

North Dakota
STATE REHABILITATION COUNCIL

A NEW HORIZON FOR INDIVIDUALS WITH DISABILITIES

**Annual Report to the Governor
FFY 2007**



**North Dakota Department Of Human Services
Vocational Rehabilitation Consulting and Services:**

- Assists Individuals With Disabilities To Improve Their Employment Opportunities.
- Assists Businesses In Solving Disability-Related Issues.

Cover Art Featuring North Dakota's Four Seasons:

Winter Wonder Land, Hettinger, North Dakota, Inger Christensen

Spring is Here, Chase Lake, Brenda Jarski-Weber

17th Hole at the Bully Pulpit, Medora, Ken Yetter

Autumn Gold on the Missouri River, Bismarck, Connie Sprynczynatyk

Source: <http://www.nd.gov/>



North Dakota

STATE REHABILITATION COUNCIL

A NEW HORIZON FOR INDIVIDUALS WITH DISABILITIES



north dakota
department of
human services

John Hoeven, Governor

Carol K. Olson, Executive Director
Vocational Rehabilitation Division
1237 W Divide Ave, Ste 1B, Bismarck, ND 58501-1208
Phone (701) 328-8950
Toll Free 1-800-755-2745
Fax (701) 328-8969

To the Governor and Citizens of North Dakota:

We are pleased to present to you the North Dakota State Rehabilitation Council's Annual Report to the Governor for 2007. As the report reflects, there have been many achievements made this year by the Rehabilitation Council and the North Dakota Vocational Rehabilitation Division (NDVR).

The Annual Report summarizes the efforts of the North Dakota State Rehabilitation Council (NDSRC) to advocate on behalf of individuals with disabilities across our state. This year, further collaboration with the State Independent Living Council culminated in a joint conference focused on independent living needs and issues. We also worked to strengthen Council membership to reflect a broad array of representation. As we move forward, we anticipate future collaborative efforts with others working on services for individuals with disabilities.

You will also find in this report a summary of many different programs offered through NDVR. We have included statistical information that not only reflects the services provided, but also the results achieved. Individuals served by NDVR obtained employment in a variety of work settings as a result of these services. Of importance is the cost benefit for ND taxpayers in terms of services versus results.

Thank you for your review of the Annual Report. We believe this program continues to be a valuable resource for individuals with disabilities, as well as for business owners and employers who deal with disability-related issues in the workplace. Perhaps now more than ever, as we focus on workforce development in North Dakota, these services will visibly contribute to the overall goals of the State.

Please contact us if you have questions or would like further information.

Respectfully,

Teresa Kurtz, Chairperson
State Rehabilitation Council

Respectfully,

Nancy McKenzie, Director
Vocational Rehabilitation



Table of Contents

Letter from the State Rehabilitation Council Chair &
Vocational Rehabilitation Director i

Vision Statement..... v

State Rehabilitation Council 1

Vocational Rehabilitation - A Year of Change 5

Vocational Rehabilitation Employment Services 6

Rehabilitation Consulting & Services - NDVR Business Services 8

Reaching Out to the Community -
Statewide Media Campaign Builds Disability Program Awareness 10

Reaching Out to the Community -
Assistive Technology Solutions Lab Opens 11

RCS Co-Authors National VR Marketing Plan 12

ADA Leadership Network Launched Statewide 13

NDVR and ND Department of Public Instruction Build Partnership..... 14

NDVR Launches Leadership Initiative 15

Other Programs

 Older Blind Services 16

 Statewide Independent Living Council and Independent Living Services . 17

 Client Assistance Program 18

Glossary of Acronyms Used in This Report 19

Vocational Rehabilitation At a Glance 21

State Rehabilitation Council Membership 26

Vocational Rehabilitation Consulting & Services

VISION

Vocational Rehabilitation Consulting & Services is the leader in disability-related solutions.

PURPOSE

Vocational Rehabilitation Consulting & Services assists individuals with disabilities to improve their employment opportunities
and
Assists businesses in solving disability-related issues.

GUIDING PRINCIPLES

Serving our clients is the primary focus of everything we do.
All people have value regardless of age, race, creed, color, gender, or disability.

Good communication is essential to delivering quality rehabilitation services.

Quality outcomes are a result of the commitment of clients and qualified staff working together towards mutually agreed upon goals.

Change is inevitable and provides opportunities for innovation and creativity.

Effective partnerships are critical in achieving results for clients.

Informed choice is central to sound decision making and allows decisions to be based on all relevant information, options, and consequences.

When all things are equal and legal -
Decisions will be made in favor of the client.

North Dakota State Rehabilitation Council

FFY 2007

The purpose of the State Rehabilitation Council is to advise Vocational Rehabilitation regarding services to individuals with disabilities.

The North Dakota State Rehabilitation Council (NDSRC) works to assist North Dakotans with disabilities. The purpose of the NDSRC is to work in partnership with the Director of North Dakota Vocational Rehabilitation (NDVR) on issues concerning policy and program, delivery of services, and methods for reaching potential consumers.

The NDSRC:

- Informs and advises NDVR on the effects its programs have on North Dakota consumers and business.
- Facilitates public input for the VR state plan.
- Advocates for consumer rights and services.
- Communicates to public and community leaders the purpose and need for Vocational Rehabilitation.

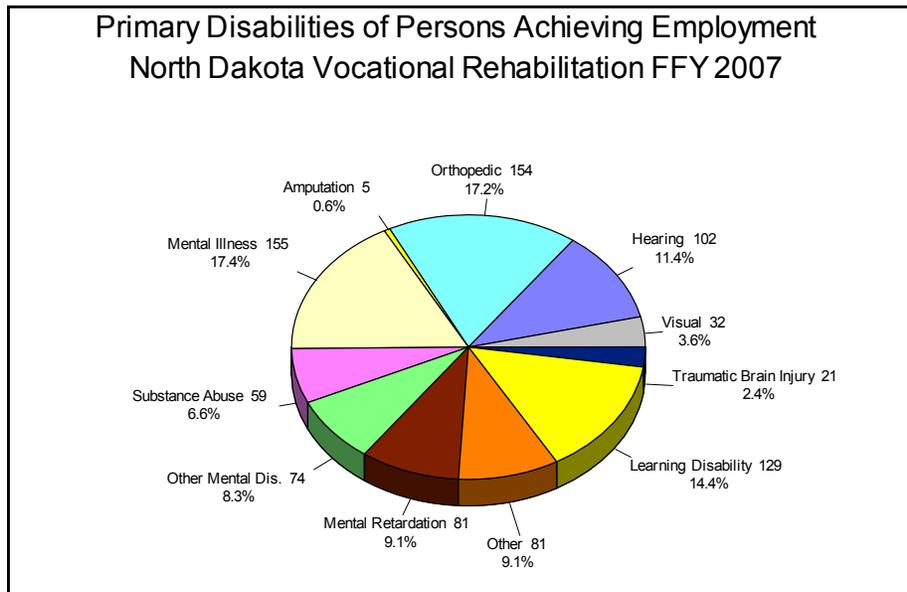


North Dakota State Capitol Building

The 22 Council members, of whom 12 have disabilities, are selected to serve on the NDSRC by the Governor of North Dakota on the basis of their interest, knowledge, and understanding of the needs of individuals with disabilities. Members are advocates for equal opportunities in their communities and in North Dakota for individuals with disabilities. This advocacy is reflected through their work on the following standing committees and ad hoc committee:

