

ANNUAL REPORT

FFY 2012

REPORT TO THE GOVERNOR



North Dakota

STATE REHABILITATION COUNCIL

A NEW HORIZON FOR INDIVIDUALS WITH DISABILITIES

A BRIGHT ECONOMIC FUTURE

North Dakota may be small in population, but it has become an economic giant, often outperforming larger, more populated states. Gross state product grew 7.6 percent from 2010 to 2011. By comparison, Minnesota's rate was 1.19 percent for the same time period.

While many states are dealing with slumping employment and economic conditions, North Dakota has roughly a 3 percent unemployment rate and a budget surplus forecast to be at nearly \$1.6 billion at the end of the 2011-2013 biennium. The state's employers added about 19,000 non-farm jobs, a 5 percent increase, with an estimated 19,000 jobs unfilled.

While the energy boom and related development are the main factors for the strong economic climate, it is not the only driving force. Two-thirds of current unfilled job openings are not located in the oil patch or tied to the oil and gas industry which accounts for about 17 percent of state revenues.

Along with energy, the targeted industries of agriculture, manufacturing, technology, and tourism are integral parts of the state's overall economic strength. Continued growth in these economic pillars will fortify the state's economic foundation on which a bright future is being built.

In the midst of this economic boom, the ND Division of Vocational Rehabilitation (DVR) staff and the consumers they serve face a unique set of challenges.

The 2012 Annual Report to the Governor depicts pictorially the five economic pillars fueling the state's high-powered economy and perspectives on how the economic climate affects DVR.



To the Honorable

Jack Dalrymple,

Governor, and the

citizens of

North Dakota

Scott Burlingame
ND SRC Chair

Russ Cusack
ND DVR Director

On behalf of the members of the North Dakota State Rehabilitation Council (SRC), we are pleased to present the North Dakota Annual Report: FFY 2012 Report to the Governor.

The staff and the consumers served by the North Dakota Division of Vocational Rehabilitation (DVR) are working to take full advantage of the state's exceptional economic climate and to deal effectively with the challenges it presents. DVR staff strive to help individuals with disabilities develop the skills necessary to fully participate in our state's vibrant economy and labor market.

The division, in partnership with the SRC, works closely with consumers and employers to help find solutions to disability-related issues. The results of this partnership are significant and are reflected in this annual report.

North Dakota remains number one in the nation for the employment rate of working age individuals with disabilities. Based on statistics from the latest American Community Survey compiled by Cornell University, North Dakota's employment rate is 52.3 percent. In contrast, the national average is 33.9 percent.

In 2012, the average income for participants employed after completing the division's program rose 504 percent. This year, 708 individuals with disabilities were successfully employed after receiving DVR services.

Students with disabilities are twice as likely to drop out of high school as youth without a disability.

North Dakota youth with a disability, age 21 or younger at application, represent 38 percent of DVR's total number of persons served. DVR served 2,229 students with disabilities in 2012 and assisted 245 students into employment.

Due to level federal funding and rising program costs, especially in higher education and training expenses, DVR implemented an Order of Selection (OOS) on March 16, 2012. DVR and the SRC have moved quickly to modify policies and practices to minimize the impact on consumers and to open OOS categories.

We thank you for your thoughtful review of this annual report. Please contact us if you have any questions or would like further information.



Success Story

Adam was a production worker at a plant in a small, rural North Dakota community. He also commuted to a second job at a government facility.

Adam's hearing was declining and he needed stronger hearing aids to maintain his employment. He contacted DVR. After assessing the issues, DVR assisted with the purchase of improved hearing aids and referred him to a program that helped fund the required match of the purchase. His new aids have significantly improved his hearing and his ability to function at work.

Realizing that the commute was posing an ongoing challenge, DVR also assisted in finding a second job in the community where he lives. This greatly cut down on travel time and expenses.

Through guidance and counseling, DVR helped with budgeting techniques to teach Adam how to save for future hearing aid replacement. With a six to seven year hearing aid operational expectancy, he is now managing his finances to address the inevitable replacement cost.

Adam is gainfully employed in his vocational goal and he continues to live independently. His employer is very complimentary of his work and equally appreciative of his talents and abilities.

TABLE OF CONTENTS

VISION AND PURPOSE OF DVR 1

SRC OVERVIEW 4

PURPOSE OF DVR 8

DVR ORDER OF SELECTION 11

GRAPHS 13

DIRECTOR'S AWARD 15

KEY BUSINESS PARTNERS 16

CMT TRAINING INITIATIVE 18

PROGRAM REPORTS 20

TRANSITION BOOT CAMP 21

DVR AT A GLANCE: FFY 2012 24

MAP 27

STATE REHAB COUNCIL MEMBERSHIP 28

VISION AND PURPOSE OF DVR

VISION

North Dakota Division of Vocational Rehabilitation is the leader in disability-related solutions.



Purpose

We assist individuals with disabilities to be successfully employed.

Guiding Principles

- Serving our consumers is the primary focus of everything we do.
- Collaborative partnerships with employers are essential to our success.
- 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 consumers 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 consumers.
- 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, legal, and based on good rehabilitation counseling, decisions will be made in favor of the consumer.

DVR CHALLENGES IN NORTH DAKOTA'S BOOMING ECONOMY

What are the biggest challenges facing DVR staff and consumers in North Dakota's booming economic climate? DVR Regional Administrators point to several key issues:

- A significantly higher cost of living, particularly in the oil patch, where wages are not keeping pace with the escalating living costs
- Lack of affordable housing and the impact on consumers and the recruitment of DVR staff
- An increase in the number of homeless individuals with no marketable skills who have migrated to ND in the hope of finding employment



Success Story

Dave came to DVR after being terminated from a job that he had held for about 15 years. Certain aspects of his job had changed, leading to personal struggles and, ultimately, the loss of his job. It was then that he turned to DVR.

Through the counseling and guidance process, Dave was determined eligible for the Supported Employment Program (SEP). Through SEP he received the long-term employment support he needed. He obtained competitive employment as a dishwasher, a job that he enjoys.

Dave received the support of a job coach for about two weeks before his employer requested that he attempt to work without that support. The employer felt that Dave would be able to manage job demands through the support of the employer.

Dave continues to successfully manage the demands of his job and is very happy to be working again. With the support of the DVR, SEP, and his employer, he was able to obtain competitive employment in an area that he enjoys.

FFY 2012 Highlights

- At any given time, over 4,100 are receiving DVR services.
- This year, 5,852 people with disabilities received training and rehabilitation services.
- On average, individuals who become employed will receive DVR services for 31 months.

