

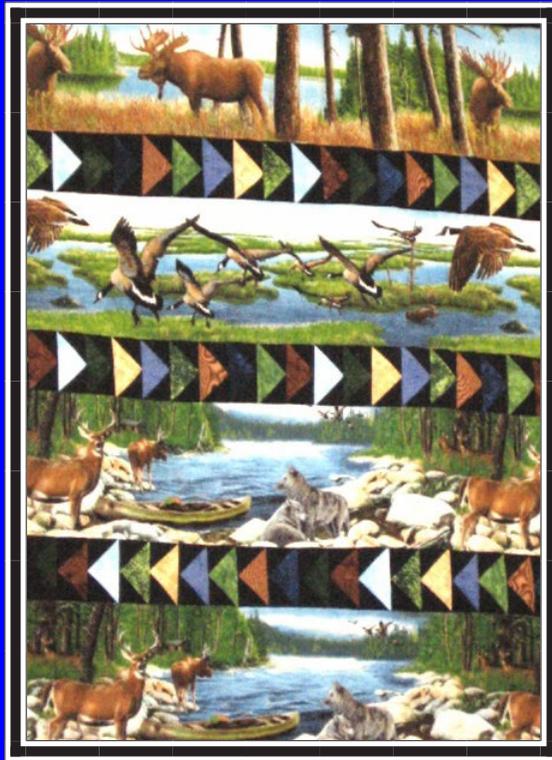


North Dakota

STATE REHABILITATION COUNCIL

A NEW HORIZON FOR INDIVIDUALS WITH DISABILITIES

Annual Report to the Governor FFY 2006



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 by Dee Dee Menge. The featured piece is a quilt named “Peaceful Retreat.”
deedemenge@yahoo.com

John Hoeven, Governor

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To the Governor and Citizens of North Dakota:

It is our sincere pleasure to present to you the North Dakota State Rehabilitation Council's Annual Report to the Governor for 2006. The Council and the staff of North Dakota Vocational Rehabilitation (NDVR) are proud of the achievements reflected in this report.

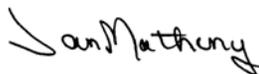
This Annual Report provides an opportunity to learn about the different programs offered through NDVR. Within this report, you will find statistical information that reflects our activities and documents our results. In addition, you will read about the types of services NDVR provided and the types of employment individuals obtained. We hope you will find the stories about people who have been served by Vocational Rehabilitation interesting and enlightening.

You will learn about the exceptional work of the North Dakota State Rehabilitation Council (NDSRC), as we have carried out our charge to advocate on behalf of individuals with disabilities all across our state. In 2006, the NDSRC joined with the State Independent Living Council to hold a joint meeting, during which issues of importance to both councils were discussed. We anticipate future collaborative efforts to further the services for people with disabilities.

Thank you for taking the time to read this report and learn about a program that is a valuable resource not only for people with disabilities, but for business owners and employers in finding solutions to disability-related issues in the workplace. We trust you will find the information clear and informative.

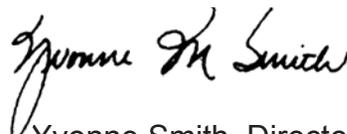
If you wish more information, please do not hesitate to contact us.

Respectfully,



Jan Matheny, Chairperson
State Rehabilitation Council

Respectfully,



Yvonne Smith, Director
Disability Services Division
Vocational Rehabilitation

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 2006

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 may be having on North Dakota communities and consumers.
- 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 equal opportunities in their communities and in North Dakota for persons with disabilities. This advocacy is reflected through their work on four NDSRC standing committees and one ad hoc committee:

The Evaluation Committee:

- Began working with VR in the spring of 2005 on the triennial comprehensive assessment of rehabilitation needs. The assessment was conducted in early 2006 consisting of a written needs assessment survey which was distributed statewide as well as seven focus groups for specific audiences: American Indians, individuals

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with mental illness and new Americans.

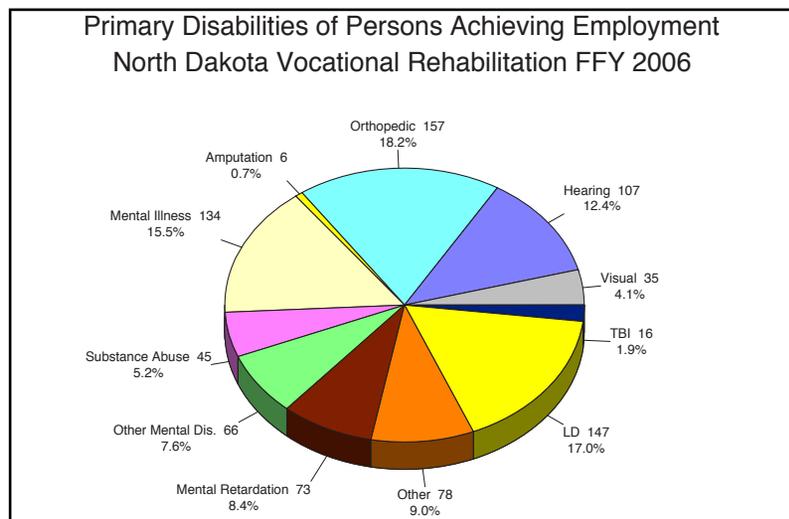
- Analyzed the results of the needs assessment and provided recommendations to VR that were included in the State Plan.
- Revised the consumer satisfaction survey that VR began using for FFY 2006. Receives and reviews results on a quarterly basis.
- Receives and reviews quarterly reports on program performance.
- Advises VR on policy issues.
- Assisted in the development of this Annual Report to the Governor.

