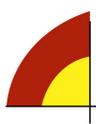


The background of the cover is a photograph of the North Dakota State Capitol building, a tall, light-colored stone structure with many windows. In the foreground, there is a large, vibrant flower bed with red and white flowers, and a green lawn. The sky is blue with scattered white clouds. The text is overlaid on the image in white.

North Dakota
STATE REHABILITATION COUNCIL
A NEW HORIZON FOR INDIVIDUALS WITH DISABILITIES

Annual Report to the Governor
FFY 2009

Cover Art Featuring North Dakota's State Capitol
Picture courtesy of *The Bismarck Tribune*



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
TTY (701) 328-8968

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 2009. The NDSRC is proud of its efforts to improve services and quality of life for individuals with disabilities in North Dakota. North Dakota Vocational Rehabilitation (NDVR) provides needed resources for individuals with disabilities, as well as for business owners and employers who deal with disability-related issues in the workplace. These efforts also contribute to workforce development in North Dakota, which is critical to maintaining a strong state economy.

This report outlines many significant achievements made by the Council and the North Dakota Vocational Rehabilitation Division of the Department of Human Services. You will see not only the broad array of services provided, but most importantly, the results achieved. A significant area of focus this year was working with federal agency staff in follow-up to our November, 2008 site review. This assures that NDVR maintains compliance with all federal laws and rules.

This year, 793 individuals with disabilities were successfully employed following receipt of NDVR services; and many others received specialized services through other NDVR programs. North Dakota is among the national leaders in percentage of individuals with disabilities who are employed. In comparison to other states, NDVR is also a leader in the percentage of individuals who work at or nearly full-time and receive employer-provided medical insurance. These outcomes demonstrate a real cost benefit for ND taxpayers.

Thank you for your review of the Annual Report. Please contact us if you have questions or would like further information.

Respectfully,

Respectfully,



Jeff Davis, Chairperson
State Rehabilitation Council



Nancy McKenzie, Director
Vocational Rehabilitation

Table of Contents

Letter from the State Rehabilitation Council Chair and Vocational Rehabilitation Director	i
Vision Statement	v
State Rehabilitation Council	1
“Discover the Magic” Annual Vocational Rehabilitation Training Conference.....	5
Vocational Rehabilitation Employment Services	6
Rehabilitation Consulting & Services - NDVR Business Services.....	8
State and Regional Employers of the Year.....	10
Solutions Using Assistive Technology Lab.....	11
Transition.....	12
Other Programs	
Older Blind Services	14
Disability Determination Services	15
Statewide Independent Living Council and IL Services	16
Client Assistance Program	17
Employment by County.....	21
Vocational Rehabilitation at a Glance	22
State Rehabilitation Council Membership	24
Regional Human Service Center Map.....	26



REHABILITATION
CONSULTING
& SERVICES

North Dakota Vocational Rehabilitation

VISION

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

PURPOSE

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 2009

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 businesses.
- 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.

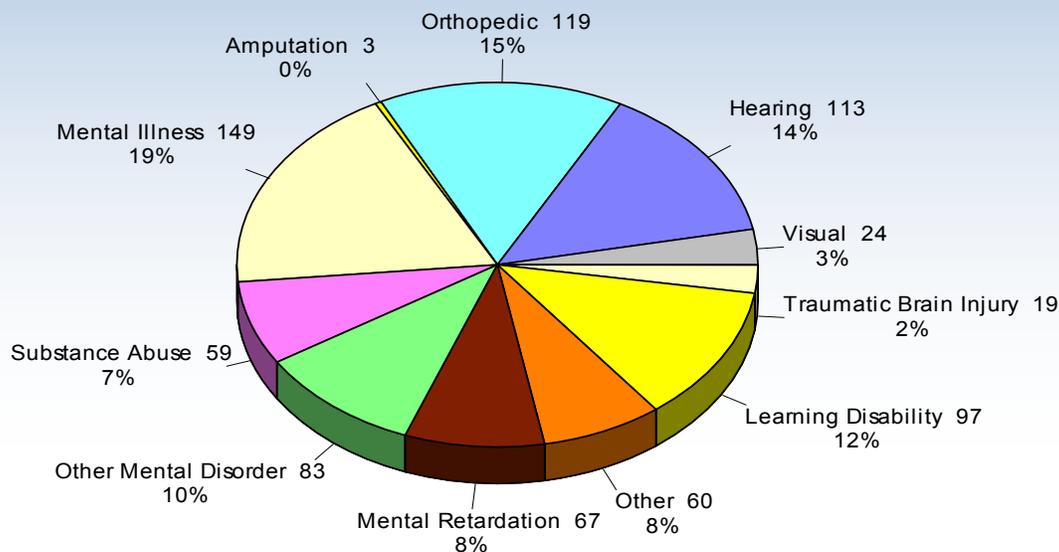
The 22 Council members are selected to serve on the NDSRC by the Governor of North Dakota on the basis of their interest, knowledge, and understanding of the needs of individuals with disabilities. Members are advocates for individuals with disabilities through their work on the following committees:

The Evaluation Committee:

- Assisted in the development and analysis of the Triennial Needs Assessment. This included the survey of needs and focus groups with Native American populations.
- 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.