The purpose of the North Dakota State Rehabilitation Council (SRC) is to advise the North Dakota Division of Vocational Rehabilitation (DVR) on issues concerning policy and program, delivery of services, and methods for reaching potential consumers.

The Council

- Informs and advises DVR on the effects its programs may be having on North Dakota communities and consumers
- Facilitates public input into the Vocational Rehabilitation State Plan
- Advocates for consumer rights and services
- Communicates to public and community leaders the purpose and need for vocational rehabilitation

The 16 council members are selected to serve on the SRC by the Governor of North Dakota. They are selected to serve based on their interest, knowledge, and understanding of the needs of individuals with disabilities. Members are advocates for equal opportunities for persons with disabilities in their communities and throughout North Dakota.

Membership is comprised of:

- 4 Business and industry representatives
- 6 Mandated federal/state/departmental representatives
- 1 Independent Living Center representative
- 1 Representative of the ND Association of Community Facilities
- 1 Parent representative (must have a child or children with disabilities)
- 1 Mental Health Planning Council Representative
- 1 Vocational Rehabilitation Counselor Representative
- 1 Vocational Rehabilitation Agency Director

SRC OVERVIEW - FFY 2012

SRC Committees Include:

Evaluation Committee

- Reviews the results of the Vocational Rehabilitation consumer satisfaction surveys
- Reviews, analyzes and advises DVR regarding program performance and policy issues
- Assists in the development of the Annual Report to the Governor

Planning Committee

- Assists in the preparation of the state plan, strategic plan, and plan amendments
- Assists with public hearings to solicit input from consumers, family members, and the public regarding the effectiveness of DVR services
- Reviews public comments
- Makes recommendations to the full council for their review and action

Resource Committee

- Monitors the progress of the Comprehensive System of Personnel Development to ensure compliance with the federal Rehabilitation Services Administration mandate
- Reviews progress toward meeting Qualified Rehabilitation Professional Standards for all counselors within the strategic plan timeframe
- Works with the state director to ensure that both the council and the Statewide Independent Living Council are kept informed of funding issues and other legislative issues that impact individuals with disabilities



In 2012, the SRC made three recommendations that were included in Attachment 4.2(c) of the state plan:

- Recommended that DVR and 2 Tribal Vocational Rehabilitation program directors work on dual caseload issues. DVR should convene a meeting with regional administrators, state office administrators and tribal vocational rehabilitation programs to work out dual caseload policies and best practices
- Recommend DVR continue to educate the public, on an on-going basis, about what individuals who have disabilities can do in terms of employment
- Recommend DVR continue to partner with other agencies to utilize all community resources to meet the needs of the individuals

Additionally, the SRC:

- Supported the movement of DVR into an Order of Selection
- Based on the DVR director's request, asked that a fiscal note accompany any policy change submitted to the SRC for approval
- Directed the SRC chairperson to write a letter to ND Congressman Rick Berg supporting the continuation of funding for benefit planning services
- Supported the implementation of Job Development and Placement Services Guidelines that provides for statewide consistency and outcome-based payments

THE POSITIVE IMPACT OF THE BOOMING ECONOMY ON DVR

When it comes to the positive impact the roaring North Dakota economy has on DVR personnel and consumers, DVR Regional Administrators are quick to identify the obvious: jobs, and plenty of them. They also believe that:

- The competition for employees has fueled higher wages for both skilled and unskilled workers.
- The low unemployment rate and the number of unfilled jobs are indicative of a situation where anyone who wants to work has the opportunity to do so.
- North Dakota workforce development partners are working more closely together as a way of maximizing results.

April 25, 2012

The Honorable Rick Berg
Member, Social Security Subcommittee
Committee on Ways and Means
House of Representatives
Washington DC, 20515

Dear Congressman Berg:

As the Chairman of the North Dakota State Rehabilitation Council (SRC), I am writing you in support of the immediate reauthorization of two critically important programs that assist Social Security beneficiaries to seek self-sufficiency by returning to work. These programs are:

- The Work Incentives Planning Assistance (WIPA) grants and
- The Protection and Advocacy for Beneficiaries of Social Security (PABSS) Program.

“...The SRC believes strongly in the value of WIPA and PABSS and a system of benefit planners to assist persons with disabilities to effectively use the work incentives included in federal and state statute. That is why the SRC has already advocated within North Dakota for the establishment of a benefit planner system and strongly encourages your support for the reauthorization of WIPA and PABSS.”

Sincerely,



ND SRC Chair

FFY 2012 Highlights

- For every \$1 DVR spent in FFY 2012, DVR consumers will earn \$8.98.
- Cost Benefit: For every \$1 spent by DVR, DVR consumers will pay back \$1.80 in taxes.

DVR: Empowering Individuals and Businesses

DVR's primary mission is to assist North Dakotans with disabilities to improve their employment opportunities and to assist North Dakota businesses in finding solutions to their disability-related issues.

DVR helps individuals with disabilities to achieve competitive employment and increased independence through rehabilitation services. The division provides training and employment services to eligible individuals with physical or mental impairments so they can become and remain successfully employed. Services that result in competitive employment are either provided or purchased.





Success Story

As a young man, Jason dealt with a disfiguring syndrome. Treatment required multiple medical procedures, followed by lengthy recovery periods. During the treatment period Jason suffered the tragic loss of multiple family members. He became depressed and withdrawn. Supporting his family became extremely difficult, as he rarely left home.

In an effort to overcome his challenges, Jason began researching options. That research led to individual counseling and the courage to move forward with his life. It also led to contact with the Division of Vocational Rehabilitation.

Jason was uncertain of his strengths, but could easily list his limitations. DVR assessed his abilities and aptitudes which were then matched with his lifestyle. Together with his DVR counselor, career options that maximized his strengths and desires were identified before entering a training program.

He has now completed training and has become licensed. He is working in his home community in a career that supports the booming oil industry. It also allows him to be home every night with his treasured family. While he is proud of his achievements, his ability to provide his family with the special things in life is what makes him especially happy.

Services include (but are *not* limited to):

- Diagnosis and evaluation
- Vocational counseling and planning
- Information and referral
- Adaptive equipment
- Physical and mental restoration service
- Employment maintenance
- Transportation
- Vocational training including supported employment
- Job placement and follow-up

Eligibility for individuals who want to obtain or maintain employment is based on the following:

- The individual must have a physical or mental impairment
- The physical or mental impairment must affect the individual's ability to obtain or maintain employment
- The individual must require vocational rehabilitation services

Through a “dual client” approach, the division also assists business owners and employers through a variety of business and disability-related services, including:

- Recruitment
- Retention
- Financial Incentives
- Accessibility Analysis
- Education and Awareness Training

These services are available to a legally operated and registered North Dakota business, non-profit organization, or government agency. There are no costs associated with services except for those accommodations or modifications chosen as a result of DVR recommendations.