The Planning Committee:

- Assisted in the preparation of the State Plan, Strategic Plan and amendments to the Plan.
- Assisted in developing state plan topic areas for public input.
- Reviewed public comments and made recommendations to the full Council for their review and action.

The Resource Committee:

- Monitors the progress of the Comprehensive System of Personnel Development to ensure compliance with the Federal Rehabilitation Services Administration mandate.



Information also referenced on Page 23 in VR at a Glance.

- 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 NDSRC and the Statewide Independent Living Council are kept informed of funding issues and other legislative issues that impact individuals with disabilities.

The Public Relations Committee:

- Enhances awareness of the NDSRC mission and its ongoing support for the VR program.



The Ad Hoc Legislative Committee has the task of advocating on behalf of NDVR with North Dakota Legislators.

In FFY 2006, the NDSRC made a number of recommendations including:

- Through its Plan of Action, recommended the following:
 - ▶ Personal contact with the North Dakota Governor’s office asking for a representative of the office to attend an NDSRC meeting to brief the Council on disability issues.
 - ▶ Personal contact with the Director of Workforce Development to attend an NDSRC meeting to brief the Council on workforce issues.
 - ▶ Draft a formal letter to the North Dakota Governor seeking support of the Position Paper on reauthorization of the Workforce Investment Act and the Rehabilitation Act. Authorized the State Rehabilitation Council chair with the Director of the Disability Services Division to jointly determine the opportune time to send the letter with the Position Paper.
 - ▶ When appointing a Business Representative to the State Rehabilitation Council consider if the applicant is a member of the ND Chamber of Commerce.
 - ▶ Draft a formal letter to the North Dakota Chamber of Commerce seeking an ad hoc representative to the council.
 - ▶ Consider making the ad hoc Public Relations Committee a permanent standing committee.
- Recommended convening a joint NDSRC and Statewide Independent Living Council meeting. The meeting was held May 4, 2006.
- Recommended that NDSRC member LaRae Gustafson represent the NDSRC at the Statewide Independent Living Council meetings.
- Recommended that links be established to Centers for Independent Living on the VR website and that the State VR Office pursue better accessibility to finding and navigating the VR website. If the changes do not meet with NDSRC approval, then the Council will ask for a freestanding VR website.
- Recommended that VR and Independent Living hold a joint conference. The joint conference is tentatively scheduled for October 2007.

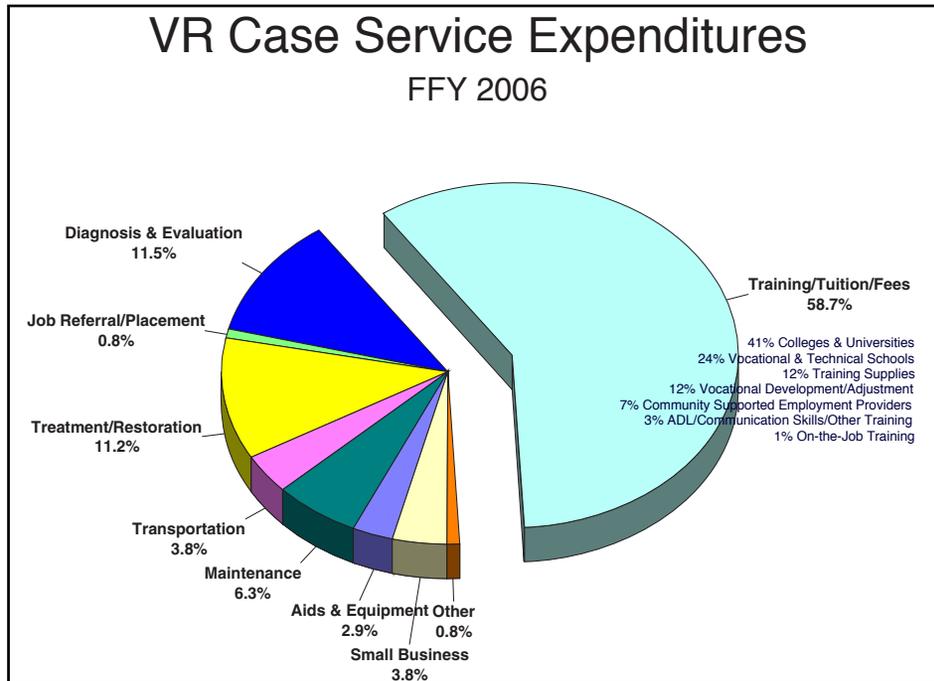




- Recommended the implementation of the Public Relations Committee public awareness timeline including the creation and adoption of the following:
 - ▶ NDSRC logo
 - ▶ NDSRC fact sheet
 - ▶ NDSRC legislative meeting guide



The SRC logo represents a sunrise which ties it to the NDSRC tag line.