The Evaluation Committee:

- Recommended support of the new supported employment best practice guidelines and payment rates.
- Reviewed the results of the VR consumer satisfaction surveys each quarter.
- Reviewed, analyzed, and advised NDVR regarding program performance and policy issues each quarter.
- Assisted in the development of this Annual Report to the Governor.



Information also referenced on Page 25 in VR at a Glance.

The Planning Committee:

- Assisted in the preparation of the State Plan, Strategic Plan, and amendments to the plans.
- Assisted with public hearings to solicit input from consumers, family members, and the public regarding the effectiveness of NDVR services.
- Reviewed public comments and made recommendations to the full Council for their review and action.

The Resource Committee:

- Worked with VR on several human resource activities this year including:
 - ▶ Letter to be signed by all new counselors regarding the requirement to meet Qualified Rehabilitation Professional Standards.
 - ▶ Ways to qualify VR counselors for the equity adjustment pool.
 - ▶ Analysis of staff turnover and salary discrepancies.

The Public Relations Committee:

- Provided consultation and support to VR on the twelve month public education campaign launched in January 2007. The campaign was a result of public input and subsequent recommendation from the SRC.

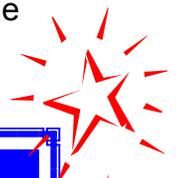


The Ad Hoc Legislative Committee:

- Reviewed legislation throughout the year that could have an impact on disability-related issues.
- Took steps to work with the Statewide Independent Living Council (SILC) Legislative Committee during the next legislative session.

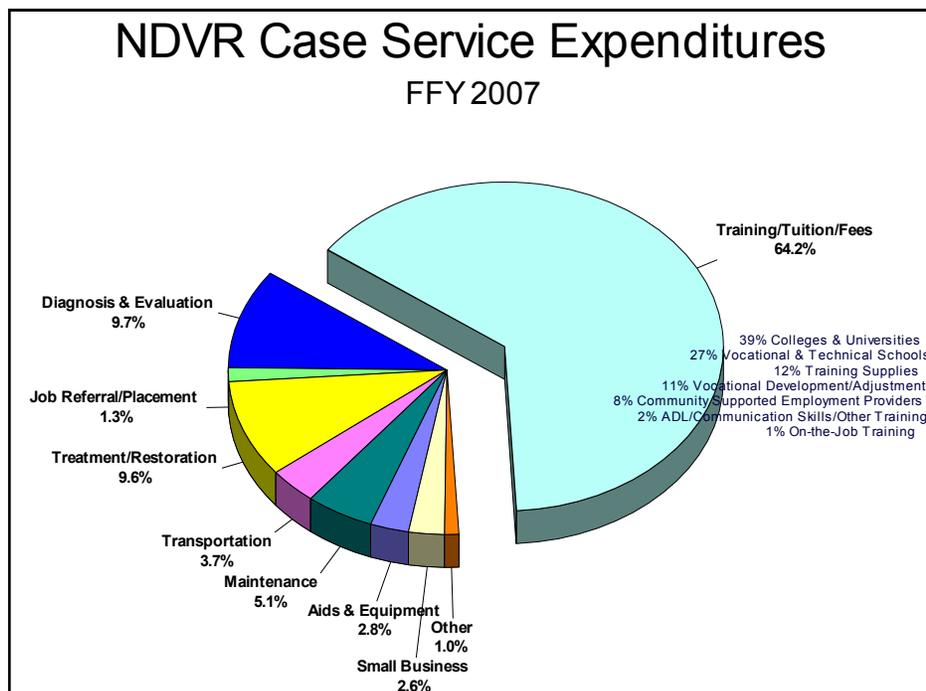
In FFY 2007, the NDSRC also made several recommendations to VR including the following:

- Recommended the establishment of a VR public awareness campaign to include business services, AT, transition, and rural services and consider various modalities to present information and target different populations when doing so. (See Page 10)
- Recommended NDVR staff be encouraged to increase presence at minority functions, use current staff in the regional offices for consultation and technical assistance regarding minority issues, and expand cultural awareness of minority groups by attending training, in-service, and cultural events.



"I am very pleased with [my counselor's] help. She was very willing to go above and beyond in getting me employed."

Comment from VR Satisfaction Survey



Information also referenced on Page 25 in VR at a Glance.



- Recommended NDVR explore opportunities for collaboration with the Veterans Administration, Native Americans, and disability groups.
- Recommended NDVR explore recruiting opportunities focusing on Native Americans, minority groups, or people with disabilities.
- Recommended NDVR staff and SRC council members continue advocacy to address transportation barriers in communities statewide, including writing letters of support for transportation grants.
- Recommended that the SRC Resource Committee look at strategies to qualify VR counselors for the equity adjustment pool; continue its work on staff turnover and salary discrepancies; and work collaboratively with the *Success in Leadership* project in these areas. (See Page 15)
- Recommended supporting the NDVR Supported Employment Guidelines and Payment Rates.
- Recommended regional transition steering committees explore opportunities to track students who leave school before age 18.
- Recommended NDVR continue to explore assistive technology resources and expertise. (See Page 11)
- Recommended the establishment of a free-standing NDVR website.
- Recommended that NDVR partner with the State Independent Living Council to hold a joint training conference in October 2007.
- Supported the establishment of the 18-member NDVR ADA Leadership Network in partnership with the Rocky Mountain Disability and Business Technical Assistance Center (DBTAC). (See Page 13)
- Supported the establishment of the NDVR *Success in Leadership* internal professional development program. (See Page 15)
- Supported the implementation of *Click to Meet* web-based videoconferencing by NDVR.
- Supported the work of the North Dakota Talent Initiative being conducted by the ND Workforce Development Council.



"I can't stress how valuable you've been to me...It's changed my life when I needed it."

Comment from VR Satisfaction Survey



Vocational Rehabilitation - A Year of Change

The North Dakota Department of Human Services (DHS) reorganized in July creating a North Dakota Division of Vocational Rehabilitation. Formerly part of the Disability Services Division, the reorganization follows the retirement of former Director, Yvonne K. Smith.