DVR implemented an Order of Selection (OOS) on March 16, 2012. The OOS implementation was primarily due to the combination of level federal funding and escalating program costs, particularly in educational and training expenses.

This affected the division's ability to provide vocational rehabilitation services to all the eligible individuals. When this occurred, DVR was required by federal regulation to implement an OOS. The OOS process designates the order in which eligible individuals are provided DVR services. Wait lists are used to manage the available financial resources.

THE IMPACT OF THE BOOMING ECONOMY ON DVR

As it often goes, with a positive there may come a negative. The state's economic strength has created a number of issues for DVR staff and consumers alike. DVR Regional Administrators identify:

- The challenge of retaining staff as the lure of private sector wages grows
- The difficulty in recruiting qualified staff members, particularly in those regions most impacted by the growing energy industry, due to the high cost of living and the disparity between public-private sector wages
- The number of individuals arriving in the state who are seeking to take advantage of the economic climate, but lacking support and plans
- The increasing stress level of both staff and consumers as their communities change with the influx of new residents. There exists a feeling of loss as many long-time residents are dealing with new faces, more congestion and a different atmosphere in their communities.

DVR ORDER OF SELECTION

Consumers with the most significant disabilities are being given priority. During or shortly after the eligibility determination, consumers are assigned an OOS Priority Category based on the severity of their disability. The three categories are:

Priority Category I

Consumers with the most significant disabilities are those who

1. Meet the criteria for significant disability, but are seriously limited in two or more functional capacities in terms of an employment outcome
2. Require multiple core services over an extended period of time (six months or more)

Priority Category II

Consumers with the most significant disabilities are those

1. Who have a significant physical or mental impairment which seriously limits one functional capacity
2. Whose vocational rehabilitation can be expected to require multiple vocational rehabilitation services over an extended period of time (over six months)
3. Who have one or more physical or mental disabilities resulting from amputation, arthritis, autism, blindness, burn injury, cancer, cerebral palsy, cystic fibrosis, deafness, head injury, heart disease, hemiplegia, hemophilia, respiratory or pulmonary dysfunction, intellectual disability, mental illness, multiple sclerosis, muscular dystrophy, musculoskeletal disorder, neurological disorders (including stroke and epilepsy), paraplegia, quadriplegia and other spinal cord conditions, sickle cell anemia, specific learning disability, end-stage renal disease, or another disability or combination of disabilities determined on the basis of an assessment for determining eligibility and vocational rehabilitation needs to cause comparable substantial functional limitations

Priority Category III

Other consumers with disabilities

Each person applying for services is informed about OOS procedures. The division has modified its touchscreen intake process to include OOS information for those applying for services.

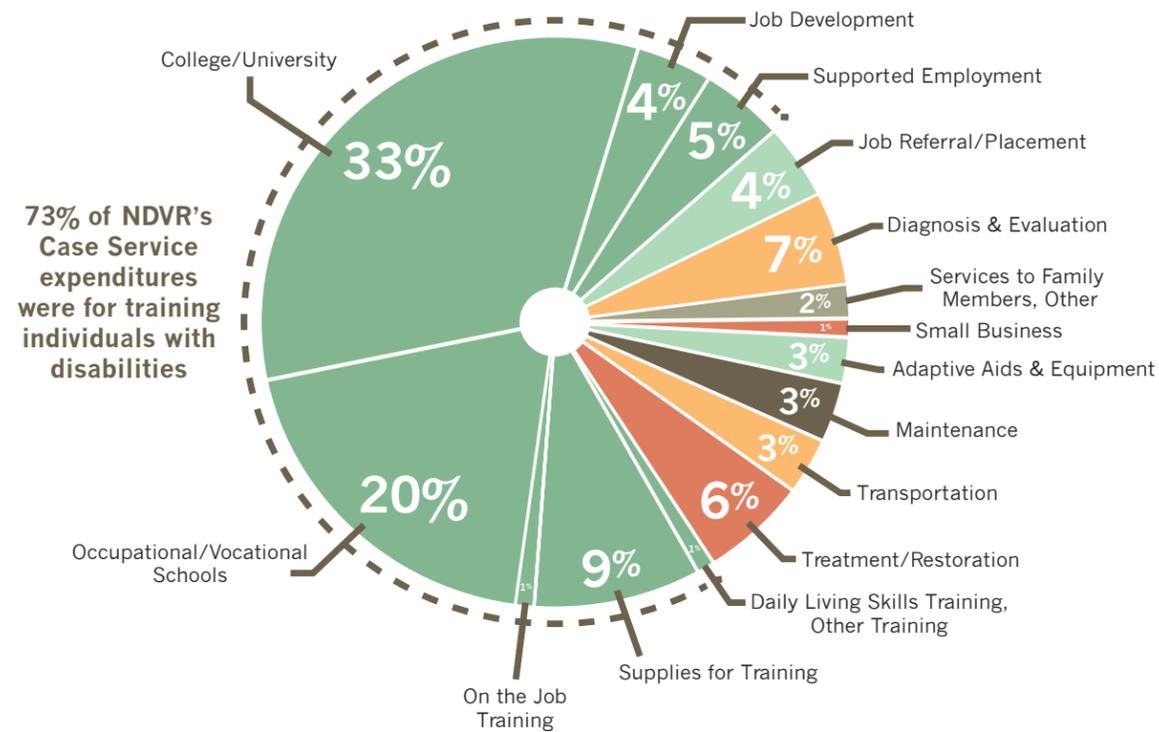
As funds become available, DVR will serve individuals in Priority Category I first. Priority Category II and III will follow. The order in which each individual is served within a category is based upon their application date.

