



2017 Annual Report

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Message from the SRC Chair

Honorable Doug Burgum
Governor of North Dakota
600 E Boulevard Ave
Bismarck, ND 58505

Dear Governor Burgum:

The ND State Rehabilitation Council (SRC) is proud to present the 2017 Annual State Report for the Vocational Rehabilitation Division. The report highlights the activities of the SRC and the ND Division of Vocational Rehabilitation in the provision of quality vocational rehabilitation services to individuals with disabilities throughout North Dakota. The report fulfills the requirements of 34 CFR Part 361.17(h)(5).

We look forward to working with the North Dakota Department of Human Services' Division of Vocational Rehabilitation in the coming year to advocate for and assist North Dakotans with disabilities to obtain employment.

Sincerely,

Darcy Severson
ND SRC Chair

Vision, Purpose and Guiding Principles 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.

Division of Vocational Rehabilitation Scope of Services

EMPOWERING INDIVIDUALS AND BUSINESSES

Vocational Rehabilitation services include:

- ▼ **Professional Vocational Rehabilitation Counseling & Guidance** – evaluations of strengths and how an individual’s disability may affect their ability to work, a comprehensive assessment of their rehabilitation needs, planning and implementing strategies to overcome barriers and helping the individual adjust to and live with a disability.
- ▼ **Employment** – identification of an employment goal that is consistent with the individual strengths, resources, abilities, capabilities, priorities, concerns, interests and informed choice.
- ▼ **Accommodations** – adaptive aids, assistive technology, accessibility and work site evaluations to assist in achieving individual employment goals.
- ▼ **Training** – tailored to meet individual rehabilitation needs and attain individual employment goals. This may include on-the-job training, internships, job mentoring, job coaching and/or academic training.
- ▼ **Job Placement** – develop résumé writing skills and interview strategies, job referral, placement, and follow-up services.

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

- ▲ Staff Retention
- ▲ Accessibility and ADA Consultation
- ▲ Recruitment Source
- ▲ Financial Incentives
- ▲ Disability Consultation
- ▲ On-the-Job Training/Job Coach Services
- ▲ On-Site Consultation and Recommendations

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.

State Rehabilitation Council Overview

FFY 2017

The purpose of the North Dakota State Rehabilitation Council (SRC) is to advise the 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 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.

The Council must have at least 15 members representing:

- ▲ 4 Business, Industry & Labor Sectors
- ▲ 1 Statewide Independent Living Council
- ▲ 1 Parent Training & Information Center
- ▲ 1 Client Assistance Program
- ▲ 1 Disability Advocacy Group Advocate
- ▲ 1 Community Rehabilitation Program Service Provider
- ▲ 1 State Workforce Investment Board
- ▲ 1 Current or Former VR Applicant or Recipient
- ▲ 1 American Indian VR Program
- ▲ 1 Department of Public Instruction
- ▲ 1 Vocational Rehabilitation Counselor
- ▲ 1 Vocational Rehabilitation Agency Director

State Rehabilitation Council Overview

SRC Committees

- ▼ Planning/Evaluation Committee
- ▼ Resource Committee
- ▼ Membership/Public Relations Committee
- ▼ Employment Committee

SRC Recommendations

- ▼ SRC reviewed DVR policy and provided input which was accepted.
- ▼ A committee reviewed and selected the 2017 Statewide DVR Employer of the Year from eight regional employers of the year. The committee chair presented the awards at the Vocational Rehabilitation Annual Training.
- ▼ A committee reviewed and modified the Vocational Rehabilitation employee satisfaction survey.