Nancy McKenzie became the new Director of the Division of Vocational Rehabilitation. Ms. McKenzie is a member of the DHS Cabinet and, with her VR duties, will continue to provide leadership to the eight regional human service centers.

Ms. McKenzie has a bachelor's degree in occupational therapy and a master's degree in administration. She has been with DHS for 31 years, 25 years with the ND State Hospital and six with community mental health. Prior to assuming her statewide responsibilities, she directed both Southeast Human Service Center in Fargo and Northeast Human Service Center in Grand Forks, North Dakota.



*Nancy McKenzie,
Director,
Division of Vocational
Rehabilitation*

Recognizing Success

“Shirley” was referred to VR in June 2004 by Meritcare due to low back neuropathy. Shirley was 53 years old at the time. She had worked for several years as a nurse’s aid. She was restricted from lifting or bending. At the time of Shirley’s intake, she had severe pain and was advised by her doctor not to work. Shirley also experienced depression.

What to do? Shirley had

graduated from high school in 1968 and had attended Wahpeton State College of Science in 1968-1969 for secretarial/business. As she had a background in clerical skills and needed to upgrade her computer skills, VR referred her to the six week Charism Computer Course. Shirley successfully completed the program.

Shirley’s back pain continued to worsen and she was found eligible for SSDI

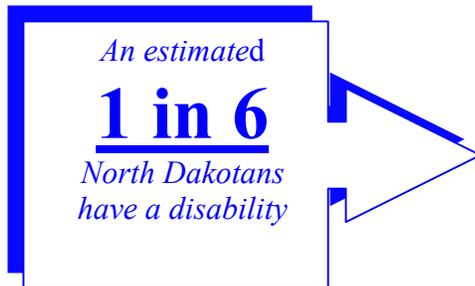
benefits. But Shirley had a strong work ethic and wanted to work. She now assists individuals with disabilities in their own home during the overnight hours. Shirley stated to her counselor that it was the perfect job for her as she can lay down on the job when her back becomes painful. She utilizes the computer skills she learned when recording the notes on the individuals she oversees.



Vocational Rehabilitation Employment Services

The purpose of Vocational Rehabilitation's Employment Services is to provide training and employment services to individuals with disabilities so they can become and remain employed.

North Dakota Vocational Rehabilitation is the state's primary resource on employment for individuals with disabilities and for assisting businesses with disability-related issues.



According to US census data, of North Dakota's estimated 642,000 residents, 97,817 individuals age 5 and over have a disability. Of these, 58,630 are of working age, between 16-64.

Employment Highlights for FFY 2007

- 893 Vocational Rehabilitation clients became employed.
- Their average weekly wage rose from \$85.47 to \$368.95.
- 93% were still employed 9 months after they began working.
- 86% of the individuals receiving services had a significant disability.
- There was 85% satisfaction with VR services.
- For every \$1 VR spent in FFY 2007, VR clients will earn \$12.77.



Services Provided

At any given time, approximately 4,300 people are receiving VR Services. This year, 6,775 people with various disabilities received training and rehabilitation services. On average, individuals who become employed will receive VR services for 29 months.

VR consultants provide specialized disability services for their clients and purchase a variety of medical, training, and other services through partnerships established with both the public and private sectors.

Cost Benefit
For every \$1.00 spent by VR, clients will pay back \$2.55 in taxes.



"You're wonderful people."
Comment from VR Satisfaction Survey

Recognizing Success

Throughout "Sam's" school years he had difficulties with auditory memory, visual memory, and dyslexia. Educators in his school system provided one-on-one instruction and constant repetition in order to help him achieve academic progress. Sam had great success in the regular classroom setting because of his hard work and determination.

Sam applied for Vocational Rehabilitation when he was a junior. His VR counselor, special education instructor, school counselor, and career resource educator worked together with Sam to assist him in his transition from secondary to post-secondary education. Services provided by VR included vocational guidance and counseling, purchasing

assistive technology, and working with the college's student services division.

Because of the collaboration and Sam's determination he graduated with honors with a cumulative GPA of 3.585 in advertising and marketing. Sam now has his own sales route and is doing very well!



Rehabilitation Consulting & Services — NDVR Business Services

The purpose of Rehabilitation Consulting & Services is to provide consultation, technical assistance and information to businesses so they can have an available source of qualified employees and receive solutions to disability-related issues.

Rehabilitation Consulting & Services (RCS) is a proactive approach to assisting the state's business community with their disability-related issues. Using employer-initiated contacts as its key measurement of success, RCS:

- ▶ Finished FFY 2007 at 120% of its performance goal
- ▶ Conducted 256 presentations with 3,486 individuals in attendance

RCS develops and builds business relationships by offering services in five key areas:

- ▶ Staffing
- ▶ Financial incentives
- ▶ Accessibility and accommodation options
- ▶ Education/awareness training
- ▶ Rural services

RCS consultants continue their civic involvement and are assuming active roles in:

- ▶ Community and state service organizations
- ▶ Business and professional associations
- ▶ Charitable, non-profit groups

As a result, RCS consultants strengthen their own abilities, form collaborative working relationships with community and business leaders, and enhance the awareness of RCS as a community partner.

FFY 2007

**ND VR placed qualified individuals with disabilities with over 700
businesses**

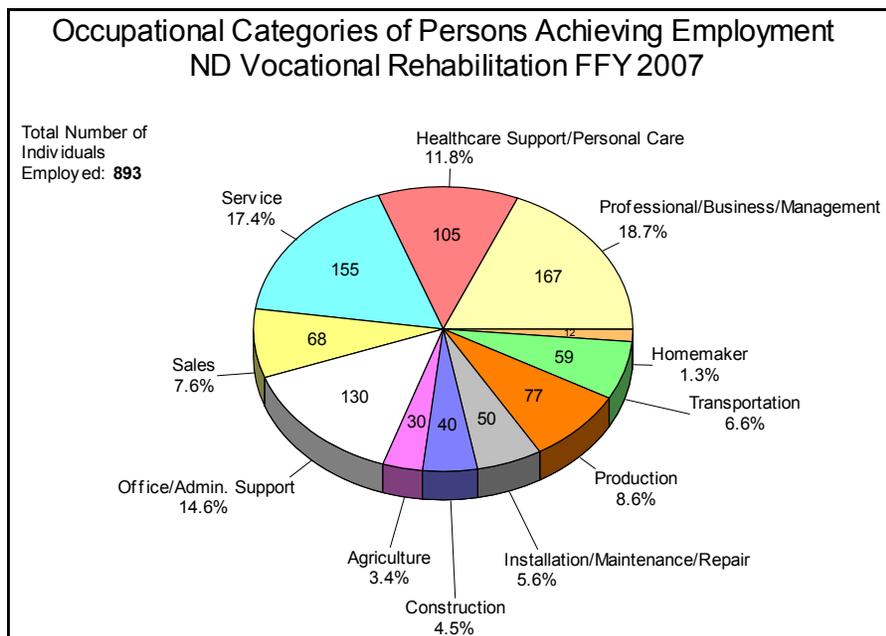
in North Dakota and nationally.