Primary Disabilities of Persons Achieving Employment North Dakota Vocational Rehabilitation FFY 2009



Information also referenced on Page 23 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:

- Monitored the progress of the Comprehensive System of Personnel Development to ensure compliance with the Federal Rehabilitation Services Administration mandate.
- Reviewed progress toward meeting Qualified Rehabilitation Professional Standards for all counselors within the Strategic Plan timeframe.

The Public Relations Committee:

- Provided consultation and support to VR on its public awareness initiatives. These initiatives are the result of public input and subsequent recommendations from the SRC.

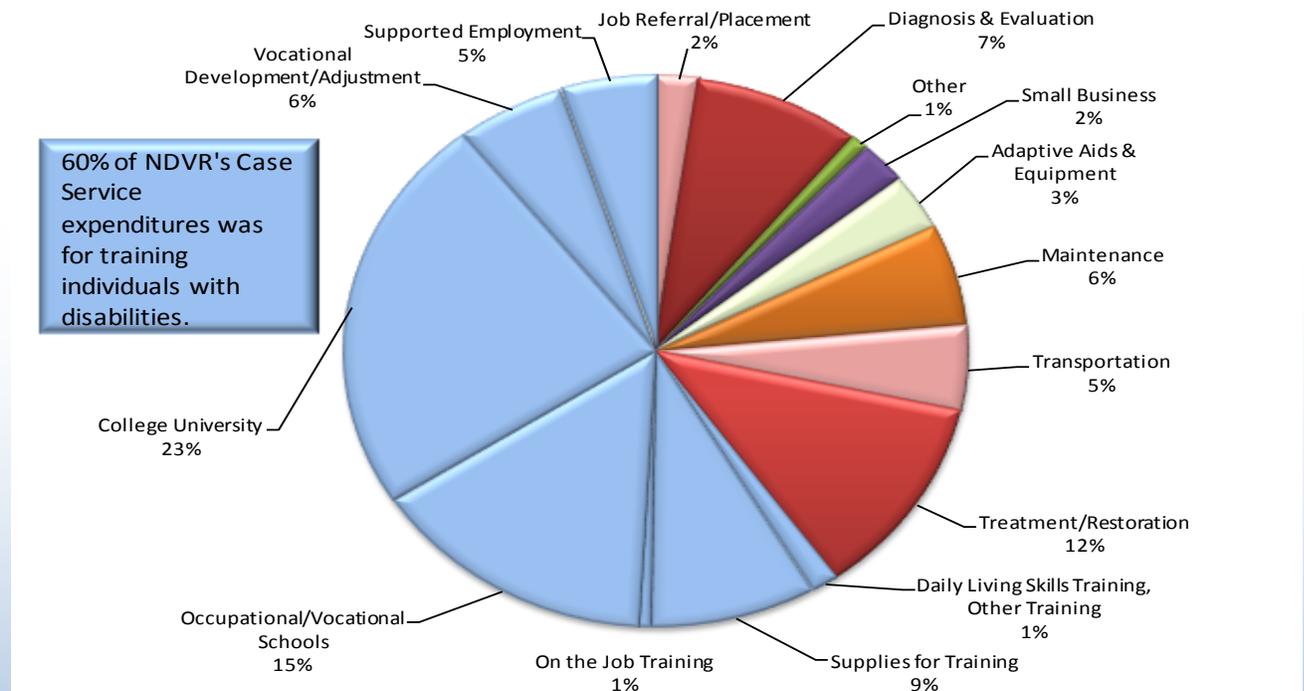
The Ad Hoc Legislative Committee:

- Reviewed legislation throughout the year that could have an impact on disability-related issues.

In FFY 2009, the NDSRC also made several recommendations to VR including the following:

- Recommended VR look at specific target groups and develop appropriate materials geared toward that population, including businesses, consumers, students, and American Indians.
- Recommended VR continue to analyze various closure statuses to aid in identifying reasons consumers discontinue services.
- Recommended VR take a deeper look into the concerns expressed about the confusion with the RCS name, and consider whether to make a distinction between Business Services and Client Services.