THE IMPACT OF CURRENT DVR CONSUMERS

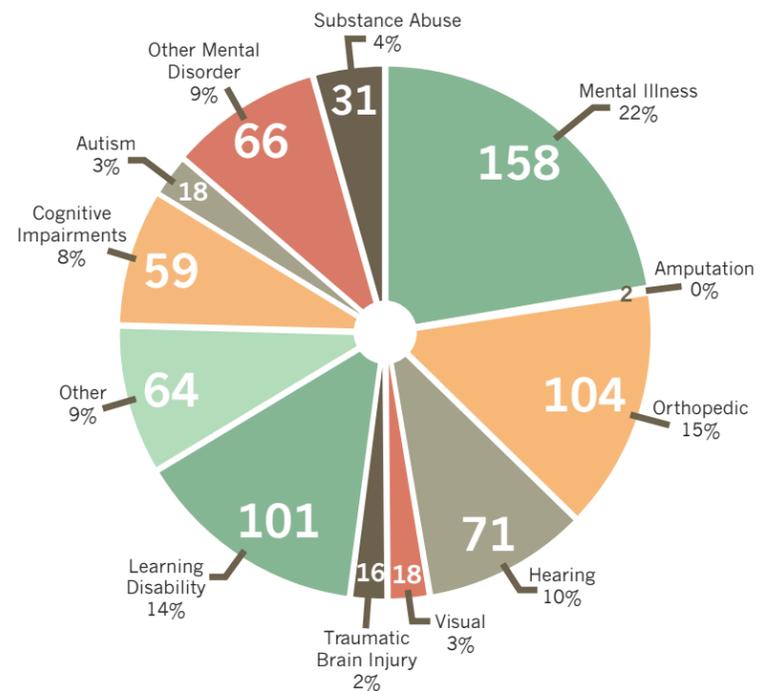
DVR Consumers currently on an Individualized Plan for Employment (IPE) are not being placed on a wait list. However, revisions to DVR policies and practices may affect the level of DVR financial participation. At the time of OOS implementation, there were 2,558 eligible individuals receiving services.

GRAPHS

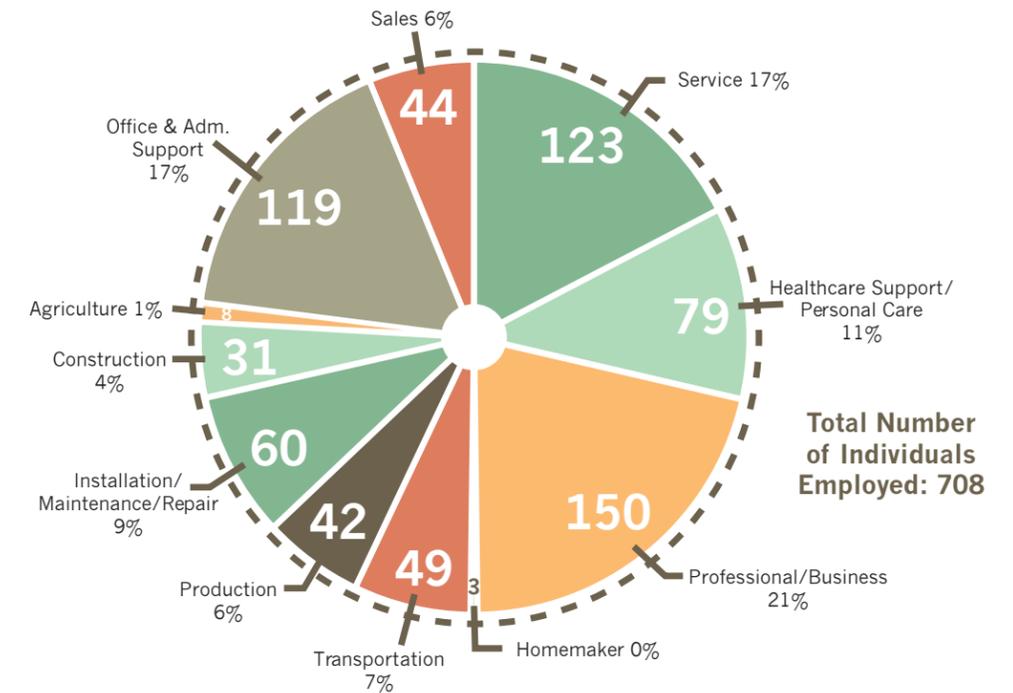
NDVR Case Service Expenditures - FFY 2012



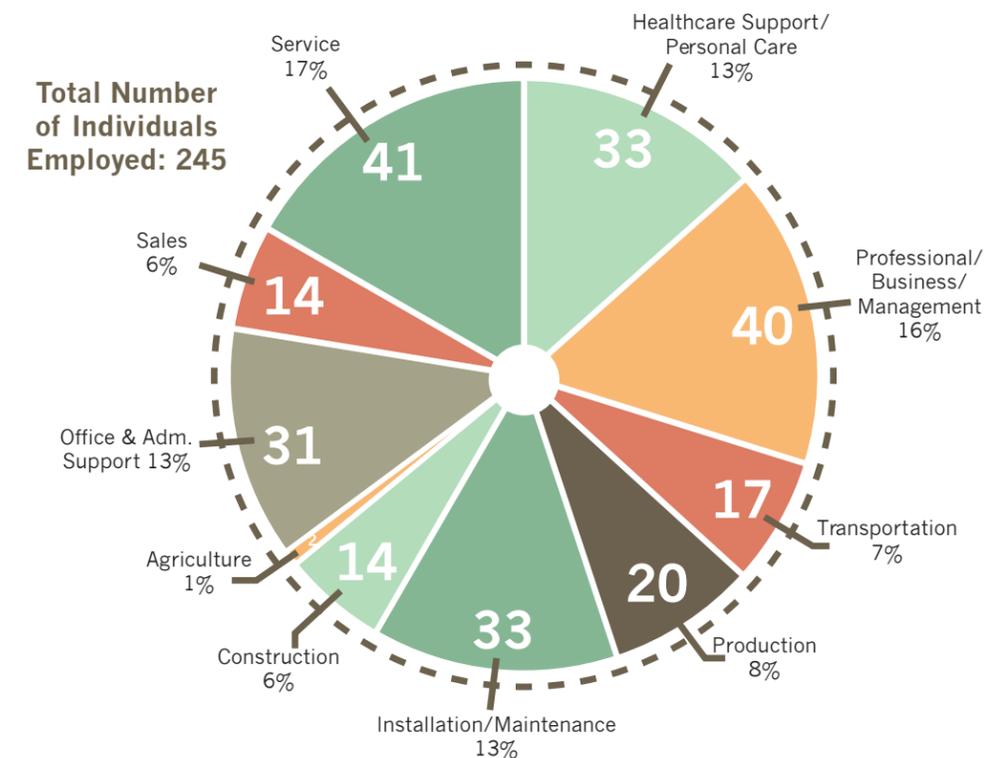
Primary Disabilities of Persons Achieving Employment North Dakota Vocational Rehabilitation FFY 2012



Occupational Categories of Persons Achieving Employment ND Vocational Rehabilitation FFY 2012 - Statewide



Occupational Categories of Persons Achieving Employment ND Vocational Rehabilitation FFY 2012 - Age 21 & Under at Application



Success Story

Rachel began working with DVR in 2007 while pursuing an Early Childhood teaching degree. She has multiple disabilities, is a wife, and mother.