Additionally, RCS is assigned the leadership role by North Dakota’s Governor in support of the Americans with Disabilities Act (ADA). RCS now serves as the chief resource for ADA information and referrals in the state on subjects such as:

- ▶ Employment
- ▶ Accessibility
- ▶ Reasonable accommodations

RCS also works closely with the Rocky Mountain Disability Business Technical Assistance Center, the federally funded ADA technical assistance and resource center for our region. The DBTAC and RCS continue to jointly conduct educational programs, develop educational materials, and build awareness of ADA issues.



Information also referenced on Page 25 in VR at a Glance.



*“I’m very pleased with [my counselor] and all that she did for me.
I’ll never forget all the help and support.”*

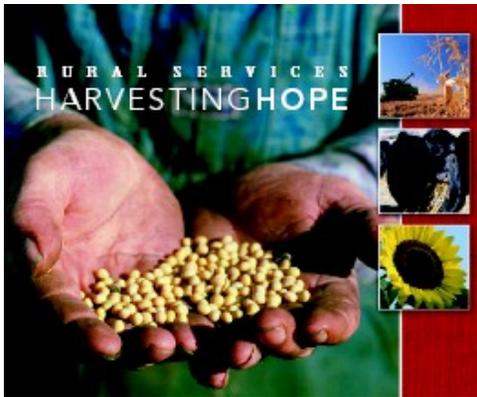
Comment from VR Satisfaction Survey



Reaching Out to the Community

Statewide Media Campaign Builds Disability Program Awareness

As a result of focus groups and public forums held across North Dakota, RCS launched a statewide 12-month public awareness campaign in January 2007. The multi-media campaign is designed to heighten the awareness of disability-related issues in North Dakota and to build a greater understanding of the services available through the state's VR division.



The integrated campaign uses radio, television and direct mail pieces on a variety of disability-related issues. In partnership with the North Dakota Broadcasters Association (NDBA), radio and television messages were aired on 72 radio and 18 local television member stations of

the NDBA. The subject matter ranged from basic disability information to more specific information on areas such as transition, independent living, and accessibility.

Direct mail pieces were sent quarterly to over 15,000 North Dakota business owners and employers. The postcards pictured on this page contained messages on basic disability information, rural services, accessibility, and changing public perceptions. VR agencies across the country have applauded North Dakota for the positive and informative nature of the campaign. To hear the radio ads or view the television and direct mail pieces, visit www.nd.gov/dhs/rcs. Select the Publications, Audio, Videos, and Webcasts link.

con•tri•bu•tion [kon-tra-bu'sh(ə)n] *n*
 part, share
 Any one of a number of individual efforts in a common endeavor; "I am proud of my contribution to the team's success;" "They each did their share of the work"

a•bil•i•ty [a-bil'i-ti] *n*
 The quality of being able to do something, especially the physical, mental, financial, or legal power to accomplish something.
 A natural or acquired skill or talent.



Good Access is Good Business!



RCS REHABILITATION COUNCIL OF NORTH DAKOTA
 1.822.752.2745

THE STATE OF NORTH DAKOTA
 1.888.949.4232



Reaching Out to the Community

Assistive Technology *Solutions* Lab Opens

In an effort to meet a growing demand by North Dakota business owners and employees, RCS prepared to open its newest assistive technology lab in Grand Forks in October 2007. The *Solutions Using AT* lab showcases assistive technology, or AT, in an interactive setting allowing employers and employees a “hands on” demonstration of the technology.



“The assistive technology displayed will be employment-related devices that promote independence and functionality at school and/or work,” explains Brenda Satrom, Grand Forks RCS Consultant and Assistive Technology Specialist. “*Solutions* will allow job seekers, employees, and employers an opportunity to find out what technologies are available and will give them a chance to try out the equipment.”



Brenda Satrom (standing), Grand Forks AT Specialist, demonstrates the latest in assistive technology during the Solutions grand opening in Grand Forks.

The AT available for demonstration covers a wide range of areas including: computer access, hearing, vision, learning, memory and organization.

“...this lab gives individuals with a disability a chance to see and use technology that may help them enter the workforce or maintain their current employment.”

“We are excited about the opening of the new lab in Grand Forks and its potential impact in the eastern half of North Dakota,” explains Wanda Haaland Bye, Director of NDVR Field Services. “In light of the state’s need for quality workers and the Governor’s desire to build and retain a qualified workforce for the 21st century, this lab gives individuals with a disability a chance to see and use technology that may help them enter the workforce or maintain their current employment.”

Solutions also gives business owners and employers a chance to view technology that may keep a productive member of their team on the job should they incur a disability.

The Grand Forks *Solutions* Lab is the second to open in North Dakota. The first was launched in 2001 in Bismarck.



RCS Co-Authors National VR Marketing Plan

The NET Continues to Grow Across the Country

The Council of State Administrators of Vocational Rehabilitation (CSAVR), the national organization comprised of state VR directors, continues to expand its National Employment Team (The NET) initiative. The focus of the initiative is to create a unified voice for VR nationally and to create a single point of contact within each state that will allow large corporations and organizations to effectively tap into the VR talent pool.



Because North Dakota’s RCS has a national reputation for excellence in the design and creation of innovative marketing material for its business services initiative, it was asked to co-author the national marketing plan for The NET. The comprehensive plan, written with the CSAVR Director of Business Relations, outlines key strategies for the successful implementation and marketing of The NET.

Presented at the CSAVR executive meeting in July, the plan gained broad acceptance and was moved to the CSAVR Employment Committee for final review. It was approved by the general membership at the Fall CSAVR Conference in San Antonio, Texas in late October.

Recognizing Success

“Mark” was first referred for VR services in April of 1999, when he was a sophomore in high school. Mark had a learning disability and had also recently been diagnosed with ADHD. He was hoping to continue his education after high school in the automotive mechanic area.

Mark reported having trouble with school since he was small. He would get easily frustrated, especially when taking tests. Prior to starting his medication he had considered dropping out of school due to trouble with his school work and grades.