SRC MEMBERSHIP AS OF SEPTEMBER 30, 2017

▲ TINA BAY
Developmental Disabilities Division
Bismarck, ND

▲ EUGENIE LANG
Bismarck, ND

▲ GILLIAN PLENTY CHIEF
Standing Rock Vocational
Rehabilitation
Fort Yates, ND

▲ KIRSTEN DVORAK
The Arc of Bismarck
Bismarck, ND

▲ TERESA LARSEN
Client Assistance Program
Bismarck, ND

▲ DARCY SEVERSON, CHAIR
Pride, Inc.
Bismarck, ND

▲ JOSEPH HALL
Job Service ND
Bismarck, ND

▲ MARSHALL LONGIE
Spirit Lake Vocational Rehabilitation
Fort Totten, ND

▲ TIMOTHY STARKS
Pathfinder, Parent Training and
Information
Minot, ND

▲ BECKI HOFF
Division of Vocational Rehabilitation
Dickinson, ND

▲ MATTHEW MCCLEARY
Bismarck, ND

▲ JASON SUTHEIMER
Job Service ND
Bismarck, ND

▲ DEBORAH JENDRO
The Federation of Families for Children's
Mental Health
Fargo, ND

▲ KEVIN MCDONOUGH
Department of Public Instruction
Bismarck, ND

▲ TREVOR VANNETT
Statewide Independent Living Council
Bismarck, ND

▲ BRUCE KLOOTWYK
Bismarck, ND

▲ BRUCE MURRY
ND Association of Community
Providers
Bismarck, ND

2017 Award Recipients

Businesses honored for supporting employment of people with disabilities

The North Dakota Department of Human Services' Division of Vocational Rehabilitation (DVR) announced that **Touchmark at Harwood Groves of Fargo** has been named the **2017 North Dakota State DVR Employer of the Year**.

The State Rehabilitation Council and the division selected the full-service retirement community from among eight regional employer award recipients. Touchmark representatives accepted the award during a recognition luncheon hosted at the division's annual training conference held October 2017 in Bismarck.

The award honors North Dakota business owners and employers for their efforts to support, develop and inspire individuals with disabilities to achieve employment goals and to reach their full potential in their community.

Touchmark was selected because it provides a welcoming work environment for people with disabilities. Touchmark at Harwood Groves regularly works with vocational rehabilitation professionals to hire qualified employees and to retain existing employees. They also participate as a job shadowing site.

Regional employer award recipients include: **Big Pauly's Pizza**, Rugby; **Chartwells**, Bismarck; **Eventide Heartland Care Center**, Devils Lake; **Harris Machinery Company**, Oakes; **KFC/A&W**, Dickinson; **O' for Heaven's Cakes N' More**, Grand Forks; and **Walmart**, Williston. Award nominees and recipients have established ongoing partnerships with the division and its eight regional offices.

Acting DVR Division Director Robyn Throlson said, "I am honored to be able to recognize this year's business award recipients. They include a variety of businesses that are willing to hire individuals based on their unique strengths and abilities. By looking beyond the disability, these employers are able to meet their workforce needs. Some of these employees have become long-term employees who have been promoted within their respective businesses. DVR is looking forward to helping other employers with their recruitment and retention needs in the coming year."

Vocational rehabilitation services help people with disabilities find meaningful work and also help employers connect with a valuable, often untapped workforce, as well as retain trained workers whose abilities have changed. Rehabilitation counseling and consultation is available without charge to qualifying individuals and businesses, non-profits and government agencies.

FFY 2017 at a Glance

PROGRAM EXPENDITURES

Program Expenditures	\$12 Million
People completing training and becoming employed	613
Average weekly earnings before rehabilitation	\$166.89
Average weekly earnings after rehabilitation	\$453.74
Individuals receiving training and other services	3528
Percent of individuals served who have a significant disability	91%

RETURN ON INVESTMENT (ROI)

DVR uses ROI to show how clients benefit economically from VR services as well as how their increased income positively impacts the economy.

- ▼ For every dollar spent by DVR, clients earn \$9.17.
- ▼ For every dollar spent by DVR, the clients pay back \$1.83 in taxes.

