



Wise Annual Report

Equitable employment for people with intellectual and developmental disabilities.

July 2024 - June 2025

Executive Director: Cesilee Coulson

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Note: *The Developmental Disabilities Administration (DDA) has since become Developmental Disabilities Community Living Supports (DDCLS). For consistency with the reporting period, this report uses the previous name, DDA.*

About Wise

Wise was established in 1985 with funding from one of the first Supported Employment state change grants issued by the federal Office of Special Education and Rehabilitative Services. Since 1991, Wise has been a 501 (c) 3 organization, based in Washington State. Through the early years of operation, Wise assisted the State of Washington and Supported Employment organizations with promoting, training, and ensuring the promise of employment for all. Wise has since expanded these efforts to additional states and countries.

Innovation, partnerships and our core values are central to our work in expanding Competitive Integrated Employment (CIE) of people with intellectual and developmental disabilities. Our core values are rooted in the belief that people with intellectual and developmental disabilities are vital to the community, to the economy, and to the workplace.

2025-2030 Mission Statement and Strategic Priorities

Vision: People with disabilities are valued members of the community, recognized for their contributions.

Mission: Equitable employment for people with intellectual and developmental disabilities.

Hiring Leaders & Trainers with Disabilities

Providing paid leadership, training and technical assistance opportunities for subject matter experts with disabilities.

Increasing Innovation and Access

Ensuring innovation and access in everything we do.

Developing an Effective Board and Staff

A thriving board and staff innovate and delivers effective results.

Delivering Effective Training and Technical Assistance

Expert training and tailored technical assistance for lasting success.

Meeting the Need of the Moment

Wise initiates growth and change by strategically meeting community needs.

A Message from the Director

Thank you for taking time to review our FY 2024–25 Annual Report. Each year, we use this platform to share outcomes, celebrate partnerships, and highlight the range of training and technical assistance activities delivered through our projects. This year’s report reflects the collective contributions of every member of our organization and our entire board of directors. I want to extend heartfelt thanks to the Wise team and our board for their continued collaboration, leadership and commitment.

Our training and technical assistance services remain deeply rooted in the Pacific Northwest. As reflected in our outcome data, the majority of our work continues to serve Washington and Oregon. We complement this local focus with strategic partnerships across the country, supporting states as they grow their own training and technical assistance infrastructure. In FY 2024–25, we were honored to collaborate on projects in Arizona, New Mexico, Oregon, North Carolina, Kansas and Colorado. These partnerships included both direct training delivery and support for long-term capacity-building initiatives.

We were thrilled to continue our international learning exchanges, delivering training and engaging with colleagues in Canada, Ireland, Argentina and New Zealand. These experiences deepen our understanding, expand our perspective, and reinforce our belief that employment is possible, important, and urgent—no matter where you live.

One of the greatest benefits of working beyond our home region is the shared learning and enduring friendships we gain. These relationships challenge us to grow, to imagine new possibilities, and to strengthen our skills to advance inclusive employment. We remain committed to removing barriers and opening doors for people with intellectual and developmental disabilities to access meaningful work in their communities.

We've dedicated a section of this report to recognizing the many individuals and organizations whose support and funding make our work possible. With consistent and predictable investment, we continue to expand training and technical assistance capacity—driving improved employment outcomes for people with intellectual and developmental disabilities.

I want to recognize the Wise staff and Associates for another year of unwavering dedication to our mission. Special thanks to Susan Harrell, Beth McKenney, Jaimie Laitinen and Stefanie Folkerts, who led the development and completion of this year's report. Their leadership and vision are central to our success.

The work at Wise integrates people's lived experience to inform and advance equity, inclusion, and the belief that everyone deserves the opportunity to contribute and thrive through work.

- *Cesilee Coulson, Executive Director*

Board of Directors

A Message from the Board Chair:

"This past year at Wise was filled with many accomplishments as well as much uncertainty in the future of employment services for people with disabilities. As you will see from this annual report, there is much to celebrate and at the same time, we must carefully plan for the year to come. Our partnerships with the State of Washington, numerous other states, and organizations have made it possible to continue the important work of promoting

equitable employment and state-of-the-art training and technical assistance. Our priority is to strengthen these important partnerships as we navigate new waters. We remain committed to our Diversity, Equity, and Inclusion efforts and will continue engaging with our constituents, especially individuals with disabilities, to ensure that they remain at the center of all that we do at Wise.”