Information also referenced on Page 23 in VR at a Glance.



Joining Hands for a National First

In what is believed to be a first in the nation, the North Dakota State Rehabilitation Council (NDSRC) and the North Dakota Statewide Independent Living Council (SILC) convened their first joint meeting on May 4, 2006.

Slated to be a biennial meeting, the two Governor-appointed councils came together to explore their common ground on disability-related issues. Sharing a common vision, both councils are integral partners with NDVR in its efforts to maximize the employment opportunities and independent living of individuals with disabilities.

Jan Matheny, NDSRC Chairperson, and Charlotte Gregerson, SILC President, led a joint meeting of their respective council members. Also attending were state VR administrators and an audience of VR and IL representatives at the eight human service center locations who participated via the Department of Human Services videoconferencing system. The agenda for this full day meeting included:

- Overview of the roles of the NDSRC and SILC.
- Review of the Council of State Administrators of Vocational Rehabilitation April 2006 meeting.
- Presentation on the Rural Research Project commissioned by NDVR.
- NDVR 2007-2009 budget priorities.
- NDVR Program Improvement Plan.
- Results of the NDVR Needs Assessment.
- Results of the NDVR State Plan Public Forums.
- Training on “Effective Legislative Lobbying.”
- Discussion on the NDVR Annual Goals.

As a result of the meeting, the SILC will become a partner with NDVR to include:

- Sponsoring and organizing its next annual training conference.
- Hyperlinks will be established between the IL and the NDVR website.
- Reconvening biennially for a joint meeting.



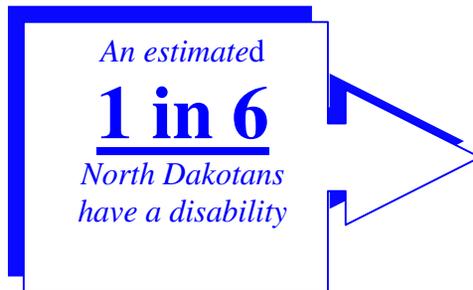
*ND State Rehabilitation Council
and North Dakota Statewide
Independent Living Council
convene to explore common ground
on disability-related issues.*



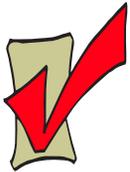
Vocational Rehabilitation Employment Services

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 (NDVR) 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 2006

- 864 Vocational Rehabilitation clients became employed.
- 94% were still employed 9 months after they began working.
- 87% of the individuals receiving services had a significant disability.
- There was 88% satisfaction with VR services.

- North Dakotans with disabilities employed through VR during FFY 2006 saw their average weekly wage rise from \$88.51 to \$347.48.
- For every \$1 VR spent in FFY 2006, VR clients will earn \$11.49.



Services Provided

At any given time, approximately 4,800 people are receiving VR Services. This year, 6,894 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.

Cost Benefit
For every \$1.00 spent by VR, clients will pay back \$2.30 in taxes.

“My counselor is the greatest and a very nice person to boot.”

Comment from VR Satisfaction Survey



Guiding the Way

“Informed Choice” is the foundation on which the VR process is built. In an effort to clearly define and guide clients through that process, North Dakota Vocational Rehabilitation has created the new *Client Intake Kit*.

The *Client Intake Kit* contains an overview of the entire VR process, from application to post-employment services. It contains all the forms a client will need to complete the application process, such as personal data forms and release of information

forms. It also contains supplemental information on programs like the Client Assistance Program, assistive technology, and other services that may prove helpful to clients.



A copy of the *Client Intake Kit* is supplied to each VR client at the time of intake. A PDF version of the kit may be found on the Department of Human Services website—

www.nd.gov/humanservices/services/disabilities/vr/



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:

- ▶ Exceeded its 2006 goal by 72%.

RCS enhances awareness and educates business as to the broader range of services available to them. In 2006, RCS consultants conducted:

- ▶ 276 presentations.
- ▶ With 3,376 individuals in attendance.

Through RCS services, business owners and employers learn how proactive approaches to disability issues have a positive impact on operations. A key to success for RCS is the building of strong networks of business relationships and partnerships.

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 2006

ND VR placed qualified individuals with disabilities with over
650 businesses
in North Dakota and nationally.