Throughout her college career, Rachel balanced numerous medical appointments with her commitment to her children and studies. Her disabilities lengthened the recovery time from a variety of necessary surgeries and lessened medication effectiveness. Pain management was difficult.

Rachel traveled 26 miles round trip in order to attend college. The mileage took its toll on her vehicle, but she found ways to get to class. Challenges continued to arise when flooding took her home and displaced her family. Rachel refused to let this weaken her spirit. She maintained a high grade point average, even though college was a struggle. She sought out assistance from the school's Disability Support Services and learned to advocate for accommodations and assistive technology to aid her academic success.

In 2011, she graduated with Magna Cum Laude honors. Her cumulative grade point average was 3.75. She began her career as an instructional paraprofessional and substitute teacher. She now plans on pursuing a Master's degree in Special Education while working in her vocational goal.

Rachel showed great perseverance in meeting her vocational goal though health, family, academic, and financial stress. Her success is equated to her self-advocacy, character, resolve, persistence, creativeness, and courage.

2012 DIRECTOR'S AWARD FOR EXCELLENCE



(PICTURED) RUSS CUSACK, DVR DIRECTOR AND PETER YUNG

PETER YUNG, MINOT REGIONAL DVR ADMINISTRATOR

"Peter is consistently positive, considerate, polite, diplomatic, and adds his own touch of humor."

"Peter has the ability 'to keep his eye on the ball' in a consistent manner. He has the desire to produce results and encourages others to reach and exceed their goals."

Quotes from the 2012 Director's Award for Excellence Nomination Letter

KEY BUSINESS PARTNERS

Seven Businesses Honored for Supporting Employment Opportunities for People with Disabilities

NEWS RELEASE from the N.D. Department of Human Services 600 E. Boulevard Avenue, Bismarck, ND 58505-0250

Bismarck, N.D. – The N.D. Department of Human Services' Division of Vocational Rehabilitation has recognized seven North Dakota businesses for their continued work to support and inspire individuals with disabilities in the workplace and for their ongoing working partnership with the division.

The 2012 Employer of the Year award-winners include **KNDX Fox 26**, Bismarck; **Hugo's Family Marketplace**, Grand Forks; **Triumph, Inc.**, Jamestown; **Medora Convenience Store**, Medora; **Walmart**, Minot; **North Dakota State College of Science (NDSCS) Campus Connection**, Wahpeton; and **Lindsey Implement, Inc.**, Williston.

"These organizations are business champions," said Russ Cusack, Director of the Division of Vocational Rehabilitation. "Their support and progressive attitudes are the reason North Dakota is the leader in employment of individuals with disabilities."

Award recipients were selected based on a nomination process that included a review of each organization's innovative approach to offering employment opportunities to people with disabilities, as well as an organization's commitment to community service and other charitable contributions.

The Division of Vocational Rehabilitation works to assist individuals with disabilities to maximize their employment opportunities and helps North Dakota business owners and employers find solutions to disability-related issues.

For information on services available to help employers and employees address disability-related issues, contact the N.D. Department of Human Services' Division of Vocational Rehabilitation at 701-328-8950, toll free 800-755-2745, TTY 701-328-8968, ND Relay TTY 800-366-6888 or go online to www.nd.gov/dhs/dvr/index.html.

FFY 2012 Satisfaction Survey Consumer Quotes

- "(DVR Counselor) was a wonderful person to work with. She made me comfortable with all the decisions and was always there to help when needed. Thank you."
- "I did not expect all the assistance and help they actually gave me."
- "ND DVR has exceeded my expectations and (DVR Counselor) was excellent, professional and courteous. I could not be more pleased."
- "The atmosphere was refreshing, the staff was very professional and (DVR Counselor) was extraordinary."

Bringing Cognitive Motivational Tools to ND DVR

ND DVR has begun implementing the use of Cognitive Motivational Tools (CMT) into its process when working with consumers. Coupled with motivational interviewing techniques, CMT serves as a foundation for all consumer interactions.

Already implemented by a number of VR agencies across the nation, this model focuses on enhanced interviewing and motivation techniques. It is directed at helping the consumer clarify who they want to be and building on this to identify goals and strategies for their successful employment. DVR counselors began training on the key tasks and steps needed to assess and enhance consumer motivation and began to build the skills and a greater understanding of how to work motivationally with their consumers.

Training for DVR staff took place in two locations during the summer of 2012, followed by a videoconference training session. The 2012 DVR Annual Training Conference included general session presentations for all staff and a workshop for regional administrators and CMT specialists. The workshop focused on how to roll out CMT in DVR. Additionally, the workshop laid out strategies to support and assist DVR counselors in developing and using their skills.

Keynoting the Annual Training Conference presentation and facilitating the training events was Elizabeth (Liz) A. Fabiano, MCA, a professional criminologist and cognitive behavioral therapist. She is known internationally for her work in developing programs for rehabilitating adult and juvenile offenders. She has also developed cognitive motivational programs for use with vocational rehabilitation consumers, mental health clients, and clients on income support and social assistance.

Ms. Fabiano has developed programs and services for clients in work recovery, including those dealing with high pain management. In this work, she trained correctional practitioners, social workers, and psychologists. Currently, Ms. Fabiano is a senior partner in an Ottawa-based correctional consulting firm, T3 Associates Training and Consulting, Inc. and Executive Director of P.N.A. Change Consultants.

Success Story

Sara began working with DVR while she was a senior in high school. She was a good student, but struggled with reading comprehension and written expression. Her situation was complicated by moderate, persistent asthma.

Upon graduation, DVR assisted with medical expenses and tuition so she could attend junior college.

Finding excellent success with her studies, she made the decision to transfer to a four-year school to pursue a degree in fashion management.

Knowing that real world management experience was critical if she were to ever own her own clothing store, she pursued and gained employment with a large, retail clothing chain. She quickly proved herself and was promoted to an assistant manager position just weeks after her college graduation.

DVR closed her case successfully. Sara is making a nice salary with bonuses based on store sales. She couldn't be happier.



Success Story

Jack was an unemployed, married father of four when he was referred to DVR.