While in high school,

Mark had one year of welding and auto mechanics courses. Upon completion of high school, Mark entered the National Guard. He was exposed to machining and tool making while at training and decided to change his employment goal to this. VR was able to assist Mark with some tuition and book costs as he entered this program at North Dakota State College of Science. Mark did very well while in college and was on the President’s Honor Roll.

The semester before graduating from his training program, Mark received the opportunity to work for an

individual in Wahpeton restoring WWII airplanes. However, he required specific training on how to use a certain hammer that bends metal. This three day training was offered in Massachusetts at a cost of \$2,500. VR agreed to cover the cost of the training and Mark would cover the travel expenses. With this training, Mark was able to become employed building and restoring WWII “War Birds.” Mark enjoys his full-time employment. He makes \$12.50 per hour and will be eligible for benefits after one year of employment.



ADA Leadership Network Launched Statewide



RCS has established a statewide, 18 member ADA Leadership Network to provide critical resources and referral information to business owners and employers on the Americans with Disabilities Act (ADA).

“Employers want to understand their roles and responsibilities under the ADA should an employee have or incur a disability. We believe that our Network can be a valuable asset, not only in their employment practices, but in their marketing efforts as well,” explains Nancy McKenzie, Director of North Dakota Vocational Rehabilitation.



The RCS ADA Leadership Network is comprised of RCS consultants from each of VR’s eight regional offices. Each member has completed a course of training established by the Rocky Mountain Disability and Business Technical Assistance Center, a federally-funded ADA resource center, located in Colorado Springs, CO. Cristi Harris, the DBTAC Network Coordinator, indicates that the North Dakota network is part of a broader ADA effort.

“...they help all citizens understand their rights and responsibilities under the ADA.”

“As part of our six-state network, the eight North Dakota RCS offices are the premier source for ADA information for business and consumers throughout the state. In this role, they help all citizens understand their rights and responsibilities under the ADA.”

McKenzie agrees, “Our network members must commit themselves to ongoing training and education on ADA issues. We have been assigned the role of being the primary contact on ADA issues by the Governor and we take our role quite seriously.”



“I am very happy with the way that I’ve been treated by everyone who has worked with me at Vocational Rehabilitation. [They] have great insight as to what it will take to get a business like mine up and going...My business has grown, and I’ve been able to help many people.”

Comment from VR Satisfaction Survey



NDVR and ND Department of Public Instruction Build Partnership Agencies Work to Foster Transition Process Awareness

Nationally, transition services for students with disabilities continues to be an important area of attention for state VR programs and the federal government. Continuing to build its partnerships, NDVR has developed an exceptional working relationship with the North Dakota Department of Public Instruction Special Education unit.



Recognizing that the Governor’s Statewide Talent Initiative includes all students, whether they have a disability or not, the two agencies are implementing regional transition steering committees. These respective committees work closely with the North Dakota Statewide Transition Steering Council to develop effective best practices for transitioning students into higher education or the workforce. Additionally, the respective regional transition steering committees will serve as information conduits to families and educators on services available for students with disabilities.

The two agencies are also investigating the possibility of bringing the original partners, who created the “Taking the Next Step” Transition CD, back together to update and edit this highly regarded tool that outlines the roles and responsibilities of students, parents, and educators in the transition process. An additional chapter would be included reflecting the transition from high school to the workforce.

Realizing that building an effective and efficient working relationship will enhance the quality of services to families, NDVR and ND DPI have agreed to hold a joint training conference in Minot in October, 2008. This first-ever event will broaden the awareness of staff and the public on a broad range of transition issues.

● ● ● ● Recognizing Success ● ● ● ●			
<p>“Audrey” is 41 years old with a learning disability and depression. When she applied for VR, Audrey had not completed high school and was unemployed.</p> <p>She asked for VR assistance to complete her GED. VR was able to recruit</p>	<p>a teacher from the local high school to tutor Audrey. After receiving her GED, she obtained a job with the local Head Start program as a teacher’s aide, and decided she would like to become a pre-school teacher. She enrolled in the Early Childhood Development</p>	<p>program at a local college. Vocational rehabilitation provided her with tutoring services during her two-year program. Audrey obtained her degree and is currently employed with the Head Start program as a teacher earning \$12 an hour with benefits.</p>	



NDVR Launches Leadership Initiative

In an effort to maintain a high level of professional expertise and in response to the Governor's statewide initiative to retain North Dakota's quality workforce, NDVR implemented its *Success in Leadership* program in 2007.

Success in Leadership is designed for all VR staff interested in moving into a new, different, or expanded role within the division.

LouAnn Nider, NDVR Training Administrator, explains the program's Vision Statement. "The purpose of *Success in Leadership* is to challenge individuals to become positive forces of change in the field of Vocational Rehabilitation. This is accomplished by members of the program adopting and implementing exemplary leadership practices. All NDVR staff have the opportunity to become

part of the program, and will be able to expand their

knowledge, skills, and abilities by participating in quality training to become exemplary leaders."

"...to challenge individuals to become positive forces of change in the field of Vocational Rehabilitation."

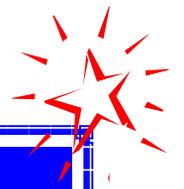
Success in Leadership requires a three-year commitment to the program. The first six individuals, chosen through a statewide selection process, began work in early 2007. In the future, new candidates will be selected and added to the program to fill the program's nine member capacity.



Members of the first NDVR Success In Leadership program include: (left to right) Jerry Severson, Martha Soine, Frank Strom, Cheryl Hess, Tom Thompson and Helen Baumgartner.

"...VR was a huge help to myself and my family..."

Comment from VR Satisfaction Survey





Older Blind Services

The purpose of Older Blind Services is to provide training, accommodation and support in daily living activities to individuals with visual impairments so they can maintain independence in their home environment.



Vision rehabilitation specialists provide services throughout the state. Services may include: orientation and mobility training, communication skills training, activities of daily living training, low vision screening, assistive technology devices, counseling, community integration, management of secondary disabilities, transportation, readers and guides, support groups and referral.

- 1,041 individuals 55 and older received one or more services during FFY 2007.
- 90% of consumer's identified goals were achieved, the remainder are in progress.



"...this is a very good program for seniors and others, to keep us in the workforce."

Comment from VR Satisfaction Survey

Recognizing Success			
<p>“Yvonne” was diagnosed with major depression and diabetes. She has been considered to have a disability by the Social Security Administration for several years. She had been attempting to complete a four year program in physical education but was unable to maintain adequate grades due to the continued difficulties she was experiencing from her</p>	<p>unpredictable blood sugars and resultant mood swings.</p> <p>Yvonne was determined to work with people, so she was assisted with a more short term training program as a CNA. She was able to complete this training and was subsequently referred for in-house placement. Due to her low self-esteem she was unable to get herself to apply for any position.</p> <p>Over several meetings</p>	<p>with her counselor she felt confident enough to apply and follow through with the interview. The placement specialist contacted a local long-term care facility and located a position that appeared to be more suited to her present situation. She is successfully employed as a weekend CNA and is considered to be a great addition to the facility staff team.</p>	



Statewide Independent Living Council and Independent Living Services

Other Programs

The purpose of Independent Living Services is to eliminate barriers and provide assistance to individuals with disabilities so they can live and work more independently in their homes and communities.