NDVR Case Service Expenditures FFY 2009



NDSRC Recommendations, continued

- Recommended VR coordinate an independent facility assessment of the Human Service Centers and VR offices to look at accessibility, structural and psychological barriers, and professional ambiance, i.e. does it feel welcoming, clinical, friendly?
- Recommended VR continue to work closely with the statewide and regional Transition Community of Practice groups to develop better ways to reach and serve students and families.
- Recommended VR look at ways to partner with providers to improve outcomes for consumers, including partnering in the development of the “Provider Profile” and “Fact Sheets”.
- Recommended VR look at all types of available technology that will better reach and serve clients.
- Recommended VR develop training specific to Regional VR Administrators.



Success!

- “Sam” is an Iraq war veteran with chronic back pain and post-traumatic stress disorder.
- He was working his farm in unbearable pain and could hardly walk across the barnyard.
- VR aided Sam with the farm equipment he needed to handle cows and calves, fix fences, open gates and spray ditches.
- In addition, VR purchased an ATV blade attachment that helped him nearly eliminate shoveling. Also, he now has seat accommodations for his tractors and loaders.
- Now, Sam has the potential to quit his part-time job and operate a 200 to 300 head cattle ranch.

“Discover the Magic of Teamwork” VOCATIONAL REHABILITATION TRAINING CONFERENCE

October 28-30, 2008
Grand International Inn, Minot

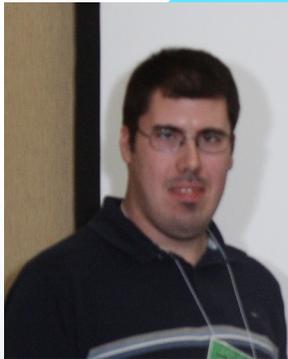
The Department of Public Instruction Office of Special Education and the Department of Human Services Vocational Rehabilitation held a collaborative training conference in October.

Nearly 300 participants attended the conference. The primary purpose was to expand the capacity of community partners, youth and families in promoting the successful transition of youth/young adults with disabilities into post-school outcomes including:

Community Participation
Post-Secondary Education and Training

Employment
Healthy Lifestyles

Success!



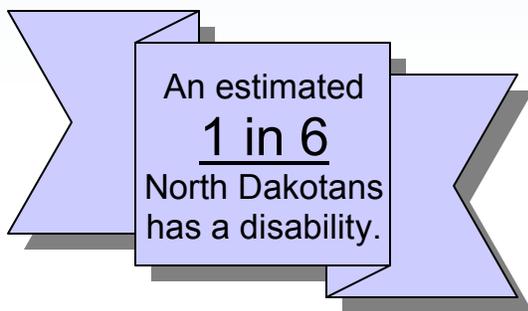
Cody Skadsem

- Although Cody has a significant disability, he is living his vocational dream as a welder.
- His employer is so impressed with him, he made a position for Cody so he could stay with the company. The quality of his work is exceptional.
- VR partnered with Job Corps so Cody could continue his training with on-the-job training.
- His employer says, “Cody is one of the best employees we have ever hired. He’s dependable, early to work, pleasant, a quality welder, and we just can’t afford to lose him.”

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.

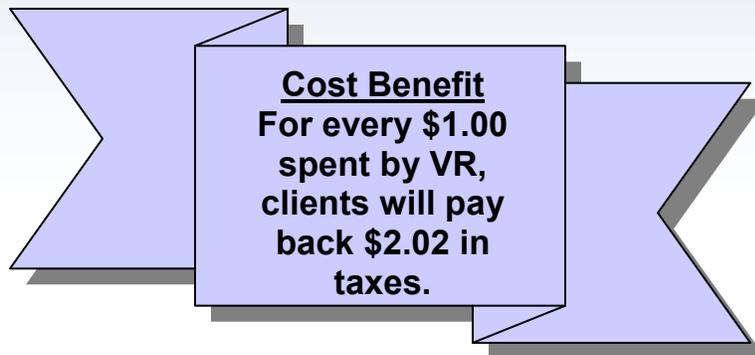
Employment Highlights for FFY 2009

- 793 Vocational Rehabilitation clients became employed.
- Their average weekly wage rose from \$103.97 to \$386.77.
- 92% were still employed 9 months after they began working.
- 89% of the individuals receiving services had a significant disability.
- There was 90% satisfaction with VR services.
- For every \$1 VR spent in FFY 2009, VR clients will earn \$10.09.

Services Provided

At any given time, approximately 4,100 people are receiving VR Services. This year, 6,482 people with various disabilities received training and rehabilitation services. On average, individuals who become employed will receive VR services for 28 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.



Success!

- “Ben” was referred to VR after a farm accident left him with a broken back, shoulder, ribs, and elbow; short-term memory loss and amputation of his right index finger.
- VR helped Ben with interviewing skills and provided assistive technology. He was hired as a city auditor, but his impaired short-term memory loss required a Pulse Pen accommodation that allowed him to record and document meetings. Now he can take city council meeting notes with accuracy by referring to the Pulse Pen recording.

