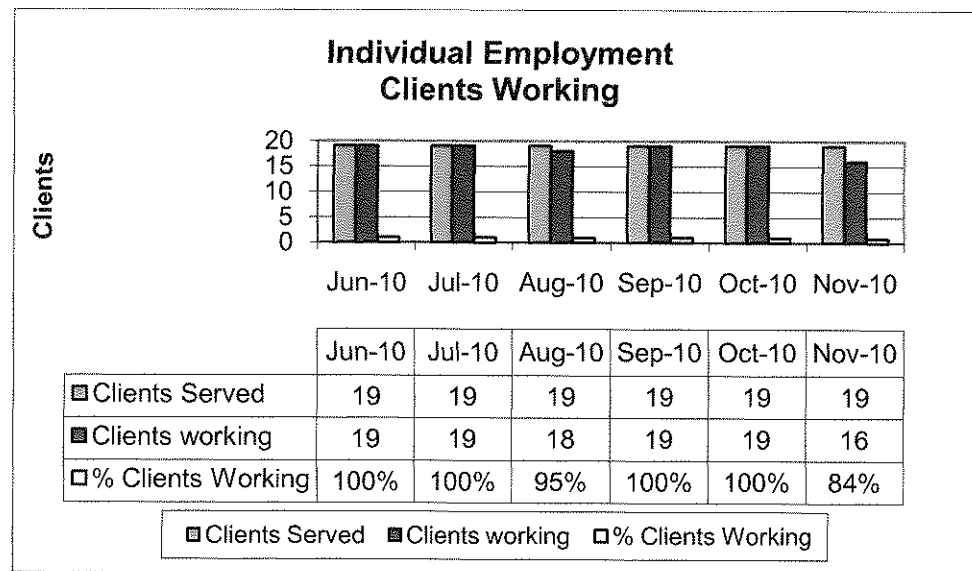
- Community Access—Community Access services are individualized services provided in typical integrated community settings for individuals in retirement. Services will promote the persons' competence, integration, physical or mental abilities. Services assist individuals to participate in activities, events and organizations in the community in ways similar to others of similar age. These services may also be available for working age individuals for whom an Exception to Rule has been approved.

Community Access	Total Hours served	Hours in Community	% of Service in Community
Jan-10	180	125	69%
Feb-10	140	134	95%
Mar-10	181	171	94%
Apr-10	165	153	93%
May-10	221	155	70%
Jun-10	227	163	72%
Jul-10	185	178	96%
Aug-10	205	195	95%
Sep-10	172	162	94%
Oct-10	214	199	93%
Nov-10	176	166	94%
Dec-10	186	177	95%

- Group Supported Employment—Group Supported Employment services are a part of an individual's pathway to integrated jobs in typical community employment. These services include many of the elements described in Individual Supported Employment and offer ongoing supervised employment for groups of no more than eight (8) workers with disabilities in the same setting. Examples include enclaves, mobile crews, and other business models employing small groups of workers with disabilities in integrated employment in community settings.

Group Supported Employment	People Served	Average Dollars Earned	Dollars Earned
Jan-10	26	\$159	\$4,135
Feb-10	28	\$156	\$4,368
Mar-10	32	\$157	\$5,010
Apr-10	33	\$153	\$5,058
May-10	28	\$187	\$5,223
Jun-10	34	\$153	\$5,198
Jul-10	32	\$164	\$5,251
Aug-10	33	\$170	\$5,608
Sep-10	35	\$161	\$5,628
Oct-10	39	\$198	\$7,729
Nov-10	41	\$116	\$4,737
Dec-10	41	\$120	\$4,926

- Individual Supported Employment**-- Individual Supported Employment services are a part of an individual's pathway to employment and are tailored to individual needs, interests, abilities, and promote career development. These are one-to-one services necessary to help persons with developmental disabilities obtain and continue integrated employment at or above the state's minimum wage in the general workforce. These services may include intake, discovery, assessment, job preparation, job marketing, job supports, record keeping and support to maintain a job.



2. Three references who can attest to the ability of the applicant to deliver community-based employment and day services for people with developmental disabilities. The references should include the names, telephone numbers, dates of services, and a brief description of the similar services the organization has provided them in the past.

Attachment A—Jim Ayers, Outstation Manager,  
Division of Developmental Disabilities

Attachment B—Redge DeSeour, Service Recipient

Attachment C—Mary Vick—Service Recipient

3. Demonstrated accreditation to provide employment services by a nationally recognized accreditation service.

Attachment D—Accreditation letter from the Commission for the Accreditation of Rehabilitation Facilities (CARF).



Attachment A

STATE OF WASHINGTON  
DEPARTMENT OF SOCIAL AND HEALTH SERVICES  
DIVISION OF DEVELOPMENTAL DISABILITIES  
100 East Jackson, Suite 100  
Ellensburg, WA 98926-3692

March 30, 2011

Dear Sir or Madam:

I am offering this letter in support of Elmview Vocational Services and the service the organization offers our clients. I have known the Elmview organization, and the people that make it work, for over 20 years in my capacities as a high school administrator, school district special programs director, and as an outstation manager for the Division of Developmental Disabilities.