In addition to the State Rehabilitation Council (SRC), North Dakota has a Statewide Independent Living Council (SILC) whose members are appointed by the Governor. The mission of the SILC is to guide the development of the independent living system in North Dakota through the active involvement of people with disabilities.

The SILC has a representative on the SRC but the SILC's responsibilities are separate and distinct from those of the SRC. A three year Independent Living State Plan is jointly signed by the President of the SILC and the Director of Vocational Rehabilitation. In addition, the SILC, with VR, determines how independent living funds will be allocated in the state.



North Dakota has four CIL's:

- **Dakota Center for Independent Living** - Bismarck.
- **Independence Incorporated** - Minot.
- **Options Center for Independent Living** - Grand Forks/East Grand Forks.
- **Freedom Resource Center for Independent Living** - Fargo.

Both Dakota and Freedom have a branch office in Dickinson and Jamestown, respectively, and Options has an outreach office in Cavalier.

Each Center for Independent Living provides many services including a set of core services: information and referral, peer counseling, independent living skills training, and self and systems advocacy.

- This past year, with federal and state funds authorized by the North Dakota legislature, 5,519 people had contact with a Center for Independent Living.
- Of these, over 2,229 people received one or more of the core services.
- Some individuals identified specific goals for living independently. 92% of those goals were achieved with the remainder in progress.



"Please keep up the good service. I would not be able to do my job without your help. Thanks big time!"
 Comment from VR Satisfaction Survey



The Client Assistance Program

The purpose of the Client Assistance Program (CAP) is to provide advocacy, rights protection, consultation, education, information, and referral for individuals who are seeking or receiving rehabilitation services so they can resolve issues and receive the services for which they are eligible.

◆ Programs served:

North Dakota Vocational Rehabilitation

Tribal Vocational Rehabilitation

- Sitting Bull Vocational Rehabilitation, Fort Yates, ND
- Turtle Mountain Vocational Rehabilitation, Belcourt, ND
- Spirit Lake Vocational Rehabilitation, Fort Totten, ND
- Three Affiliated Tribes Vocational Rehabilitation, New Town, ND



*Dennis Lyon, Director
Client Assistance Program*

Independent Living Services

- Dakota Center for Independent Living - Bismarck
- Independence Incorporated - Minot
- Options Center for Independent Living - Grand Forks/East Grand Forks
- Freedom Resource Center for Independent Living - Fargo

"Thank you for being there for me when I needed help the most..."

Comment from CAP Survey

◆ During FFY 2007:

- Responded to 364 information and referral calls.
- Provided training to 405 people at 32 public education sessions.
- Resolved 100% of the issues without going to a Fair Hearing.