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. During FFY 2009, RCS conducted 248 presentations with 3,620 individuals in attendance.

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

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

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

RCS consultants continue their civic involvement and assume 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 2009

**ND VR placed qualified individuals with disabilities with over 650
businesses both nationally and internationally.**

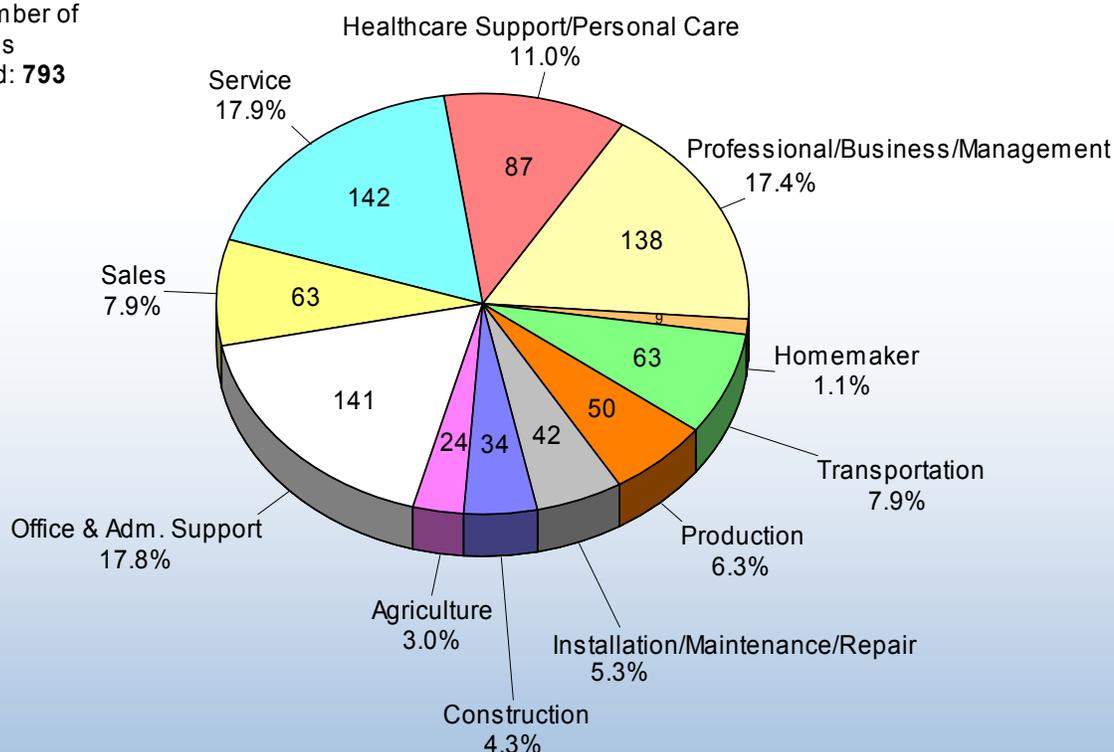
Additionally, RCS is assigned the leadership role by North Dakota's Governor in support of the Americans with Disabilities Act (ADA). RCS established the *RCS ADA Leadership Network* in its central office and eight regional offices to serve as the chief resource for ADA information and referrals in the 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.

Occupational Categories of Persons Achieving Employment ND Vocational Rehabilitation FFY 2009 Statewide

Total Number of
Individuals
Employed: **793**



Congratulations

***SHEYENNE TOOLING AND MANUFACTURING OF COOPERSTOWN
PIZZA RANCH OF MANDAN
2009 RCS EMPLOYERS OF THE YEAR
STATE AWARD WINNERS***



North Dakota Lt. Governor Jack Dalrymple presented the 2009 RCS Employer of the Year Awards to Sheyenne Tooling and Manufacturing of Cooperstown and Pizza Ranch of Mandan in recognition of their continued work with ND Vocational Rehabilitation and for their work within the community to support, develop and inspire individuals with disabilities to achieve their full potential.

RCS EMPLOYER OF THE YEAR REGIONAL AWARD WINNERS



McDonalds—Williston
Sleep Inn and Suites—Minot
Kohls—Grand Forks
Easter Seals Goodwill ND—Fargo

Dickinson State University—Dickinson
The Pizza Ranch—Mandan
Sheyenne Tooling and Manufacturing—
Cooperstown

Solutions Using Assistive Technology Lab

BISMARCK, ND – The North Dakota Department of Human Services, through its Rehabilitation Consulting and Services (RCS) initiative, celebrated the opening of an expanded assistive technology lab and a newly created RCS Career Resource Center in Bismarck. The lab allows people with disabilities and employers to try specialized employment-related equipment; and the career resource center assists clients with employment searches.