- *Paula Johnson, Board Chair*

Board Members

- Paula Johnson, Board Chair
- David Mank, Vice Chair
- Karen Williams, Board Member
- Katherine Carol, Board Member
- Santa Perez, Board Member
- Zack Siddeek, Board Member
- Cherly Mitchell, Board Member
- Amy Gonzalez, Board Member
- Margaret-Lee Thompson, Board Member

Staff

- Cesilee Coulson, Executive Director
- Susan Harrell, Assistant Executive Director
- Jim Corey, Program Development Director
- Jeanne Yunker, Finance Director
- Monica Zumach, Director of Training & Technical Assistance
- Jaimie Laitinen, Director of Training & Technical Assistance
- Olena Riazanova, Director of Finance
- Emily Harris, Senior Training & Technical Assistance Manager
- Jenny Crook, Senior Training & Technical Assistance Manager
- Debbie Moore, Senior Training & Technical Assistance Manager
- Dan Rutten, Senior Training & Technical Assistance Manager
- Robyn Slocum, Senior Training & Technical Assistance Manager
- Katherine Titus, Senior Training & Technical Assistance Manager
- Charly Walters, Senior Training & Technical Assistance Manager
- Shaun Wood, Senior Training & Technical Assistance Manager
- Angela Dirk, Senior Benefits Planner
- Scott Leonard, Project Coordinator & Systems Analyst

- Anthony Contreras-Sanchez, Training & Technical Assistance Manager
- Alison DeYoung, Training & Technical Assistance Manager
- Anne-Marie Lake, Training & Technical Assistance Manager
- David Murahashi, Training & Technical Assistance Manager
- Heather Evans, Training & Technical Assistance Manager
- Moe Cain, Systems & Contracts Coordinator
- Beth Mckenney, Communications Specialist
- Stefanie Folkerts, Operations & Communications Coordinator
- Tanya Morrow, Admin Assistant
- Ryan Riggs, Digital Media Developer
- Rob Van Oss, Digital Content Manager
- Rebecca Roybal, Learning Management System Administrator
- Bryant Phillips, Finance & Data Analyst
- Tyler Talcott, IT & Project Assistant
- Nexil Dor, Staff Accountant

Storytelling & Video Production

Smart Home Project

In May 2025, Wise began production of the Smart Home Project, a tutorial video series designed to help staff and residents in State Operated Community Residential (SOCR) homes learn how to use new smart home devices. Sponsored by the Developmental Disabilities Administration (DDA) and funded through the Washington Department of Commerce's Broadband Digital Equity Navigator Program, this project is part of a statewide effort to expand digital access and independence.

With less than a month to complete filming and post production, the Wise team delivered ten instructional videos (3 to 12 minutes each), featuring nine different devices. The series also includes a Smart Home Device Course, now available in the Wise Learning Center and hosted by Tyler Talcott.

Grays Harbor Community Inclusion Stories

In February 2025, Wise began planning a Community Inclusion story in collaboration with the Community Employment Alliance (CEA) and with funding support from Grays Harbor County. The project highlights CI attendee Lacey Garman and her experiences building meaningful connections in her community.

REACH: Recreation Empowerment and Community Hub

REACH (Recreation, Empowerment, and Community Hub) is a new, inclusive platform designed to support people with disabilities in discovering and participating in activities that spark joy, build friendships, and foster a true sense of belonging. REACH was created with the help of self-advocates with disabilities but is meant for anyone who is looking for connections and activities.

Funded through a grant from the Dan Thompson Memorial fund, the Wise team created the REACH Hub: an online community platform where people can network, watch video stories from self-advocates across the state and use a comprehensive toolkit to discover interests, passions and connect with likeminded people in their local community.

[Join the REACH Hub](#)

Features:

- **Chat with others:** Discuss and share your own recreation journey.
- **5 video Stories:** Short videos of story tellers sharing their recreational journey.
- **4 Webinars:** Story tellers go in depth on their recreational journey.
- **Toolkit:** A step by step guide to find meaningful activities in your community.
 - Accessible in an online and printable version
 - All videos include ASL
 - Available in 5 spoken languages.