RCS SERVICES

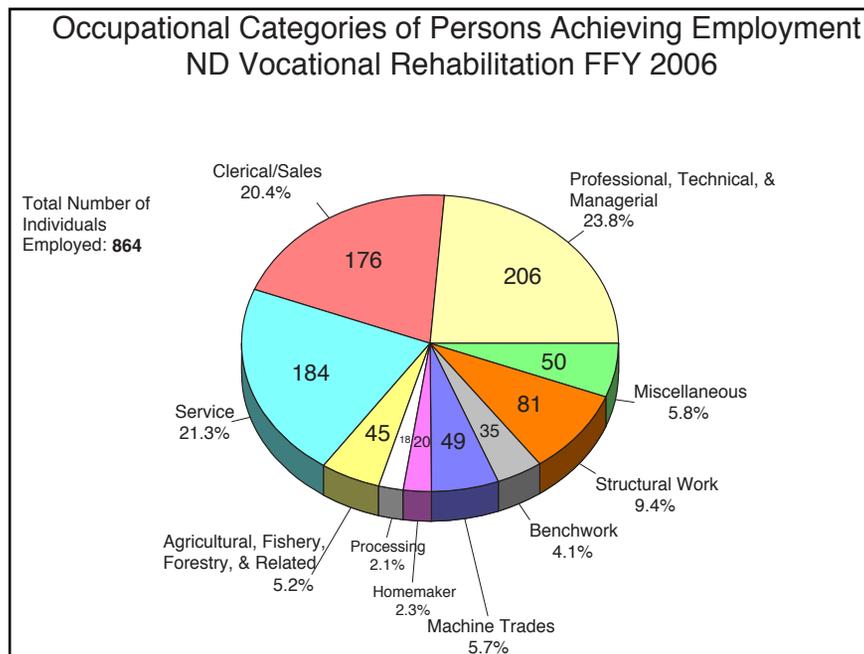
RCS develops and builds business relationships by offering services in five key areas:

- ▶ Staffing
- ▶ Financial Incentives
- ▶ Accessibility and Accommodation Options
- ▶ Education/Awareness Training
- ▶ Rural Services

Additionally, RCS is assigned the leadership role by North Dakota’s Governor in support of the Americans with Disabilities Act. With a successful implementation, 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 (DBTAC), 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.



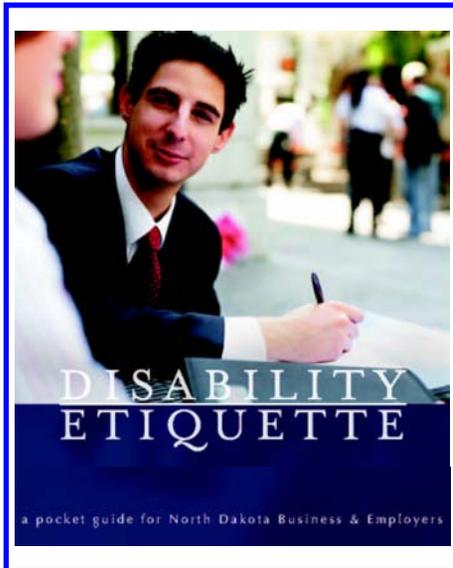
Information also referenced on Page 23 in VR at a Glance.



Reaching Out to the Community

Continuing to build its long-term relationships with North Dakota business owners and employers, RCS has introduced its new *RCS Employer Toolkit*. The toolkit is a “one stop” education piece on the services offered to the state’s business owners/ employers and government programs by RCS.

Included in the toolkit is a review of the five core RCS services, an employment and disability fact sheet entitled “Common Employer Misperceptions,” Work Opportunity Tax Credit (WOTC) forms, an informational table tent and postcard.



The RCS Disability Etiquette Handbook is part of the new RCS Employer Toolkit.

Also included in the toolkit is the *RCS Disability Etiquette Handbook*. This handy guide offers helpful hints when interacting with individuals with disabilities. A quick and easy read, the handbook is the perfect tool for HR professionals, managers, administrators, and employees.

Copies of the *RCS Employer Toolkit* or the *RCS Disability Etiquette Handbook* may be obtained throughout the eight regional RCS offices. PDF versions may be viewed on the DHS website—
www.nd.gov/humanservices/business/rehabconsult.



“Keep up the good work in helping others feel confident that they can find the job that fits their qualifications.”

Comment from VR Satisfaction Survey



RCS Offers Assistance on New Help America Vote Act Training CD

Because of its reputation as a leader in disability-related education and for finding solutions to disability-related issues, RCS was approached by KAT Productions, a Bismarck, ND based audio/visual production company, to serve as a consultant on the ND Secretary of State’s Help America Vote Act (HAVA) training CD-ROM entitled *The Right to Vote: Accessible Options For All*.

The Right to Vote: Accessible Options For All is a training CD that focuses on proper etiquette for poll workers when assisting all voters, including individuals with disabilities. Easy to follow and fully accessible, the CD features various individuals with disability-related expertise responding to key questions or concerns of poll workers.



Mike Beck, LouAnn Nider and Harley Engelman, all North Dakota RCS/VR Program Administrators, are among those sharing their expertise on the video.

The piece is just one of a series of HAVA training CD’s developed by KAT Productions under a grant from the ND Secretary of State and its HAVA Committee.