The **SOLUTIONS Using AT** Assistive Technology Lab showcases employment-related devices that promote independence and functional abilities at work and school. The lab gives employees and employers an opportunity to learn about available assistive technology through a hands-on experience.

The department's Vocational Rehabilitation Director Nancy McKenzie is excited about the expanded lab because of its potential benefit to job seekers, employees, and employers. In light of the state's need for quality workers, this lab gives individuals with permanent injuries, illnesses, or impairments an opportunity to see and use technology that may help them enter the workforce or maintain their current employment. It also gives business owners and employers a chance to view technology that may keep productive employees on the job should they incur a disability.



Transition is Busy in North Dakota

Transition Camp

Rehabilitation Consulting & Services awarded a grant to the Elks' Camp Grassick in 2009. The focus of the grant was transition, with twenty campers attending from across the state. The camp focused on providing instruction and training on self-advocacy, employment and independent living skills, while promoting appropriate social interaction with peers in a safe, supportive environment.



Happy Transition Campers

One camper noted, “I get nervous when I do the interviews. I think when we did the interviews at camp last year really helped a bunch, so thanks.”

Summer Employment

Rehabilitation Consulting & Services continued to award grants for the Youth Summer Employment Program. The Summer Employment Program is for those students entering their final year of high school (seniors) in the 2009-2010 school year. The intent of the program is to assist transitioning students to obtain summer employment. The project ran May through August.

This year, eight grants were awarded. As a result of the summer employment program, 45 students were served. Of the total who received services, 42 were either current clients of RCS or were referred to RCS for services.

Transition News Continued

ND Community of Practice

RCS continues to collaborate with the Department of Public Instruction to co-facilitate the North Dakota Communities of Practice (CoP). The mission of the ND Community of Practice for Transition is to work towards building, supporting, and sustaining community partnerships. The system promotes and improves the scope, opportunity and quality for youth with disabilities to adequately prepare for life and a career beyond high school. This year, the ND CoP developed four subcommittees to further facilitate working relationships with agencies in the transition process. These subcommittees are: *Information Sharing, Youth Leadership, Health Transitions and Transition Assessments.*



Members of North Dakota's Community of Practice team, Carlotta McCleary, Tricia Keefer, Cheryl Hess, Kora Dockter, Gerry Teevens, Laurie Skadsem and Murray Nelson attended a Community of Practice conference in North Carolina.

Transition Conference

In October 2008, RCS and the Department of Public Instruction hosted a joint conference on Transition. The conference was attended by 275 counselors, educators and others who work with transition students.



"Wow! You guys are a great help. Thank you so much."

Comment from 2009 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.

- 1,048 individuals 55 and older received one or more services during FFY 2009.
- 74% of consumers' identified goals were achieved.



*Helen Baumgartner, Administrator
North Dakota Older Blind Program*



**I had a lot of respect for my counselor.
She seemed to put a lot of effort into my case.**

Comment from 2009 VR Satisfaction Survey

Disability Determination Services

The purpose of Disability Determination Services (DDS) is to make eligibility decisions for Social Security Disability Insurance and Supplemental Security Income so that eligible individuals can receive disability benefits.

DDS was awarded the Social Security Commissioner's Citation in 2009 for timely service to citizens with disabilities and assisting other states in processing claims.

During FFY 2009:

- Disability Determination Services made 5,058 eligibility decisions.
- Overall accuracy rate on eligibility decisions was 93%.

Award Winners!
Both Virginia (Ginny) May and Lynn Derman received Associate Commissioner Citations from the Social Security Administration.



Virginia May and Lynn Derman

Statewide Independent Living Council and Independent Living Services

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's responsibilities are separate and distinct from those of the SRC. It has a three-year Independent Living State Plan, 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 are allocated in the state.



Each Center for Independent Living and its branch office(s) provide many services including 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, 8,889 people had contact with a Center for Independent Living.
- Of these, over 2,879 people received one or more of the core services.
- Some individuals identified specific goals for living independently. 91% of those goals were achieved; the remainder are in progress.

North Dakota has four Centers for Independent Living:

- **Dakota Center for Independent Living** - Bismarck
Branch office in Dickinson
- **Independence Resource Center for Independent Living** - Minot
Branch office in Williston
- **Options Center for Independent Living** - Grand Forks/East Grand Forks
Outreach office in Cavalier and a branch office in Devils Lake (opening FFY 2010)
- **Freedom Resource Center for Independent Living** - Fargo
Branch offices in Jamestown and Wahpeton