As part of his Individualized Plan for Employment (IPE), Jack began attending school. Shortly into his educational studies, he began to experience severe eye pain. Doctors discovered that the reading demands of school were aggravating a childhood eye injury. After significant medical consultation, it was determined that the only effective treatment would be to surgically remove the eye and replace it with a prosthesis.

Jack elected to have surgery and did receive some assistance in the form of travel expenses from DVR. He arranged for his own medical procedures and was responsible for all medical expenses, via insurance and his own funds.

Medical issues continued to pose a challenge as Jack returned to school. His vision loss made it difficult to offset the now escalating hearing loss effectively through lip reading. Because of this new health issue, he had difficulty understanding instructors. Following assessment and medical consultation, DVR assisted him in obtaining hearing aids which allowed him to continue with his education plan.

Jack successfully completed his education and was offered a position with a services bank technology equipment company. He has experienced a significant increase in his income. He has demonstrated a high level of motivation and commitment to himself, his family, and to his employer. Jack is someone who overcame many obstacles on his road back to successful employment.

FFY 2012 Highlights of the Independent Living Program

- Percentage of Independent Living goals achieved: 95%
- Number of people served: 18,170

FFY 2012 Highlights of the Older Blind Program

- 921 individuals aged 55 and older received one or more services
- 84% of consumers identified their goals were achieved



Independent Living

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 DVR, 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
- Self and systems advocacy

Vision Services

The purpose of DVR Vision Services/Older Blind 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.

DVR vision rehabilitation specialists provide services throughout the state. Services may include:

- Orientation and mobility training
- Communications skills training
- Activities of daily living training
- Low vision screening
- Assistive technology services
- Counseling
- Community integration
- Transportation
- Readers and guides
- Management of secondary disabilities
- Support groups
- Referral

TRANSITION BOOT CAMP

Transition Boot Camp

“Find a Job, Get a Job, Keep a Job.”

For the military, boot camp represents an intensive time for building skills, self-confidence and teamwork. Envision that same scenario for students with disabilities, minus the physical rigors, and you have North Dakota’s initial Transition Boot Camp.

The Minot DVR office, along with its collaborative partners, Independence, Inc. and Rehab Services, Inc., built the boot camp for students ages 16 to 21. The camp was held from June 4th - 8th at Minot State University.



FFY 2012 Satisfaction Survey Consumer Quotes

- “I did not know what to expect. I didn’t really want the help. But I am really glad I came and received the help that I needed.”
- “I cannot say enough good things about Voc Rehab. It gave me hope when my life felt very bleak.”
- “With (DVR Counselor’s) honesty, encouragement and job coaching, I was ready and prepared to go get the job that I always wanted. At the interview, the Human Resources person was impressed and pleased. Out of 50 applicants, I got the job.”
- “Thank you for all the help getting me to my dream job.”
- “DVR couldn’t have done any better.”



The camp helped participants focus their efforts on how to:

- Find a job
- Get a job
- Keep a job

Through the process, students learned how to identify strengths and weaknesses as they prepared to look for employment.

Students explored:

- How to research employment opportunities
- The importance of networking
- How social media can have a positive and negative impact on the job search
- The importance of verbal and non-verbal communication
- Self-determination and self-advocacy
- Conflict resolution
- The application process do’s and don’ts

Role playing was an important aspect of the overall learning experience.

Discussion also took place on “Relationships In Different Places” and what is and is not appropriate interaction with a supervisor and a co-worker. Resiliency was a key topic to which hands-on activities were incorporated.

The third day of the camp centered on teamwork. Each respective student identified what type of player they were and how that person is valuable in a team.

The camp closed with a final day focusing on transportation. Students built the skills to use the city’s mass transit system.

Applications for the camp were sent to students through their schools and through members of the Region II Transition Committee. Nineteen students attended this inaugural event.

When surveyed at the completion of the camp:

- 100 percent of the students felt they would be able to find a job as a result of the camp.
- 100 percent felt they had the interview skills necessary to obtain a job.
- 17 out of 19 students felt they had the skills necessary to discuss their disability with an employer.
- 17 out of 19 students felt they could use mass transit.

Responses to the question about their favorite part of camp included meeting new people, the hands on activities, and learning how to communicate better. Overwhelmingly, they would recommend the camp to a friend.

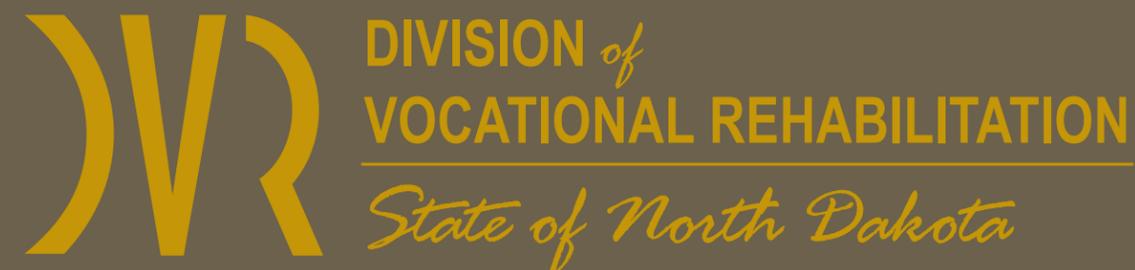
Success Story

Ashley is a bubbly, artistic, and fun young lady who enjoys being around people and creating beautiful pieces of jewelry. She knew a career as an artist would be difficult and she would have to find other work that would sustain her.

Despite her sparkling personality, Ashley was very unsure of how to obtain work and even what type of work to do. She knew she didn't want to pursue higher education.

Ashley came to DVR in the hopes that DVR could help figure out her best skills and find a good job match. With the assistance of her DVR counselor, she entered a DVR Job Club where she could interact with others, learn application and interviewing skills, where and how to research employment opportunities, and how to recognize a good job match.

Ashley's self-esteem soared as a result of the Job Club. Several jobs were discussed and she always followed up with an application where appropriate. With the help of her DVR counselor, she landed a job where her duties varied and she had a lot of interaction with customers. This perfect job allowed her to emphasize her best skills, get paid well, and even get a discount for her art supplies!