VR Services at Work

“Marlys” came to Vocational Rehabilitation for assistance in November 2005. She was receiving SSDI benefits because of her disability. She was diagnosed with osteoarthritis and could no longer work as a daycare provider. She had difficulty with walking, lifting and stooping, all tasks which she needed to perform as a daycare employee. She worried because she did not have any other skills or training other than child care. She was interested in a clerical position where

there would be limited physical activity. Vocational Rehabilitation provided training through the Ambitions Computer Training Program and assisted her with clothing for interviews.

Because Marlys is bilingual, she and the counselor included this skill when they searched the Job Service ND website. Two jobs appeared with this preferred ability. Marlys applied for both and shortly thereafter, obtained a position with a local corporation. Marlys worked

in the sales and distribution department taking orders from vendors by telephone. She has been there for 7 months and enjoys the job. She also has a very good benefit package and is working towards getting off SSDI. She stated that she prays for the counselors at the Vocational Rehabilitation office so they can continue to do the good work that they do. Without the assistance she received, she would not have found a job that she could do.

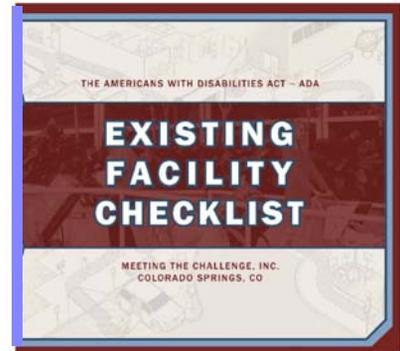


New CD Has National Implications

In an effort to enhance knowledge on disability-related issues and to improve accessibility at both private and public sector buildings, RCS conceptualized and forged a private sector partnership to create the *Existing Facility Checklist* training CD-ROM.

Funded and produced by Meeting the Challenge (MTC), the Region VIII DBTAC parent organization, the CD walks viewers through an existing facility site assessment to determine building accessibility. In a split-screen format, the CD teaches accessibility requirements by demonstrating the “Do’s and Don’ts” in picture, graphic, and text representations.

North Dakota RCS served as a consultant on this widely anticipated project that is now being released nationally by MTC. Copies of the *Existing Facility Checklist* CD may be obtained by contacting MTC at 1-800-949-4232.



This CD demonstrates accessibility “Do’s and Don’ts.”



Taking the Next Step

IMPACT OF DISABILITIES RESEARCH COMMISSIONED

In an effort to bolster the understanding of the long-term impact that disabilities are having on North Dakota, North Dakota Vocational Rehabilitation has commissioned a comprehensive research project with the Institute of Life, a Bismarck, ND based research company.

The project will provide key research in these topic areas:

- The Economic Impact of Disabilities on Rural & Farm Populations in North Dakota
- The Economic Impact of Disabilities on Tax Revenue
- Impact of Disabilities as Retirement Age Increases
- Lifetime Economic Impact of Disabilities

The research will be released in late 2006 or early 2007 beginning with *The Economic Impact of Disabilities on Rural & Farm Populations in North Dakota*.



“The NET” About To Go Online

Realizing the significant impact Vocational Rehabilitation services have on the employment opportunities of individuals with disabilities, a concerted national effort is under way to connect state VR programs with multi-state national corporations.

Dubbed “The NET” (National Employment Team), the Council of State Administrators of Vocational Rehabilitation (CSAVR), the national organization comprised of state VR Directors, spearheads this national initiative. “The NET” is slated to launch officially in late 2006 or early 2007.



The primary concept behind 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 more effectively tap into the VR talent pool.

North Dakota RCS has actively participated in the National CSAVR employment committee charged with designing and implementing this innovative national initiative. Representatives from RCS also have been members of the committee’s “Branding” sub-committee, which is putting a “name and a face” to the initiative.

“The NET” brand name came from a Region VIII VR Directors and Field Chiefs meeting held in Medora, North Dakota in June 2006.

Employment Services at Work

“Grace” was a 19-year old female when Job Service referred her to Vocational Rehabilitation. Grace has albinism which affects one in every 17,000 people. Albinism results when the body is unable to produce or distribute pigment, called melanin, because of one of several possible genetic defects.

Grace’s primary vocational impediment associated with her albinism is vision acuity; her best correctable is 20/80 with light sensitivity, especially at night. She will always be restricted to daytime driving.

While in high school, Grace had good grades and

aptitude testing scores that suggested she was a candidate for post-secondary education but she did not know what she wanted to do vocationally. Grace received vocational guidance and counseling during which she decided to attend college and pursue studies to become a chemistry laboratory technician. Grace continued to receive vocational guidance and counseling and financial assistance to attend college.

After graduation, her Vocational Rehabilitation counselor worked with her doing job search activities. When employment in her

chosen field was found, Vocational Rehabilitation provided relocation assistance. Because of these services, she is employed as a chemistry lab assistant working 40 hours a week and earning \$8.50 per hour. Grace is extremely satisfied with her employment and is grateful for her experience with Vocational Rehabilitation. She knows that while her disability is a natural part of her human experience, she has many abilities. She is eager to bring them to an employer and be a productive member of society.