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

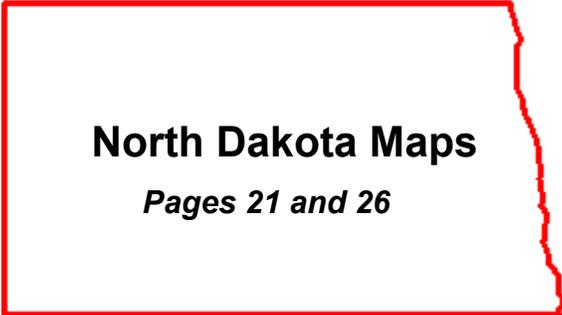
- Dakota Center for Independent Living - Bismarck
- Independence Resource Center for Independent Living - Minot
- Options Center for Independent Living - Grand Forks/East Grand Forks
- Freedom Resource Center for Independent Living - Fargo

- ◆ **During FFY 2009:**
 - Responded to 368 information and referral calls.
 - Provided training to 265 people at 19 public education sessions.
 - Resolved 99% of the issues without going to a Fair Hearing.

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

**Vocational Rehabilitation
At a Glance
FFY 2009**

Pages 22 and 23



North Dakota Maps

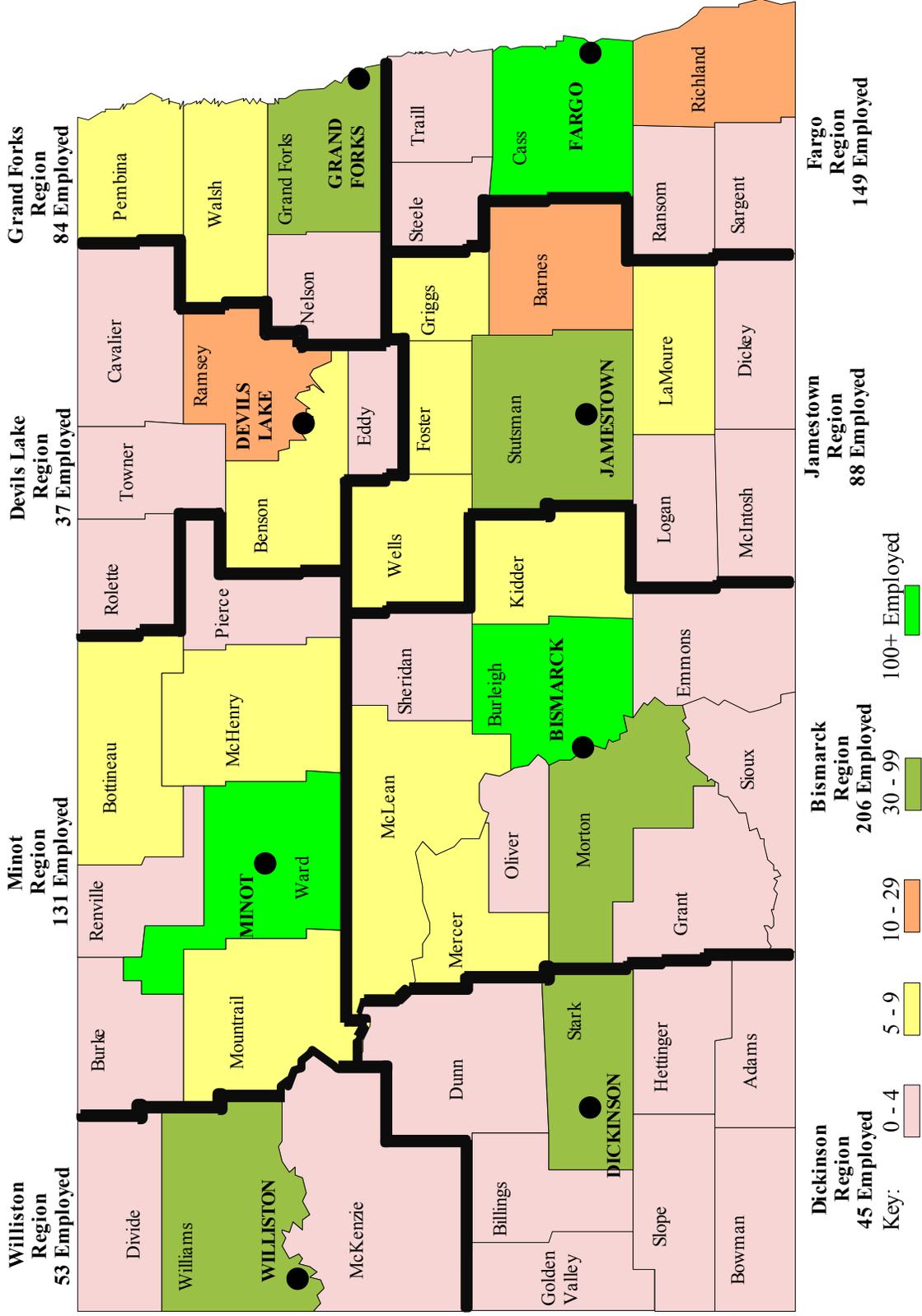
Pages 21 and 26

**State Rehabilitation Council
Membership**

Pages 24 and 25

ND VR Regional Human Service Centers and Counties

Total Clients Employed: 793 FFY 2009



Vocational Rehabilitation At a Glance FFY 2009

Sources of Program Funding

Federal Funds	\$11.2 Million
State & Other Funds	\$2.6 Million
Total	\$13.8 Million