SOCIAL SECURITY REIMBURSEMENT PROGRAM

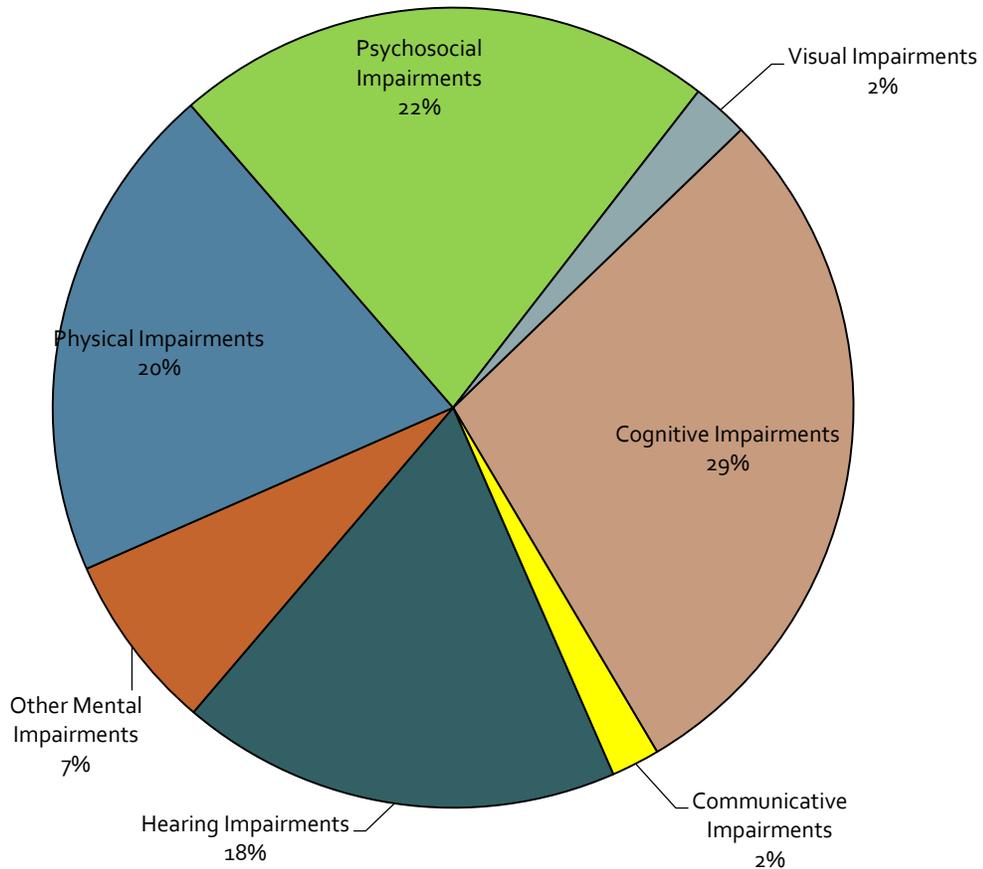
The Social Security Administration (SSA) administers a Vocational Rehabilitation (VR) Reimbursement Program. Under this program, VR agencies are reimbursed by SSA for the cost of services VR provided to individuals who were current recipients of Social Security disability benefits. The services must have resulted in the individuals achieving work at or above a specified earnings level for a given period of time.

During FFY 2017, DVR received \$315,540 to further assist individuals with disabilities.