In these roles, I have had the opportunity to work with the Elmview staff as they provided employment supports for students as young as 16 and for adults from 21 to 80. The need for employment supports for each of the clients has been as varied as their ages.

The challenge for developing a variety of placements is constant in a small rural town and the dedicated staff at Elmview has worked diligently over the years to maximize the few opportunities available. While they have not been able to meet 100% of the needs for 100% of the clients, they have given 100% effort in the pursuit of offering an employment program that is of benefit to clients.

As the state's financial situation has caused additional burdens in maintaining programs for all clients, the staff of Elmview Vocational Services has restructured services in such a manner that clients do not notice the changes and feel as supported as they ever have.

I have a tremendous amount of confidence that Elmview will continue to pursue its mission of providing quality services to the clients and I strongly encourage your consideration of having Elmview continue as the county vendor in this arena. Please feel invited to contact me if you have any questions or concerns in this vital service.

Sincerely,

A handwritten signature in cursive script that reads "Jim Ayers".

Jim Ayers, Outstation Manager  
509-925-0405, [ayersj@dshs.wa.gov](mailto:ayersj@dshs.wa.gov)

March 29, 2011

Attachment B

To Kittitas County Commissioners:

I have worked with Elmview for over 25 years. During that time, they have helped me with my job at Central Washington University and provided steady employment through their janitorial crew.

Staff support me well. There are enough staff with different ideas that they always have ideas about ways to make the jobs easier or better. Whatever the job, they provide me the opportunity to learn new skills.

Elmview staff are always willing to listen to my ideas and support me to say what I believe. I have had the chance to work with different clients with different skill levels and learned a variety of jobs. As I learned new skills, Elmview has given me the chance to teach other clients new skills. As I have gotten older, Elmview has been willing to work with me on a schedule that meets my needs.

Sincerely yours, Redge DeSoer

Redge DeSoer

509-607-2851

Attachment C

March 22, 2011

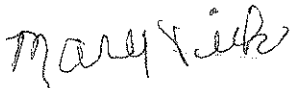
To whom it may concern:

I have been involved with Elmview since 1971.

I worked at Central Washington University for 23 years. Elmview staff helped me get my job at Central and assisted me in working on whatever issues I had with my supervisors and my job. Prior to working at Central, I worked in Elmview's sewing shop—helping customers and assisting in the business. Since retiring from my job, I have been in Elmview's Community Access program.

I enjoy the staff that I have worked with over the years and who support me now. Elmview has met my needs and continues to do so. They even helped me find my first apartment in Ellensburg. I have enjoyed working with other clients and staff and made many good friends over the year.

Sincerely yours,

A handwritten signature in cursive script that reads "Mary Vick".

Mary Vick

509-925-5107



AHachmont O  
enhancing PEOPLE'S LIVES

November 17, 2009

Patti Canterbury  
Vocational Administrator  
Elmview Vocational Services  
804 Elmview Road  
Ellensburg, WA 98926

Dear Mrs. Canterbury:

It is my pleasure to inform you that Elmview Vocational Services has been accredited by CARF for a period of three years for the following services:

Employment Services: Community Employment Services: Job Development  
Employment Services: Community Employment Services: Job Supports  
Employment Services: Community Employment Services: Job-Site Training  
Employment Services: Employment Planning Services  
*Governance Standards Applied*

This accreditation will extend through August 2012. This achievement is an indication of your organization's dedication and commitment to improving the quality of the lives of the persons served. Services, personnel, and documentation clearly indicate an established pattern of practice excellence.

Your organization should take pride in achieving this high level of accreditation. CARF will recognize this accomplishment in its listing of organizations with accreditation, and we encourage you to make this accomplishment known throughout your community. Communication of this award to your referral and funding sources, the media, and local and federal government officials will promote and distinguish your organization. Enclosed are some materials that will help you publicize this achievement.

The survey report is intended to support a continuation of the quality improvement of your services. It contains comments on your organization's strengths as well as suggestions and recommendations. A quality improvement plan demonstrating your efforts to implement the survey recommendations must be submitted within the next 90 days to retain accreditation. Guidelines and the form for completing the plan are enclosed for your use. Please submit this report to the attention of the customer service unit Administrative Coordinator.

Your Certificate of Accreditation is being sent under separate cover. Please note that you may use the enclosed form to order additional copies of the certificate.

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**CARF INTERNATIONAL**  
4891 East Grant Road  
Tucson, AZ 85712 USA  
Toll-free/TTY 888 281 6531 ■ Fax 520 318 1129  
[www.carf.org](http://www.carf.org)

**CARF-CCAC**  
1730 Rhode Island Avenue, NW, Suite 209  
Washington, DC 20036 USA  
Toll-free 866 888 1122 ■ Fax 202 587 5009  
[www.carf.org/agag](http://www.carf.org/agag)

**CARF CANADA**  
10665 Jasper Avenue, Suite 1400A  
Edmonton, Alberta T5J 3S9 Canada  
Tel 780 429 2538 ■ Fax 780 426 7274  
[www.carfcanada.ca](http://www.carfcanada.ca)



If you have any questions regarding your organization's accreditation, you are encouraged to seek support from a Resource Specialist in your customer service unit by calling extension 131.