"My son recently watched the REACH Webinar: The Power of Recreation: Rock Climbing, Music and the Magic of Community! He was enthralled by this interesting and well-produced documentary... Thanks so much for highlighting these creative opportunities for recreation and inclusiveness in the community." - From Attendee

Training

Wise provides high-quality training for the Supported Employment community, including families, professionals, and service providers. Through a diverse team of experts, training is offered in on-demand, hybrid, in-person, and fully customizable formats to meet a wide range of needs.

The goal is to equip every attendee with the tools and knowledge to advance inclusive, equitable employment opportunities for people with disabilities.

Over the past year, Wise continued to strengthen foundational trainings while also developing new content and learning opportunities that reflect emerging best practices in Supported Employment.

Wise training prepares employment professionals to support people with disabilities in finding and keeping competitive jobs.

Last year, we trained **3,208** people across **43** U.S. states and four countries: the United Kingdom, New Zealand, Ireland, and Canada.

[Wise Online Academy 100](#)

The ACRE-endorsed Wise Online Academy 100 Series is a nationally recognized training in the core competencies of Customized Employment. Designed for professionals in vocational services, such as Employment Specialists, Job Coaches, and Vocational Rehabilitation Counselors, this foundational course equips learners with the tools to deliver high-quality, Person-Centered services that support Competitive Integrated Employment for people with intellectual and developmental disabilities.

In the past year, the series underwent a major transition from live, instructor-led sessions to fully on-demand modules. This shift creates greater flexibility for learners, offering immediate access to practical strategies that can be implemented the same day. It also increases trainer capacity, enabling the training team to provide enhanced support to learners while advancing additional projects.

163 Students Achieved ACRE Certification in 2024-25

Course Participation in:

- Washington
- Oregon
- Kansas
- Colorado

- North Carolina
- Georgia
- California
- New Zealand

Wise Online Academy 200

The Wise Online Academy 200 Series is an advanced-level training designed for seasoned professionals in the employment support field. This six-month practicum combines advanced theory, applied learning, and individualized mentorship to create a rigorous professional development experience. Through this program, attendees strengthen existing expertise and cultivate the leadership skills necessary to advance best practices in Customized Employment and Supported Employment.

- **40 job placements recorded from students during the series.**
- **20 students earned Professional ACRE Certificate in CIE from Pennsylvania and Washington in the 2024-2025 fiscal year**

Website Portfolio Course

This online, instructor-led course helps educators and employment specialists support students and job seekers in building a website portfolio to showcase their strengths, skills, and talents. During the 2024 - 2025 fiscal year, Wise hosted two cohorts of the Website Portfolio course, with participants joining from Washington State and Kansas.

A highlight of this year's course came from Sedgwick County Project SEARCH in Kansas, where the lead instructor supported all students in building portfolios that were later featured in a county-wide virtual reverse job fair. Seattle Children's Project SEARCH also created a website to host all student portfolios in one central location, making them easily visible to potential employers and community partners.

Wise continues to strengthen relationships with Project SEARCH and other partners, expanding the use of website portfolios as a lasting tool for self-advocacy, career development, and employment opportunities.

75 Course participants created over website portfolios alongside students and job seekers.

Community Inclusion Bootcamp

In partnership with Wise Associate Debra McLean and Developmental Disability Administration (DDA) Community Inclusion (CI) Program Coordinator Carrie Jarvis, Wise hosted four Community Inclusion Bootcamps across Washington in Seattle, Bremerton, Spokane, and the Tri-Cities.

A total of 73 attendees participated in these three-day, skills-based trainings, which offered a deep dive into Person-Centered Planning, community mapping, informational interviewing, and Community Inclusion plan development.

Wise Learning Center

The Wise Learning Center is your go-to hub for high-quality, self-paced professional training in Supported and Customized Employment. Designed with busy professionals in mind, it offers more than 400 courses, including CESP pre-approved training for Supported Employment Professionals, Residential Providers, Government Entities, and families.