Primary Impairments of Individuals Achieving Employment

2017 ANALYSIS

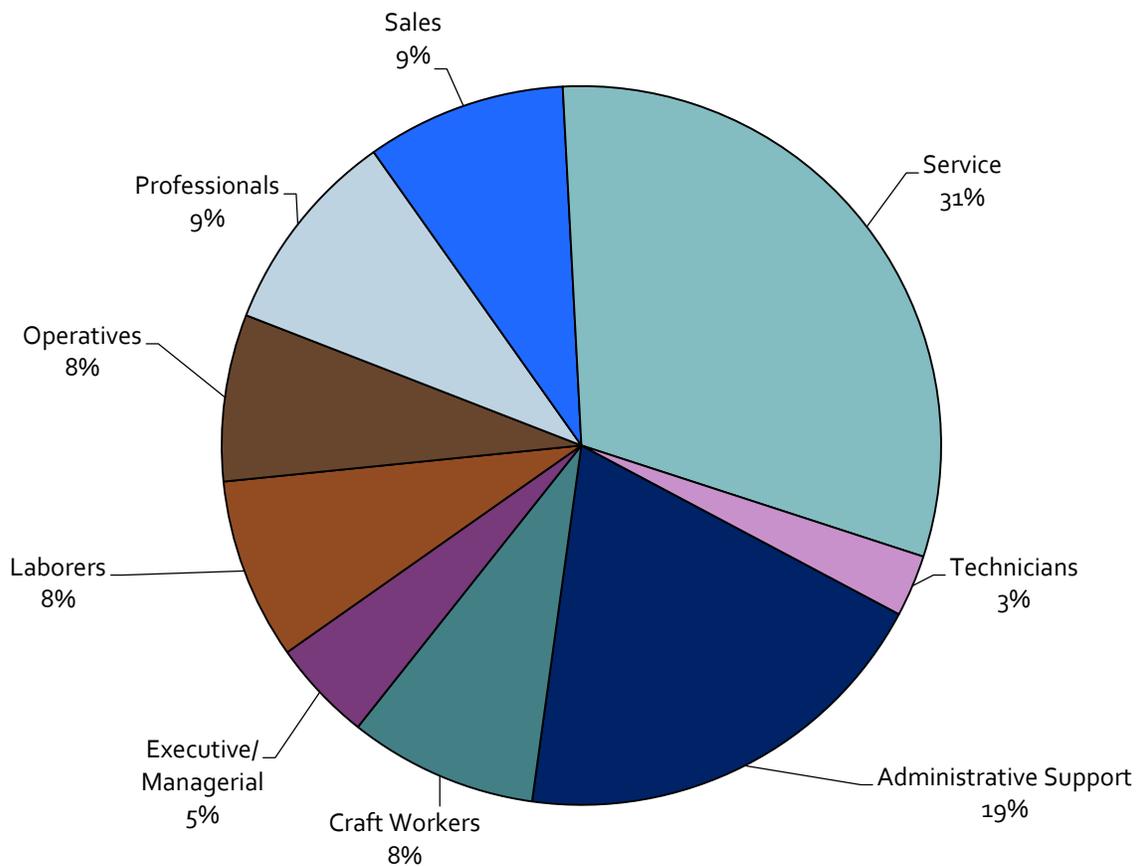
Cognitive Impairments	29%
Psychosocial Impairments	22%
Physical Impairments	20%
Hearing Impairments	18%
Other Mental Impairments	7%
Visual Impairments	2%
Communicative Impairments	2%



Occupational Categories of Individuals Achieving Employment

2017 ANALYSIS

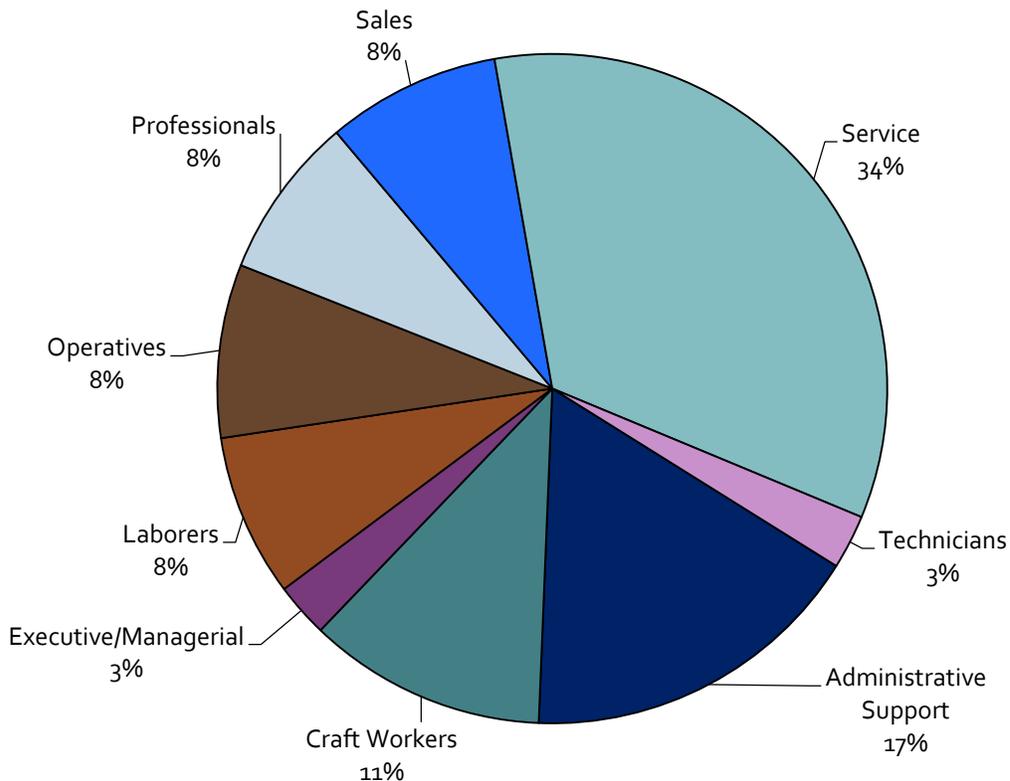
Service	31%
Administrative Support	19%
Professionals	9%
Sales	9%
Craft Workers	8%
Laborers	8%
Operatives	8%
Executive/Managerial	5%
Technicians	3%