**More about CAP at:
<http://www.nd.gov/cap>**



Glossary of Acronyms Used in This Report

ADA - Americans with Disabilities Act

AT - Assistive Technology

CAP - Client Assistance Program

CIL - Center for Independent Living

CRC - Certified Rehabilitation Counselor

CSAVR - Council of State Administrators of Vocational Rehabilitation

DBTAC - Disability and Business Technical Assistance Center

DHS - Department of Human Services

DPI - Department of Public Instruction

GED - General Equivalency Diploma

IPE - Individualized Plan for Employment

NDBA - North Dakota Broadcasters Association

NDSRC - North Dakota State Rehabilitation Council

NDVR - North Dakota Vocational Rehabilitation

NET - National Employment Team

RCS - Rehabilitation Consulting and Services

SILC - Statewide Independent Living Council

SRC - State Rehabilitation Council

SSA - Social Security Administration

SSDI - Social Security Disability Insurance

SSI - Supplemental Security Income

VR - Vocational Rehabilitation



**Vocational Rehabilitation
At a Glance
FFY 2007**

Pages 24 and 25

North Dakota Maps

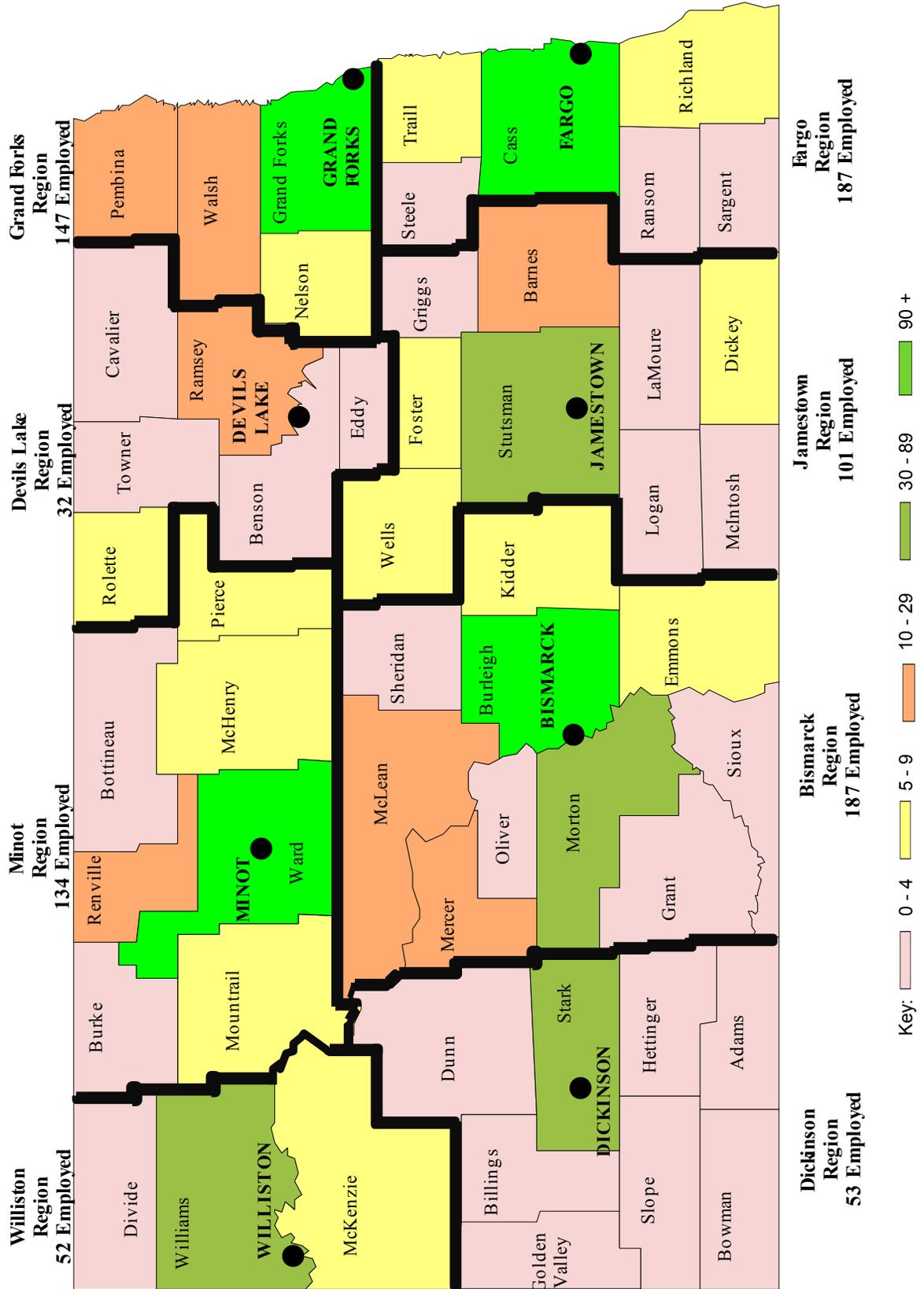
Pages 23 and 28

**State Rehabilitation Council
Membership**

Pages 26 and 27



ND VR Regional Human Service Centers and Counties Total Employed: 893 FFY 2007





Vocational Rehabilitation At a Glance FFY 2007

Sources of Program Funding	
Federal Funds	\$ 10.06 Million
State & Other Funds	2.63 Million
Total	\$12.69 Million

Additional Vocational Rehabilitation Programs & Services	
Business Services	
Contacts initiated by VR with North Dakota Businesses	2,422
Contacts initiated by North Dakota Businesses with VR	503
Independent Living Services	
People Receiving Services	5,519
Older Blind Services	
People Receiving Services	1,041
Client Assistance Program	
Information and Referral Calls	364
Cases Managed	49

VR Employment Services for Individuals with a Disability	
People Completing Training and Becoming Employed	893
Average Weekly Earnings Before Rehabilitation	\$ 85.47
Average Weekly Earnings After Rehabilitation	\$ 368.95
People Receiving Training and Other Services	6,775
Percent of Individuals With a Significant Disability	86%

Supporting Private Sector Organizations in North Dakota	
Private Community Rehabilitation Programs (Non-profit & for profit organizations located throughout the State that provide services such as supported employment & vocational development)	\$202,210
Other Private Vendors (Hospitals, private physicians, psychologists, retail stores, transit companies and others)	\$ 5.59 Million



Cost Benefit

**For every \$1.00 spent by VR,
Clients will pay back \$2.55 in taxes.**



Vocational Rehabilitation At a Glance FFY 2007

Types of Disability of Individuals Employed	
	Percent
Mental Illness	25.7
Orthopedic	17.2
Learning Disabilities	14.4
Hearing Impairments/Deafness	11.4
Other (Nervous System, Respiratory, Cardiac, GI)	9.1
Mental Retardation	9.1
Substance Abuse	6.6
Visual Impairments/Blindness	3.6
Traumatic Brain Injury	2.4
Amputation	.6

Employment Placements	
	Percent
Professional/ Business, Management	18.7
Service	17.4
Office & Administrative Support	14.6
Healthcare Support, Personal Care	11.8
Production	8.6
Sales	7.6
Transportation & Material Moving	6.6
Installation, Maintenance, Repair	5.6
Construction	4.5
Agricultural	3.4
Homemaker	1.3

Types of Service Expenditures	
	Percent
Training & Supplies	64.2
Diagnosis & Evaluation	9.7
Treatment & Restoration	9.6
Maintenance	5.1
Transportation	3.7
Aids & Equipment	2.8
Small Business	2.6
Job Referral/Placement	1.3
Other	1.0

"VR and [my counselor] helped me out so much; [my counselor] took care of many things and helped make it possible for me to complete college & move into the counseling field. [My counselor] and VR have been great for me and I'm truly grateful."