This year in the Wise Learning Center:

- 7,559 unique logins
- 1519 new users
- 4.5 star rating
- 50 new courses

“Through the trainings available at the Wise Learning Center, I have been able to broaden my knowledge and skills, equipping me to deliver stronger, more effective strategies in my work with others.” - Vanessa, Vancouver WA

“Wise has been an invaluable resource for me as I’ve begun work in the field of supported employment. Their website is easy to navigate, and they have a plethora of great content.” - Anonymous, Seattle WA

Wise Learning Center Pro

Wise Learning Center Pro offers business-level access to the Wise Learning Center platform. Perfect for small teams or large organizations, Pro gives you the tools to deliver high-quality training across your organization.

With Wise Learning Center Pro, you can:

- Access all Wise-developed training, including content from expert voices in Supported and Customized Employment
- Upload and manage your own training content, tailored to your team's unique needs
- Streamline onboarding, track staff progress, and manage professional development all in one place

Webinars

The Wise Webinar Series is funded by Washington State Developmental Disabilities Administration (DDA) and offered free to the public. The series delivers enriching new content to the Wise Learning Center. These webinars provide unique and accessible learning experiences focused on employment and community inclusion services. Featuring diverse presenters from across the United States and beyond, each webinar offers valuable information, resources, and ideas. Accessibility is prioritized with ASL interpretation and accessible content provided for every session. Participants benefit from learning, sharing insights, and earning credits for attendance, enhancing their professional development in an inclusive learning environment.

“Wise and their presenters are valuable resources to me. They help me be the best version of myself and help give tools to me. I can implement tools with those I serve to be the best version of themselves.”

“I walked in confused and left totally motivated! Thank you!”

This year, the Wise Webinar Series featured:

- 36 webinars
- 505 attendees
- 30 different presenters

All webinars become available in the Wise Learning Center for ongoing training purposes after the live event.

Positive Behavior Support Offerings

Positive Behavior Support (PBS) strategies are essential for values-led, Person-Centered community services. Wise PBS training aims to support providers in applying Positive Behavior Support at every stage of their learning or service journey.

PBS 101 Series: Foundational Training

The PBS 101 Series is an eight-episode, on-demand introduction to PBS, covering functional assessment, understanding behaviors, support tools, and adulthood in services. This past year, we began modernizing the series, starting with a redesigned first episode featuring shorter video segments and engagement activities.

The PBS Playbook: Intermediate Training

The PBS Playbook offers mid-level instruction, highlighting tools, strategies, and provider success stories. Topics include visual and communication supports, self-advocacy, coaching, ethics, and fading plans.

PBS Specialization (PBSS) Program: Advanced Training

Targeted at experienced professionals, the PBSS course is for those who wish to become specialists in Positive Behavior Support. This course provides advanced training, incorporating diverse service delivery modalities and perspectives from individuals with disabilities to enhance ethical and effective community services.

24 PBS Specialization graduates in 2024-25

“I loved the strong emphasis on ethics in this course, and appreciated how we looked at PBS through a lens that focused on the ethics of PBS. This course has taught me how to support a huge variety of people with different barriers, and has taught me how to really see things from the perspective of the people I serve. I've learned how crucial it is to be person centered from this course.”

State Systems Change

Wise consulting services are designed to meet a wide range of needs, from individual professional development to large-scale organizational and system transformation. Areas of expertise include facilitation, organizational development, accessibility, event design, benefits planning, policy analysis, and state systems change.

Wise delivers tailored consulting that supports meaningful progress in Supported Employment. The following section highlights examples of this work, demonstrating how these collaborations contribute to advancing inclusive employment practices across the country and beyond.

Washington

Wise has maintained an ongoing presence in Washington State for more than four decades through long-standing partnerships with state and county government programs. The programs administering disability services engage Wise to develop customized Technical Assistance Plans, which include a wide range of training and consulting supports. These efforts are designed to strengthen community-based services delivered by employment and community inclusion agencies, educators, and other professionals committed to expanding workforce access for people with disabilities.

Wise staff and consulting associates bring diverse expertise to address technical assistance needs, ranging from local training to statewide events, gatherings, and visioning sessions with cross-systems partners. Consulting topics evolve continuously based on community feedback to ensure services remain timely, relevant, and responsive.