Occupational Categories of Individuals Achieving Employment –Age 21 and Younger at Application

2017 ANALYSIS

Service	34%
Administrative Support	17%
Craft Workers	11%
Laborers	8%
Operatives	8%
Professionals	8%
Sales	8%
Executive/Managerial	3%
Technicians	3%

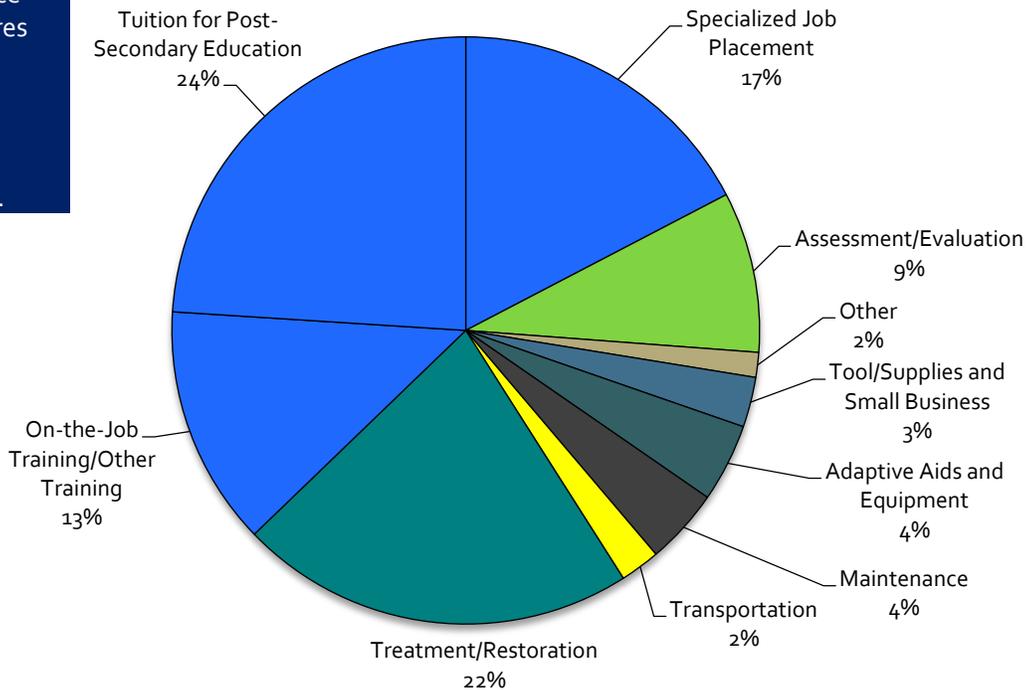


Case Service Expenditures

2017 ANALYSIS

Tuition for Post-Secondary Education	24%
Treatment/Restoration	22%
Specialized Job Placement	17%
On-the-Job Training/Other Training	13%
Assessment/Evaluation	9%
Adaptive Aids and Equipment	4%
Maintenance	4%
Tool/Supplies and Small Business	3%
Transportation	2%
Other	2%

55% of NDVR's Case Service Expenditures was for training individuals with disabilities.



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

DVR is a partner in



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