Comment from VR Satisfaction Survey





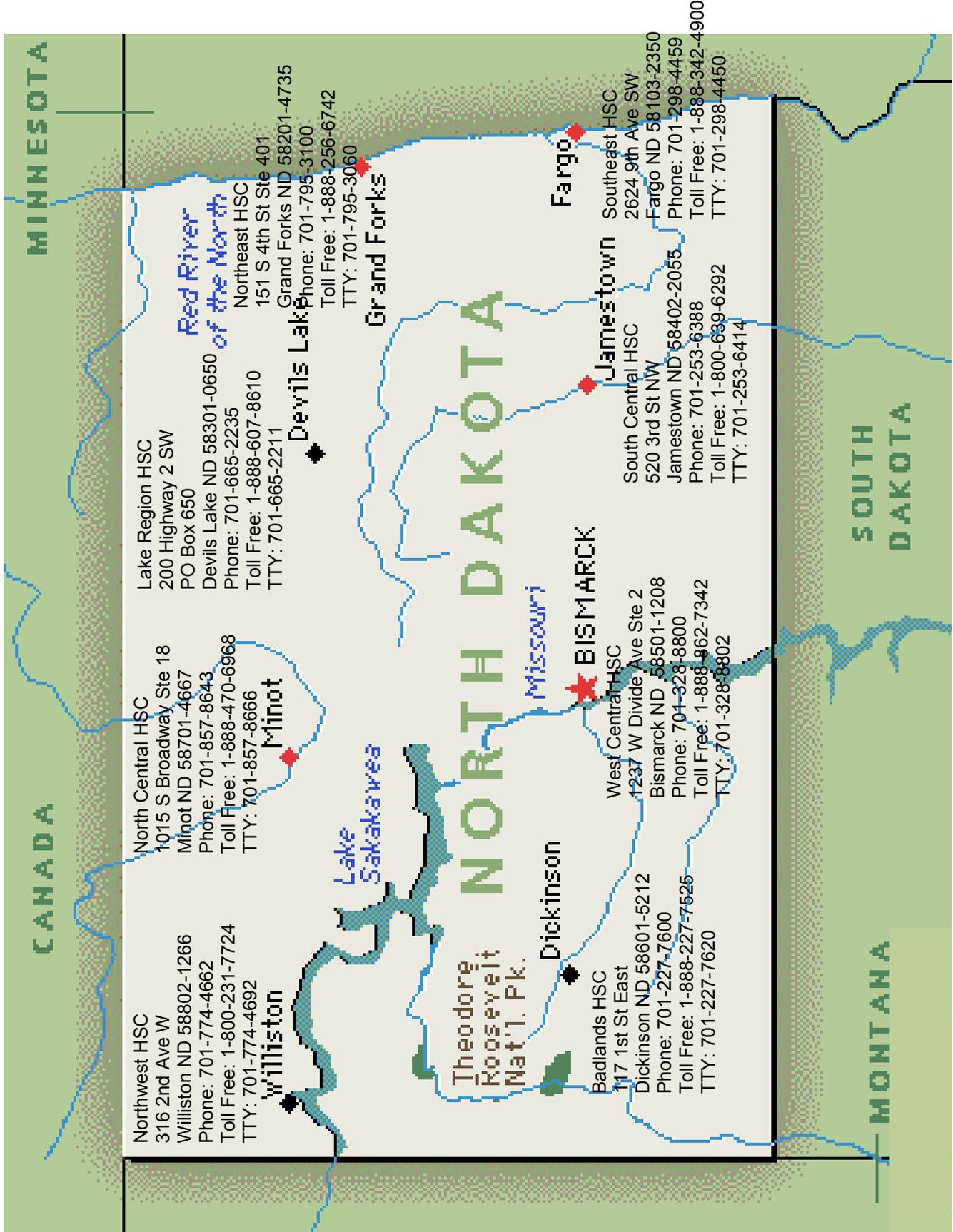
STATE REHABILITATION COUNCIL

<p>Teresa Kurtz, Chair Jamestown, ND Phone: 701-251-1817 (Home) 701-952-0220 (Work) E-mail: teresacommunityoptions@daktel.com</p> <p>Representing: Parent & Training Information</p>	<p>Michelle Barth Bismarck, ND Phone: 701-223-1280 (Home) E-mail: barth_21@yahoo.com</p> <p>Representing: Independent Living Council</p>
<p>Jeffrey L. Davis Fessenden, ND Phone: 701-547-3394 (Home) 701-547-3247 (Work) E-mail: jbdavis@gondtc.com</p> <p>Representing: Business/Industry</p>	<p>Bryan Dvirnak Bismarck, ND Phone: 701-255-7166 (Home) 701-258-7734 (Work) E-mail: bdvirnak.cci@midconetwork.com</p> <p>Representing: Business/Industry</p>
<p>Jon Eagle Fort Yates, ND Phone: 701-854-8110 E-mail: jone@sbc.edu</p> <p>Representing: 121 Rehabilitation Projects</p>	<p>Cheryl Hess Bismarck, ND Phone: 701-328-8816 (Work) E-mail: 87hesc@nd.gov</p> <p>Representing: Vocational Rehabilitation Counselors</p>
<p>Dennis Lyon Bismarck, ND Phone: 701-328-8964 (Work) 1-800-207-6122 (Work) E-mail: solyod@nd.gov</p> <p>Representing: Client Assistance Program</p>	<p>Carlotta McCleary Bismarck, ND Phone: 701-222-3310 E-mail: carlottamccleary@bis.midco.net</p> <p>Representing: Mental Health Planning Council</p>
<p>Nancy McKenzie Bismarck, ND Phone: 701-328-8950 (Work) 1-800-755-2745 (Work) E-mail: nmckenzie@nd.gov</p> <p>Director: Vocational Rehabilitation Ex Officio Member</p>	<p>Mike Remboldt Mandan, ND Phone: 701-663-0379 E-mail: mremboldt@hitinc.org</p> <p>Representing: Community Rehabilitation Programs</p>
<p>Orlynn Rosaasen Grand Forks, ND Phone: 701-780-9959 (Home) 701-777-6116 (Work) E-mail: orlynnrosaasen@mail.und.edu</p> <p>Representing: Business/Industry</p>	<p>Randy Spitzer Bismarck, ND Phone: 701-328-2774 (Work) 1-800-366-6888 (Work) E-mail: rspitzer@nd.gov</p> <p>Representing: Job Service North Dakota</p>



STATE REHABILITATION COUNCIL

<p>Geraldine Teevens Bismarck, ND Phone: 701-328-2277 (Work) E-mail: gteevens@nd.gov</p> <p>Representing: Department of Public Instruction</p>	<p>David L. Urlacher Bowman, ND Phone: 701-523-4149 (Home) 701-523-2311 (Work) E-mail:</p> <p>Representing: Business/Industry</p>
<p>Tom Wallner Bismarck, ND Phone: 701-328-8945 (Work) E-mail: sowalt@nd.gov</p> <p>Representing: Developmental Disabilities Council</p>	<p>Kay Unhjem Crosby, ND Phone: 701-965-6289 (Home) E-mail:</p> <p>Regional Representative: Region I</p>
<p>Dawn Olson Minot, ND Phone: 701-720-7251 (Cell) 701-858-4472 (Work) E-mail: dawn.d.olson@minotstateu.edu</p> <p>Regional Representative: Region II</p>	<p>Jane Rurup Devils Lake, ND Phone: 701-351-0992 (Cell) 701-662-1124 (Work) E-mail: pll1124@gondtc.com</p> <p>Regional Representative: Region III</p>
<p>LaRae Gustafson East Grand Forks, MN Phone: 701-543-3002 (Home) 218-773-6100 (Work) E-mail: larae@myoptions.info</p> <p>Regional Representative: Region IV</p>	<p>Brenda Neubauer Fargo, ND Phone: 701-281-0325 (Home) E-mail: msneubs64@yahoo.com</p> <p>Regional Representative: Region V</p>
<p>Zelda Gebhard Edgeley, ND Phone: 701-493-2399 (Home) 701-290-0617 (Cell) E-mail: zgeb@drtel.net</p> <p>Regional Representative: Region VI</p>	<p>Linda Elstad Bismarck, ND Phone: 701-223-6487 (Home) 701-328-4056 (Work) E-mail: soelsl@nd.gov</p> <p>Regional Representative: Region VII</p>
<p>Bonnie Olheiser Dickinson, ND Phone: 701-225-6155 (Home) 701-290-0617 (Cell) E-mail: bonniolheiser@yahoo.com</p> <p>Regional Representative: Region VIII</p>	



Regional Human Service Centers



**Carol K. Olson, Executive Director
North Dakota Department of Human Services
Vocational Rehabilitation Consulting & Services
1237 W Divide Ave Ste 1B
Bismarck ND 58501
Phone: 701-328-8950
FAX: 701-328-8969**

<http://www.nd.gov/dhs/services/disabilities/vr/>

This site contains a brief overview of the entire VR process from application to post employment services. It also contains forms, information on related programs, and links to the State Plan and various RCS publications and videos.

Available in alternate format upon request.