RCS Rural Services

Rehabilitation Consulting and Services Rural Services continues to plow new ground. In an effort to maximize exposure and to build effective partnerships, RCS has entered into a Memorandum of Understanding with the ND Department of Agriculture. The Ag Department's Mediation Service will now work with RCS Rural Services to better assist ND farmers and ranchers. RCS Rural Services and Ag Mediation staff now meet on a regular basis to insure quality of service to the state's agribusiness operators.



John Buck, VR counselor, right, visits Hal, left, on his farm.



Hal is able to continue farming due to services he received from VR.

Rural Services At Work

Hal was diagnosed with carpal tunnel syndrome, polyneuropathy, and arthritis in both wrists. Before settling on the farm in northwestern North Dakota, he worked in the oilfields in Alaska for 20 years. His disabilities were a result of extreme vibration from the use of high impact tools in the oilfield. Polyneuropathy involves nerve damage to his hands and as a result

Hal is unable to grip safely and climb ladders.

Hal was thinking about quitting farming since the vibration over the years was simply proving too much for his hands to operate his equipment properly.

VR assisted Hal through the Rural Services program. Remote grain bin lids, grain bin levelers, wider tractor steps for his tractor, and a GPS for the

tractor were purchased with both VR and Hal contributing to the cost.

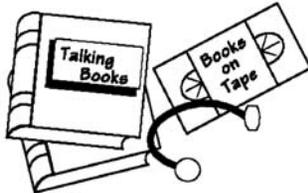
Hal appreciated the services provided by VR and in an article written about him in the local newspaper he indicated that his VR counselor did an "excellent job". With the assistive technology provided, he is now able to stay working on the farm in a safe and productive manner.



Older Blind Services

Other Programs

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.

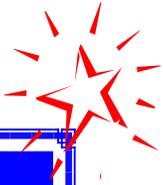


Vision rehabilitation specialists provide services throughout the state. Some of the services offered include: orientation and mobility training, communication skills training, activities of daily living training, low vision screening, services, and assistive technology devices, counseling, community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

- 1,045 individuals 55 and older received one or more services during FFY 2006.
- 91% of consumer’s identified goals were achieved, the remainder are in progress.

Vision Services at Work

<p>“Larry” came to Vocational Rehabilitation after he was diagnosed with retinitis pigmentosa, a disorder that was slowly taking his vision. Knowing that he would eventually become blind, Larry was asking for assistance so that he could learn new skills that would</p>	<p>allow him to maintain his job and remain as independent as possible at home.</p> <p>Counseling and guidance, assistive technology and training were provided for him so that he could develop adaptive skills and continue to function in both his home and work environments.</p>
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“VR helped me a lot with college and my job I got by getting me the proper tools for my job. This is a great program and I thank you all very much!!”

Comment from VR Satisfaction Survey



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 has a representative on the SRC but its 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. For several years the SILC has recommended and VR has agreed, that funds be allocated to the Centers for Independent Living (CIL). 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, 6,222 people had contact with a Center for Independent Living.
- Of these, over 2,625 people received one or more of the listed core services.
- Some individuals identified specific goals for living independently - 93% of those goals were achieved. The remainder are in progress.



"Tell my counselor thank you for going that extra mile!!!"

Comment from VR Satisfaction Survey



Disability Determination Services

Other Programs

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

Disability Determination Services completed the transition to the fully electronic disability claims folder and was certified by Social Security Administration in February 2006. North Dakota was asked to assist the state of Wyoming in working their initial claims and completed 220 initial electronic claims for Wyoming.

During FFY 2006:

- Disability Determination Services made 4,310 eligibility decisions.
- Overall accuracy rate on eligibility decisions was 94%.



“I worked directly with the VR counselor. He was encouraging and helpful in finding the resources and jobs.”

Comment from VR Satisfaction Survey

VR Services at Work

“Ben” had hemophilia and emotional difficulties. He was nearly 45, hadn’t worked more than 2 years his whole life, and was totally dependent on his elderly mother. Ben came to VR thinking that he could not work, that his limitations were too numerous and

work was just too dangerous. After thorough vocational evaluation and guidance, it was determined that Ben liked to work alone and took great pride in the work that he did. He did not like academic pursuits, so on-the-job training and placement was the best

option for him. VR arranged for him to try out a job at the local hospital, caring for the floors. Ben did very well; doing excellent quality of work and being very proud of keeping the floors shiny. The hospital hired him where he remains today.



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

"Thanks for your help. I really needed it."

Comment from CAP Survey

◆ During FFY 2006:

- 383 information and referral calls were responded to.
- 370 people attended training at 31 public education sessions.
- 100% of the issues dealt with were resolved without going to a Fair Hearing.