A unique element of Wise's approach is the inclusion of people with lived experience as trainers, facilitators, and keynote speakers. Individuals with disabilities play a central role in both in-person and online training, providing critical perspective to improve service delivery. A key capacity-building strategy is the training of alumni, who are supported to become trainers within their own organizations and communities of practice. In addition, Wise frequently highlights the voices of direct service staff, showcasing newly applied

skills, innovative strategies, and emerging practices. Continuous innovation and collaboration guide the evolution of training content and consulting strategies.

School to Work and Transition

Wise also plays a key role in supporting School to Work transition services across the state. In partnership with Washington State Developmental Disabilities Administration, Wise has worked with counties to implement Senate Bill 5790, which requires counties to offer transition programs for students moving from school to adult services. As legislation and requirements continue to evolve, Wise provides training and consulting to help counties and school districts align strategy, vision, and capacity to improve outcomes for students entering the workforce.

The Wise team partners with counties to host transition resource fairs for families, educators, and students across the state. In Clark County, Wise coordinates the Families and Educators Training Series, a monthly session running from October through April, that explores a wide range of topics related to school-to-work transition.

BenefitU

Wise's BenefitU program continues to be a vital resource for individuals eligible for Developmental Disabilities Administration services in Washington State, as well as for their support teams. Focused on helping people navigate the complexities of public benefits, including cash and medical benefit assistance, Medicaid eligibility, and other supports, BenefitU offers personalized guidance that empowers individuals to make informed decisions. Services range from clarifying benefit rules and resolving overpayments, to exploring employment opportunities and using work incentives related to benefits.

During the 2024–2025 fiscal year, BenefitU responded to growing demand by serving **255** people in benefits planning, an increase of **13%** over the previous year. These authorizations supported individuals across **25** counties, with **163** new participants and **92** returning clients, reflecting both the program's expanding reach and its continued value to those it serves.

Beyond one-on-one coaching, BenefitU ensures that individuals have access to reliable, easy-to-understand information through its newly redesigned website, www.benefitu.org.

Over the past year, the site recorded 15,140 engaged sessions.

BenefitU meets people where they are and helps untangle complex benefits so each person can explore available options and choose the path that works best for them.

Event Management and Facilitation

Wise Coordinates events which center on connecting providers, funders, individuals with disabilities and families to celebrate success, learn from one another, and deepen relationships and commitment to equitable employment and community inclusion for people with disabilities.

The **Alderbrook Forum** was a two-day statewide gathering. The event brought approximately **150** people together, including people with lived experience, families, advocates, providers, and government leaders. People with lived experience were emcees and session leaders, and state leaders provided strong support for the work of the I/DD Employment community in Washington.

This event celebrated the history of employment in Washington state and culminated with renewed commitment to a co-created vision for achieving employment for all.

The 13th annual **Community Summit** has grown from its origins as the “Ellensburg Conference” into a premier event on Supported Employment and Community Inclusion. The 2025 Summit was held virtually, featuring keynote speakers and workshops on self-advocacy, employment and transition, disability justice, community inclusion, and technologies that promote independence. The event drew more than **1,300** online registrations, complemented by five county-hosted watch parties across Washington. Combined participation exceeded 2,000 people, making this the largest Summit to date.

In Clark County, the annual **National Disability Employment Awareness Month (NDEAM) celebration** highlighted community progress and the valuable contributions of individuals with disabilities to workforce diversity. Hosted in partnership with the Clark County

Developmental Disability Advisory Board, Clark County, and local partners, the 2024 event at Clark Community College welcomed employers, employees, families, educators, students, and community leaders. The celebration concluded with an awards ceremony honoring outstanding employers, employees, and employment specialists.

Oregon

In partnership with Oregon APSE and sponsored by the Oregon Department of Health Services/Office of Developmental Disabilities Services, Wise coordinated and managed the **PRIDES Learning Series**, which focused on improving services for individuals with Intellectual and Developmental Disabilities (IDD) who are part of the LGBTQIA2S+ community.

The series delivered 10 live webinars, 10 podcast interviews, and 10 micro-lessons, with **92% of presenters identifying as LGBTQ+ and 83% identifying as having a disability**. The project engaged **874 webinar** attendees from **39 states** and received praise for its inclusivity, accessibility, and nationwide impact.

In just three months, Wise coordinated and managed the entire series, including contracting with presenters, producing podcasts, managing marketing and design, and overseeing webinars and micro-lessons.