FFY 2012 AT A GLANCE

Sources of Program Funding

Federal Funds	\$10.1 Million
State and Other Funds	\$3.3 Million
Total	\$13.4 Million

VR Employment Services for Individuals with a Disability

People completing training and becoming employed	708
Average weekly earnings before rehabilitation	\$87.16
Average weekly earnings after rehabilitation	\$439.31
People receiving training and other services	5,852
Percent of individuals with a significant disability	92%

Independent Living Services

People receiving services	18,170
---------------------------	--------

Older Blind Services

People receiving services	921
---------------------------	-----

Employment Placements

Professional/Business Management	21%
Service	17%
Office & Administrative Support	17%
Healthcare Support, Personal Care	11%
Installation, Maintenance, Repair	9%
Transportation & Material Moving	7%
Sales	6%
Production	6%
Construction	4%
Agriculture	1%
Homemaker	<1%

Types of Disability of Individuals Employed

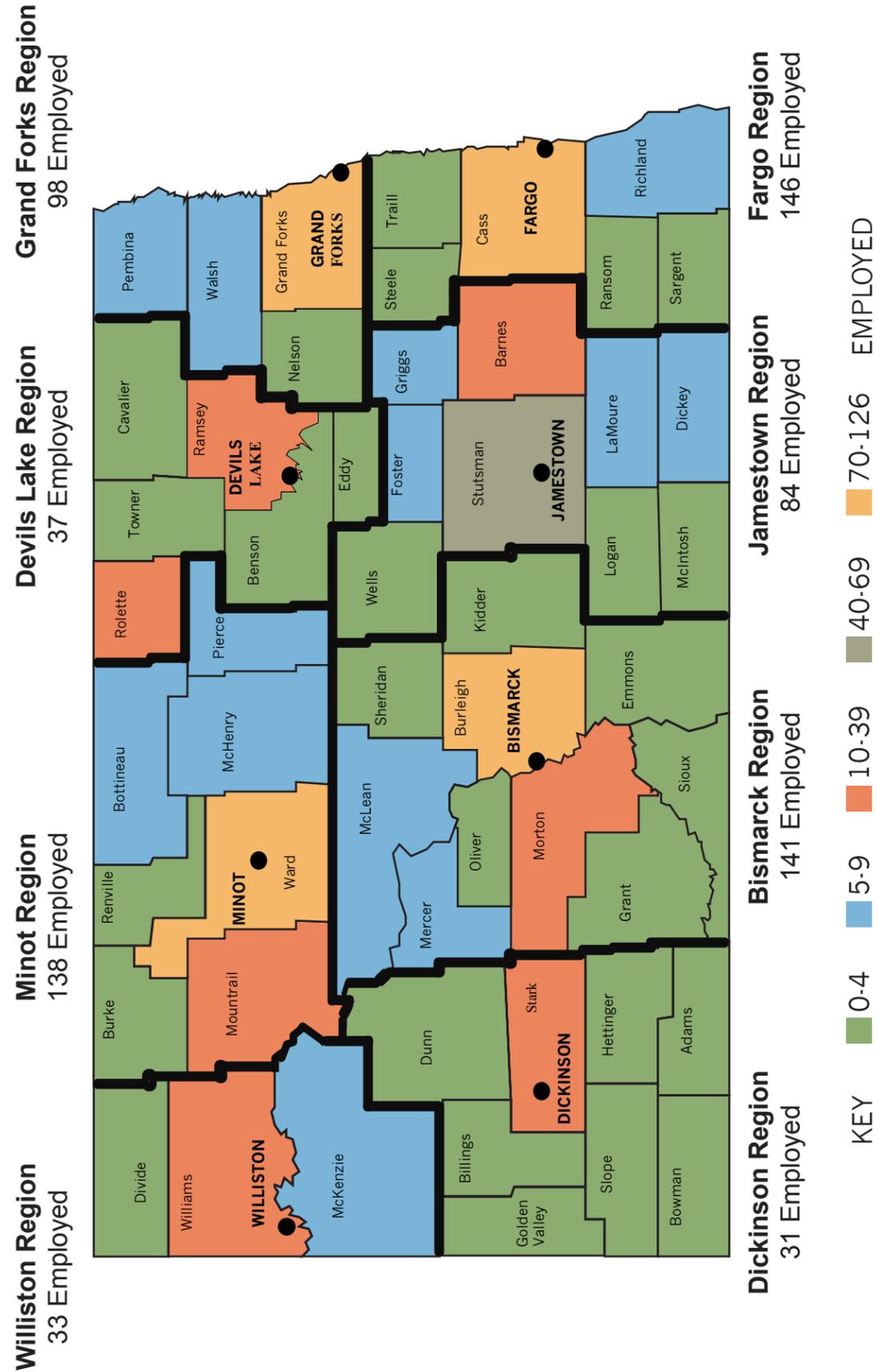
Mental Illness	32%
Orthopedic	15%
Learning Disabilities	14%
Hearing Impairments	10%
Other (Nervous System, Respiratory, Cardiac, Amputation)	9%
Cognitive Impairment	8%
Substance Abuse	4%
Visual Impairments	3%
Autism	3%
Traumatic Brain Injury	2%

Types of Service Expenditures

Training & Supplies	73%
Diagnosis & Evaluation	7%
Treatment & Restoration	6%
Job Referral/Placement	4%
Maintenance	3%
Transportation	3%
Adaptive Aids & Equipment	3%
Other	2%
Small Business	1%



ND VR REGIONAL HUMAN SERVICE CENTERS & COUNTIES
Total Clients Employed: 708 FFY 2012



STATE REHABILITATION COUNCIL MEMBERSHIP

Business/Industry Representatives

Kay Unhjem
 1041 122nd Ave. NW - Crosby, ND 58730
 Phone: 701.965.6289

Scott Burlingame
 Independence, Inc. CIL
 300 3rd Ave. SW, Ste. F - Minot, ND 58701
 Phone: 701.839.4724
 Email: scottb@independenceinc.org

David L. Urlacher
 144-25 85th St. SW - Bowman, ND 58623-9114
 Phone: 701.523.4149 / 701.523.2311
 Email: muzzleu@hotmail.com

Mike Remboldt, Executive Director, Chair
 HIT, Inc.
 306 14th Ave. NW - Mandan, ND 58554
 Phone: 701.663.0379
 Email: mremboldt@hitinc.org

Disability Advocacy Group Advocates

Cheryl Hess, Executive Director
 State Council on Developmental Disabilities
 ND Department of Human Services
 600 E. Boulevard Ave. - Bismarck, ND 58505
 Phone: 701.328.4847
 Email: chess@nd.gov

Carlotta McCleary
 Mental Health Planning Council
 2252 LaCorte Loop - Bismarck, ND 58503
 Phone: 701.222.3310
 Email: carlottamccleary@bis.midco.net