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



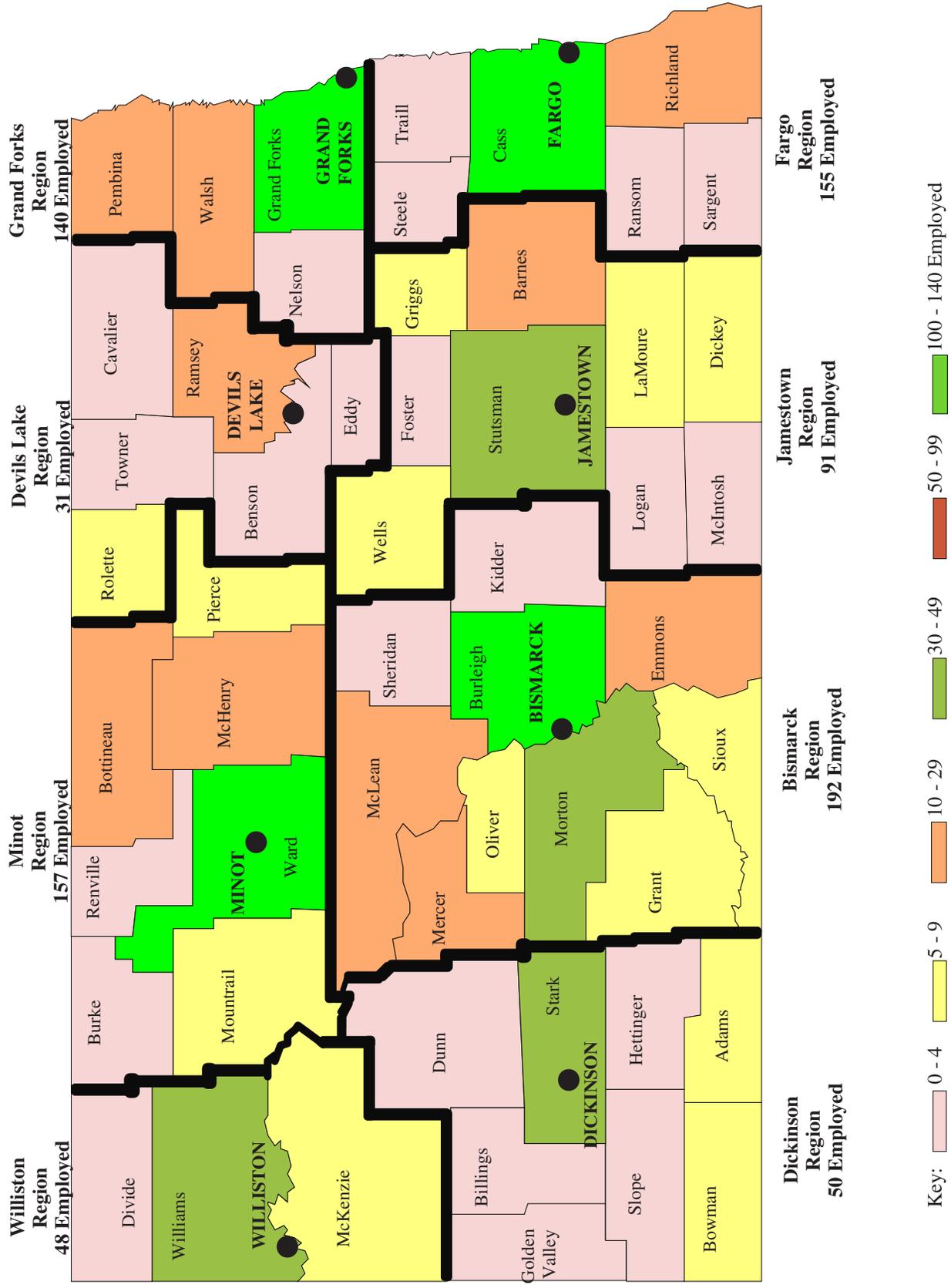
**Vocational Rehabilitation
At a Glance
FFY 2006**
Pages 22 and 23

North Dakota Maps
Pages 21 and 26

**State Rehabilitation Council
Membership**
Pages 24 and 25



ND VR Regional Human Service Centers and Counties Total Employed: 864 FFY 2006





Vocational Rehabilitation At a Glance FFY 2006

Sources of Program Funding	
Federal Funds	\$ 9.68 Million
State & Other Funds	2.42 Million
Total	\$12.10 Million

Additional Vocational Rehabilitation Programs & Services	
Business Services	
Contacts initiated by VR with North Dakota Businesses	2,504
Contacts initiated by North Dakota Businesses with VR	498
Independent Living Services	
People Receiving Services	6,222
Older Blind Services	
People Receiving Services	1,045
Client Assistance Program	
Information and Referral Calls	383
Cases Managed	41
Disability Determination Services	
Eligibility Determinations Made	4,310

VR Employment Services for Individuals with a Disability	
People Completing Training and Becoming Employed	864
Average Weekly Income	
Average Weekly Earnings Before Rehabilitation	\$ 88.51
Average Weekly Earnings After Rehabilitation	\$ 347.48
Individuals Served	
People Receiving Training and Other Services	6,894
Percent of Individuals With a Significant Disability	87%

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)	\$219,702
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 \$2.30 in taxes.**