VR Employment Services for Individuals with a Disability

People Completing Training and Becoming Employed	793
Average Weekly Earnings <u>Before</u> Rehabilitation	\$ 103.97
Average Weekly Earnings <u>After</u> Rehabilitation	\$386.77
People Receiving Training and Other Services	6,482
Percent of Individuals with a Significant Disability	89%

Additional Vocational Rehabilitation Programs and Services

Business Services

Contacts initiated by VR with North Dakota Businesses	2,656
Contacts initiated by North Dakota Businesses with VR	540

Independent Living Services

People Receiving Services	8,879
---------------------------	-------

Older Blind Services

People Receiving Services	1,048
---------------------------	-------

Client Assistance Program

Information and Referral Calls	368
Cases Managed	56

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)	\$162,929
Other Private Vendors (Hospitals, private physicians, psychologists, retail stores, transit companies and others)	\$ 6.2 Million

Cost Benefit

For every \$1.00 spent by VR,
Clients will pay back \$2.02 in taxes.

Vocational Rehabilitation At a Glance FFY 2009

Types of Disability of Individuals Employed

Mental Illness	29%
Orthopedic	15%
Hearing Impairments/Deafness	14%
Learning Disabilities	12%
Mental Retardation	8%
Other (Nervous System, Respiratory, Cardiac, Amputation)	8%
Substance Abuse	7%
Visual Impairments/Blindness	3%
Traumatic Brain Injury	2%

Employment Placements

Office & Administrative Support	18%
Service	18%
Professional / Business Management	17%
Healthcare Support, Personal Care	11%
Sales	8%
Transportation & Material Moving	8%
Production	6%
Installation, Maintenance, Repair	5%
Construction	4%
Agricultural	3%
Homemaker	1%

Types of Service Expenditures

Training & Supplies	60%
Treatment & Restoration	12%
Diagnosis & Evaluation	7%
Maintenance	6%
Transportation	5%
Aids & Equipment	3%
Small Business	2%
Job Referral/Placement	2%
Other	1%



“On my first visit I knew I couldn't have found a better place to go or better people to work with.”

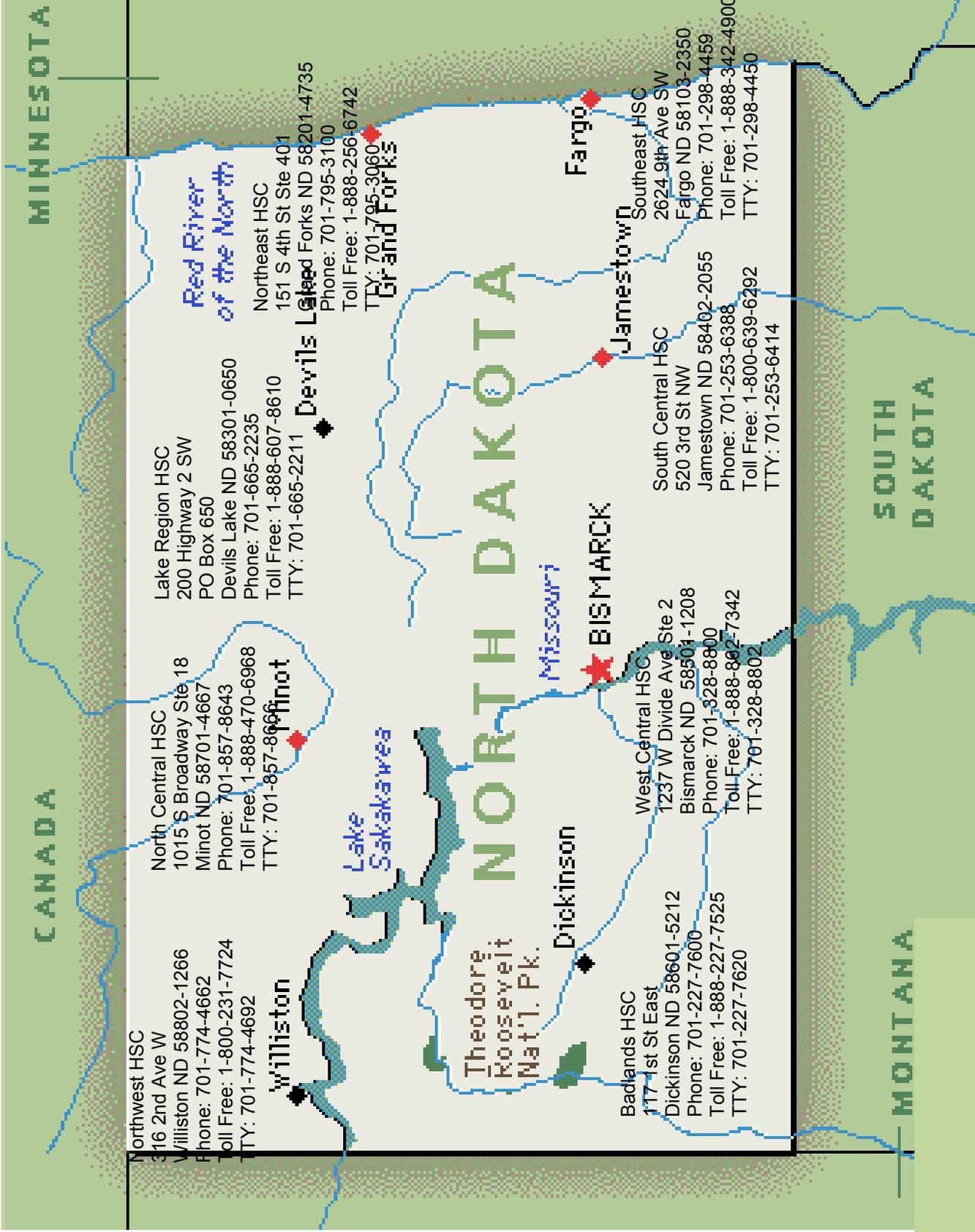
Comment from 2009 VR Satisfaction Survey