Parent Training and Information

Donene Feist
 PO Box 163 - Edgeley, ND 58433
 Phone: 701.493.2333 / 701.493.2634
 Email: feist@drtel.net / fvnd@drtel.net

STATE REHABILITATION COUNCIL MEMBERSHIP

Federally Mandated Representatives

Jon Eagle, Tribal VR Program Representative

Standing Rock Vocational Rehab
Sitting Bull College
9299 Hwy 24 - Fort Yates, ND 58538
Phone: 701.854.8111 / Fax: 701.854.3267
Email: jone@sbc.edu

Pat Anderson

Job Service North Dakota
1000 E. Divide Ave., PO Box 5507 - Bismarck, ND
58502-5507
Phone: 701.328.2875
Email: pasanderson@nd.gov

Rodney Gillund

Statewide Independent Living Council President
108 1st St. NE, PO Box 254 - Crosby, ND 58730-0254
Phone: 701.965.4324
Email: rogs.gillund@yahoo.com

Denise Harvey

Client Assistance Program
400 E. Broadway Ave., Suite 409 - Bismarck, ND 58501-4071
Phone: 701.328.3950 / 1.800.472.2670
Fax: 701.328.3934 / Email: cap@nd.gov

Geraldine Teevens

Department of Public Instruction
600 E. Boulevard Ave. - Bismarck, ND 58505
Phone: 701.328.2277 / Fax: 701.328.4149
Email: gteevens@nd.gov

Barbara Burghart

Vocational Rehabilitation Counselor
1237 W. Divide Ave., Ste. 2 - Bismarck, ND 58501-1208
Phone: 701.328.8808
Email: bburghart@nd.gov
Non-Voting Member

Other

Kelly D. Smeltzer

6209 75th St. NE - Cando, ND 58324
Phone: 701.968.4208
Email: kdsmez@stellarnet.com

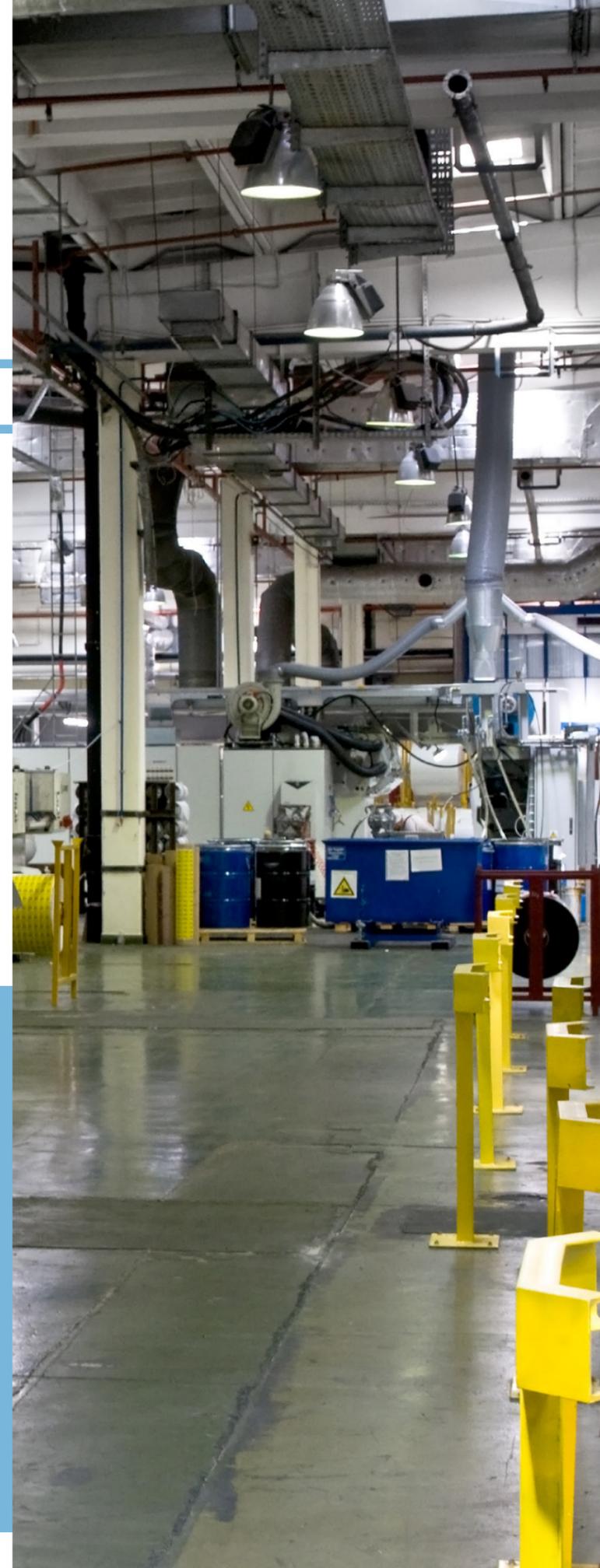
Russ Cusack, Director

Division of Vocational Rehabilitation
1237 W. Divide Ave., Suite 1B
Bismarck, ND 58501-1208
Phone: 701.328.8950
Fax: 701.328.8969
Email: rcusack@nd.gov
Non-Voting Member

Jillian A. Schaible

4111 Lockport St. #111
Bismarck, ND 58503
Phone: 701.220.0238
Email: jillian_schaible@hotmail.com

Council responsibilities include effective evaluation of the VR agency; development of the state plan and state goals and priorities; consumer satisfaction; and the statewide needs assessment.



Success Story

Katrina was a high school student with multiple disabilities when referred to DVR for assistance with support in an employment setting. She had gained as much benefit as she could from her high school and was referred for the Adult Education Transition Services program. She met with the different service providers and ultimately selected a local provider for assistance with placement and support.

Katrina had always dreamed of working in a childcare center and was very anxious to have the opportunity to go to work. With the assistance of DVR and the service provider, she was placed in employment in a child care setting within 2 months of referral. She consistently did well in her position, needing minimal assistance from the provider before entering Extended Services.



Maggie Anderson

Interim Executive Director

North Dakota Department of Human Services

Russell Cusack

Director

ND Division of Vocational Rehabilitation

1237 W. Divide Ave., Suite 1B

Bismarck, ND 58501

Phone: 701.328.8950

Toll Free: 800.755.2745

Fax: 701.328.8969

ND Relay: 800.366.6888

To learn more about the
ND State Rehabilitation Council
and the ND Division of
Vocational Rehabilitation,
visit www.nd.gov/dhs/dvr



DVR is a partner in



*Available in alternate format
upon request.*