Vocational Rehabilitation At a Glance FFY 2006

Types of Disability of Individuals Employed	
	Percent
Mental Illness	23.1
Orthopedic	18.2
Learning Disabilities	17.0
Hearing Impairments/Deafness	12.4
Other (Nervous System, Respiratory, Cardiac, GI)	9.0
Mental Retardation	8.4
Substance Abuse	5.2
Visual Impairments/Blindness	4.1
Traumatic Brain Injury	1.9
Amputation	.7

Types of Jobs	
	Percent
Professional/Technical/ Management	23.8
Service	21.3
Clerical/Sales	20.4
Machine Trades/Processing/ Structural Work	17.2
Miscellaneous	5.8
Agriculture/Fishery/Forestry	5.2
Benchwork	4.1
Homemaker	2.3

Types of Service Expenditures	
	Percent
Training & Supplies	58.7
Diagnosis & Evaluation	11.5
Treatment & Restoration	11.2
Maintenance	6.3
Small Business	3.8
Transportation	3.8
Aids & Equipment	2.9
Job Referral/Placement	.8
Other	.8



“I felt my counselor
did a great job. She
always cared for my
well-being.”

Comment from
VR Satisfaction Survey

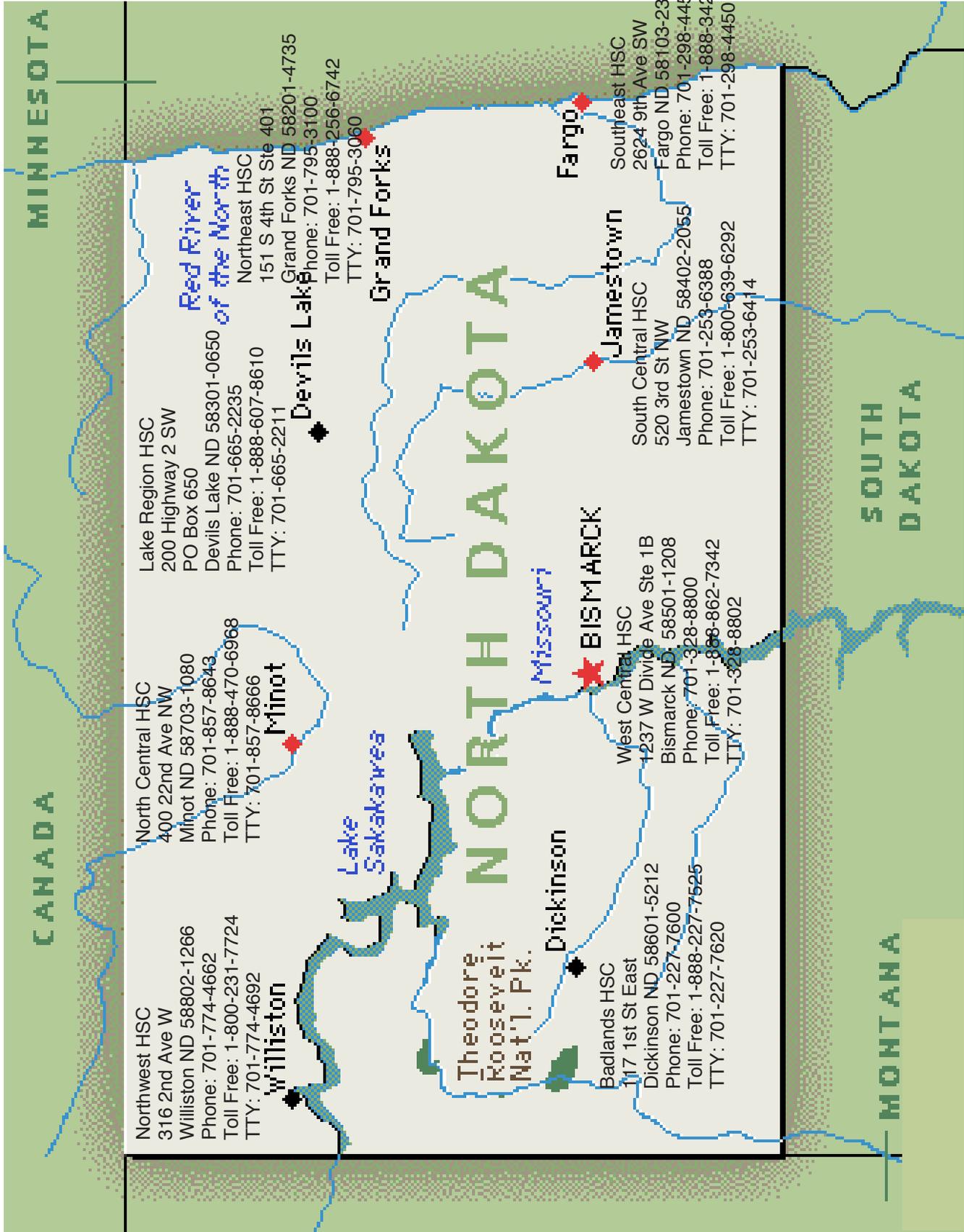


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Regional Human Service Centers



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Available in alternate format upon request