[Stream the PRIDES Podcast](#)

Colorado

Employment for All Partnership Event (Event Management and Facilitation)

Wise facilitated and coordinated the May 2025 Employment for All Partnership (EFAP) gathering, bringing together 46 cross disability leaders to celebrate Colorado's employment initiatives and identify opportunities to improve outcomes for people with disabilities. Attendees, including people with disabilities, youth, parents, and community leaders, shared personal stories, served as emcees, and participated in discussions focused on expanding partnerships, supporting employers, and engaging youth and students.

In the afternoon, participants evaluated what is working, what is missing, and what actions could increase available resources. Wise captured input from the table discussions and used it to create a visual graphic, providing a clear, collective view of priorities and strategies. Additional engagement included an “A HA” wall for documenting key realizations and quotes, and a “bold moves” activity to identify actionable steps for advancing full employment for all. The event highlighted Wise’s expertise in facilitating inclusive, collaborative conversations and visually translating complex discussions into meaningful, actionable insights.

State University Partnerships

North Carolina

Wise and partners at the University of North Carolina (UNC) and the North Carolina Department of Health and Human Services (NCDHHS) were excited to begin technical assistance and training with providers in North Carolina. The first North Carolina groups of Wise Online Academy 100 series students completed training this year, earning their nationally recognized Association for Community Rehabilitation Educators (ACRE) Basic Certificate. This course has an emphasis on Customized Employment. Additionally, those students who earned their ACRE Certification gained the opportunity to engage in a hands-on practicum opportunity to put what they learned into action. The end of this year wrapped up with four providers being selected to participate in the Provider Innovation Program. The selected providers will receive targeted training and technical assistance to enhance employment services and Competitive Integrated Employment (CIE) outcomes.

Arizona

In Arizona, Wise partnered with the University of Arizona Sonoran Center for Excellence in Disabilities and Arizona Vocational Rehabilitation Services to design and deliver a Customized Employment curriculum for employment specialists. Through a pilot initiative, the training reached 60 attendees from vocational rehabilitation and employment agencies across the state.

New Mexico

Wise partnered with the University of New Mexico's Partners for Employment team to deliver a webinar series for employment professionals, focusing on practical tools in emotional regulation, task management, healthy relationships, and self-advocacy. Featuring local New Mexico partners and perspectives, the series emphasized interactive learning and equipped participants with strategies to foster autonomy, confidence, and stronger connections at home, at work, and in the community.

Kansas

Wise continued work on the Employment First Provider Pilot in partnership with the Kansas University Center on Disabilities (KUCD) and the Kansas Department for Aging and Disability Services (KDADS). **The four pilot providers far exceeded expectations, achieving 171 job placements by June 2025, more than eight times their original goal.** Providers completed training, worked with mentors, and embedded Competitive Integrated Employment practices into their organizational culture.

Staff Milestones

Celebrating the milestones of our team members whose dedication and impact continue to drive Wise forward in advancing equitable employment and building inclusive communities.

- **Bryant Phillips, 5 years with Wise**
- **Emily Harris, 10 years with Wise**
- **Robyn Slocom, 10 years with Wise**

Recognizing Debbie Moore for 14 years with Wise. Through her work with Partners for Work and her dedication to advancing disability employment, she has made a profound and enduring impact.

Thank you to Our Funders

Washington State Developmental Disabilities Administration

King County

Clark County

Dan Thompson Memorial Account: REACH

Spokane County

University of North Carolina

Washington State Developmental Disabilities Administration: Smart Home Project

Oregon Developmental Disabilities Administration: PRIDES

Kansas Department for Aging and Disability Services

Service Alternatives Inc.

Snohomish County

Pierce County

Clallam County

Benton-Franklin County

Washington State Developmental Disabilities Council

Colorado Department of Labor and Employment

Kitsap County

Walla Walla County

Grays Harbor County

Island County

Thurston-Mason County

Telligen

Dan Thompson Memorial Account: BenefitU

Cowlitz County

University of Arizona

Whatcom County

Lewis County

Colorado Department of Health Care Policy

Skagit County

Jefferson County

Asotin County

Chelan-Douglas County

Clover Park School District