STATE REHABILITATION COUNCIL

<p>Jeffrey L. Davis, Chair Fessenden, ND Phone: 701-547-3394 E-mail: jbdavis@gondtc.com</p> <p>Representing: Business/Industry</p>	<p>Terry Solheim Devils Lake, ND Phone: 701-381-9686 E-mail: terex112366@yahoo.com</p> <p>Representing: Independent Living Council</p>
<p>Bryan Dvirnak Bismarck, ND Phone: 701-255-7166 (Home) E-mail: bdvirnak.cci@midconetwork.com</p> <p>Representing: Business/Industry</p>	<p>Jon Eagle Fort Yates, ND Phone: 701-854-8111 E-mail: jone@sbc.edu</p> <p>Representing: 121 Rehabilitation Projects</p>
<p>Barbara Burghart Bismarck, ND Phone: 701-328-8927 E-mail: bburghart@nd.gov</p> <p>Representing: Vocational Rehabilitation Counselors</p>	<p>Donene Feist Edgeley, ND Phone: 701-493-2333 E-mail: feist@drtel.net</p> <p>Representing: Parent & Training Information</p>
<p>Dennis Lyon Bismarck, ND Phone: 701-328-8947 1-800-207-6122 E-mail: dlyon@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 1-800-755-2745 E-mail: nmckenzie@nd.gov 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) E-mail: orlynnrosaasen@mail.und.edu</p> <p>Representing: Business/Industry</p>	<p>Randy Spitzer Bismarck, ND Phone: 701-328-2774 1-800-247-0981 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 E-mail: gteevens@nd.gov</p> <p>Representing: Department of Public Instruction</p>	<p>David L. Urlacher Bowman, ND Phone: 701-523-4149 E-mail: muzzleu@hotmail.com</p> <p>Representing: Business/Industry</p>
<p>Andrea Peña Bismarck, ND Phone: 701-328-4847 E-mail: apena@nd.gov</p> <p>Representing: Developmental Disabilities Council</p>	<p>Kay Unhjem Crosby, ND Phone: 701-965-6289 E-mail: none</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>Kelly D. Smeltzer Cando, ND Phone: 701-968-4208 E-mail: kdsmez@stellarnet.com</p> <p>Regional Representative: Region III</p>
<p>LaRae Gustafson East Grand Forks, MN Phone: 701-543-3002 E-mail: larae@myoptions.info</p> <p>Regional Representative: Region IV</p>	<p>Scott Burlingame Hunter, ND Phone: 701-874-2261 E-mail: scottb@freedomrc.org</p> <p>Regional Representative: Region V</p>
<p>William Hines Jamestown, ND Phone: 701-320-3718 E-mail: wsh5051@csicable.net</p> <p>Regional Representative: Region VI</p>	<p>Jillian A. Schaible Bismarck, ND Phone: 701-220-0238 E-mail: jillian_schaible@hotmail.com</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 West Divide Ave, Ste. 1B
Bismarck, ND 58501
Phone: 701-328-8950
Toll Free: 1-800-755-2745
FAX: 701-328-8969**

Available in alternate format upon request.

www.nd.gov/dhs/rcs