We encourage your organization to continue fully and productively using the CARF standards as part of your ongoing commitment to accreditation. We commend your commitment and consistent efforts to improve the quality of your services. We look forward to working with your organization in the future.

Sincerely,



Brian J. Boon, Ph.D.  
President/CEO

jbd  
Enclosures

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Kittitas County Board of County Commissioners

205 West 5<sup>th</sup> Avenue

Ellensburg, WA 98926-2887

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KITTITAS COUNTY BOARD OF COMMISSIONERS

**Response to Kittitas County RFQ for the Provision of Services for People with Developmental Disabilities**

Provider Applicant: Entrust Community Services

Contact: Tom Gaulke, Chief Operating Officer

PO Box 9727

Yakima, WA 98909-0727

(509) 453-4756

**1. Demonstrated history of at least three years of successfully providing employment and day services for people with developmental disabilities in community-based settings.**

Entrust has more than 40 years of successful of experience serving people with developmental disabilities in facility and community-based settings throughout Kittitas, Yakima, Franklin and Benton counties. In 2009, 87 people were hired into independent community jobs and 133 worked in our job training program earning more than \$190,000 in wages. Through Project Rise (Realizing independence through Self-Employment) Entrust helped 35 people pursue self-employment.

Entrust also provides an Adult Day Health program which includes physical, occupational and speech therapy. Skilled nursing services and structured therapeutic activities are provided so participants may increase their level of functioning and delay further deterioration. Therapy results in significant improvement and well-being of our participants, allowing them to lead more independent and productive lives.

Employment services includes vocational training using assessment, education, work experience, and job placement and job retention assistance; individual placement into community jobs; group work experience in the community supervised by an Entrust employee; and work readiness and adult basic education for adults and students transitioning from school to work.

Our programs include:

1. Individual Supported Employment
2. Group Supported Employment
3. Prevocational Employment
4. Adult Basic Education
5. Adult Day Health Services
6. Ticket-to-Work
7. Vocational Assessment
8. Project Search at Memorial Hospital
9. High School transition Services for 12 school districts

With offices located in Yakima, Ellensburg, Sunnyside, Kennewick and Walla Walla, EnTrust provides employment, educational, and health services to over 500 people each year. EnTrust employs 96 staff engaged in its support of people living and working in their communities. EnTrust is a founding member of the Community Employment Alliance the premier state association for agencies serving the developmentally disabled.

EnTrust has a senior management team with over 130 years experience in the field of vocational rehabilitation. Staff spend over 1500 hours annually in training around the latest techniques in providing supported employment.

2. **Three references who can attest to the ability of the applicant to deliver community-based employment and day services for people with developmental disabilities. The references should include the names, telephone numbers, dates of services, and a brief description of the similar services the organization has provided them in the past.**

References:

Eileen Fielding- Unit Supervisor for the Division of Vocational Rehabilitation

- Telephone: 509-969-5427
- 1002 N 16<sup>th</sup> Ave
- Service Dates- 1985-present
- Services in Kittitas, Yakima, Benton, Franklin, Walla Walla, Grant, Chelan, Douglas, and Klickitat Counties through a state contract include- Vocational Assessment, Community Based Assessment, Job placement, and Job Retention Services for approximately 175 people each year.

Carrie Hui-Pasqua- Yakima County Human Services Developmental Disabilities Coordinator

- Telephone: 509-574-1547
- 128 N 2<sup>nd</sup> Ave Yakima, Wa 98901
- Service Dates- 1978-present
- Services through a county contract include- Individual, Group, and Prevocational employment as well as Community Access for 245 people each year.

Daphne Martin- Vocational rehabilitation Counselor – Department of Services for the Blind

- Telephone: 509-454-7626

- 1712 S 16<sup>th</sup> Ave Yakima, Wa 98902
- Service Dates- 1997-present
- Services through a state contract include- Vocational Assessment, Community Based Assessment, Job placement, and Job Retention Services for approximately 30 people each year.

**3. Demonstrated accreditation to provide employment services by a nationally recognized Accreditation service.**

Entrust is certified by the Commission on the Accreditation of Rehabilitation Facilities (CARF), an international accrediting institution. In its 2010 survey of required standards and an on-site review of peers, Entrust received certification for three years, the highest level of accreditation. The agency met or exceeded all standards in the Community Transition Services program, including Job Development, Job Supports, Job-Site Training, Employment Services Coordination and Organizational Employment Services. Entrust has been accredited by CARF since 1991.

In 2007, Entrust received National Recognition from CARF for its Project Search program at Memorial Hospital and the "It's Your Life" educational program for families of people with disabilities.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Tom Gaulke", with a horizontal line above it.

Tom Gaulke

Chief Operations Officer