



2018 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 2018 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 competitive integrated employment.

Sincerely,

Kirsten Dvorak
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 2018

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

SRC Committees

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

SRC Recommendations

- ▼ SRC reviewed and approved DVR policy.
- ▼ A committee reviewed and selected the 2018 Statewide DVR Employer of the Year. Joseph Hall presented the awards at the Vocational Rehabilitation Annual Training.

SRC MEMBERSHIP AS OF SEPTEMBER 30, 2018

▲ **TINA BAY**
Developmental Disabilities Division
Bismarck, ND

▲ **SHANNON BINSTOCK**
South Heart, ND

▲ **KIRSTEN DVORAK**
The Arc of Bismarck
Bismarck, ND

▲ **JOSEPH HALL**
Job Service ND
Bismarck, ND

▲ **BECKI HOFF**
Division of Vocational Rehabilitation
Dickinson, ND

▲ **UMA HOFFMANN**
ND Workforce Development Council
Grand Forks, ND

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

▲ **BRUCE KLOOTWYK**
Bismarck, ND

▲ **TERESA LARSEN**
Client Assistance Program
Bismarck, ND

▲ **MARSHALL LONGIE**
Spirit Lake Vocational Rehabilitation
Fort Totten, ND

▲ **MATTHEW MCCLEARY**
Bismarck, ND

▲ **KEVIN MCDONOUGH**
Department of Public Instruction
Bismarck, ND

▲ **BRUCE MURRY**
ND Association of Community
Providers
Bismarck, ND

▲ **GILLIAN PLENTY CHIEF**
Bismarck, ND

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

▲ **JASON SUTHEIMER**
Job Service ND
Bismarck, ND

▲ **ROBYN THROLSON**
Division of Vocational Rehabilitation
Bismarck, ND

▲ **TREVOR VANNETT**
Statewide Independent Living Council
Bismarck, ND

▲ **JODI WEBB**
Pathfinder, Parent Training and
Information
Minot, ND

2018 Award Recipients

Two western N.D. employers receive statewide honors for supporting employment of people with disabilities

North Dakota excels in many things, including the employment rate of people with disabilities. North Dakota has one of the highest rates in the country.

In recognition of *National Disability Employment Awareness Month*, the North Dakota Department of Human Services' Division of Vocational Rehabilitation (DVR) recognized two employers from western North Dakota for their commitment to supporting an inclusive workforce, where individual abilities are celebrated.

The division presented **2018 North Dakota State DVR Employer of the Year award to Pro IT**, a North Dakota-based technology company with locations in **Crosby, Minot and Williston, N.D.**, and employees in other states and Canada. Company representatives accepted the award at a recognition luncheon hosted at the division's annual training conference in Bismarck.

The State Rehabilitation Council and the division selected Pro IT from among five nominees. The award honors a North Dakota business owner or employer for their efforts to support and inspire individuals with disabilities to achieve employment goals and to reach their full potential in their community.

Pro IT was selected because of their willingness to hire individuals with disabilities, including unique communication barriers, who have limited work histories and experience in their industry. Pro IT provides mentoring and encouragement to employees to create an inclusive work environment.

"We are humbled and honored to receive the employer of the year award and are proud to be able to place employees with unique challenges within our company," said Pro IT owner Steve Kemp. "In a competitive labor market, DVR helps fill positions that you otherwise may not be able to fill and helps pay for on-the-job training. The DVR staff is helpful and supportive to ensure a positive outcome. We couldn't be happier with our experience and look forward to working with them in the future!"

These other nominees received honorable mention: Cashwise, West Fargo; Dollar Tree, Inc., Minot; Goodwill Thrift Stores, Grand Forks; and Quality Inn and Suites, Jamestown. These employers have established ongoing partnerships with the division and its regional offices and support the employment of people with disabilities.

The division also recognized **Goodwill Store of Minot** by presenting the organization with the ***You Make A Difference Award***.

This statewide award honors a business for consistently recognizing individuals' unique abilities, providing work experience opportunities for students with disabilities and actively supporting, developing and inspiring the students to achieve their full potential and reach their employment goals and in maintaining competitive and integrated employment.

The Goodwill Store of Minot has been a longtime supporter of a diverse, inclusive workforce and often serves as a training site for students and other individuals with disabilities. The Minot store was recognized for collaborating with staff from the Vocational Rehabilitation office in Minot and Minot Public Schools to support students who have little to no work experience. They make it possible for students to learn how to be dependable and valued employees and team members who can provide customer service and merchandising support on the sales floor and stock room. Students often progress in roles, responsibilities and wages and are coached and empowered to make decisions.

In accepting the award, Goodwill West Regional Manager Steve Carbo said, "We are excited to receive this award. It's an affirmation of the work we do with Vocational Rehabilitation in placing persons with disabilities at our location in Minot."

Acting DVR Division Director Robyn Throlson said, "Our agency is pleased to recognize this year's business award recipients who are willing to work alongside the division and our agency partners to give individuals opportunities to apply, be interviewed and be hired for job openings based on their unique strengths and abilities."

"By looking beyond the disability," she said, "employers can meet their workforce needs. Employees who receive Vocational Rehabilitation support have become long-term employees and have been promoted within their respective workplaces. The division looks forward to helping other employers with their recruitment and retention needs."

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

FFY 2018 at a Glance

PROGRAM EXPENDITURES

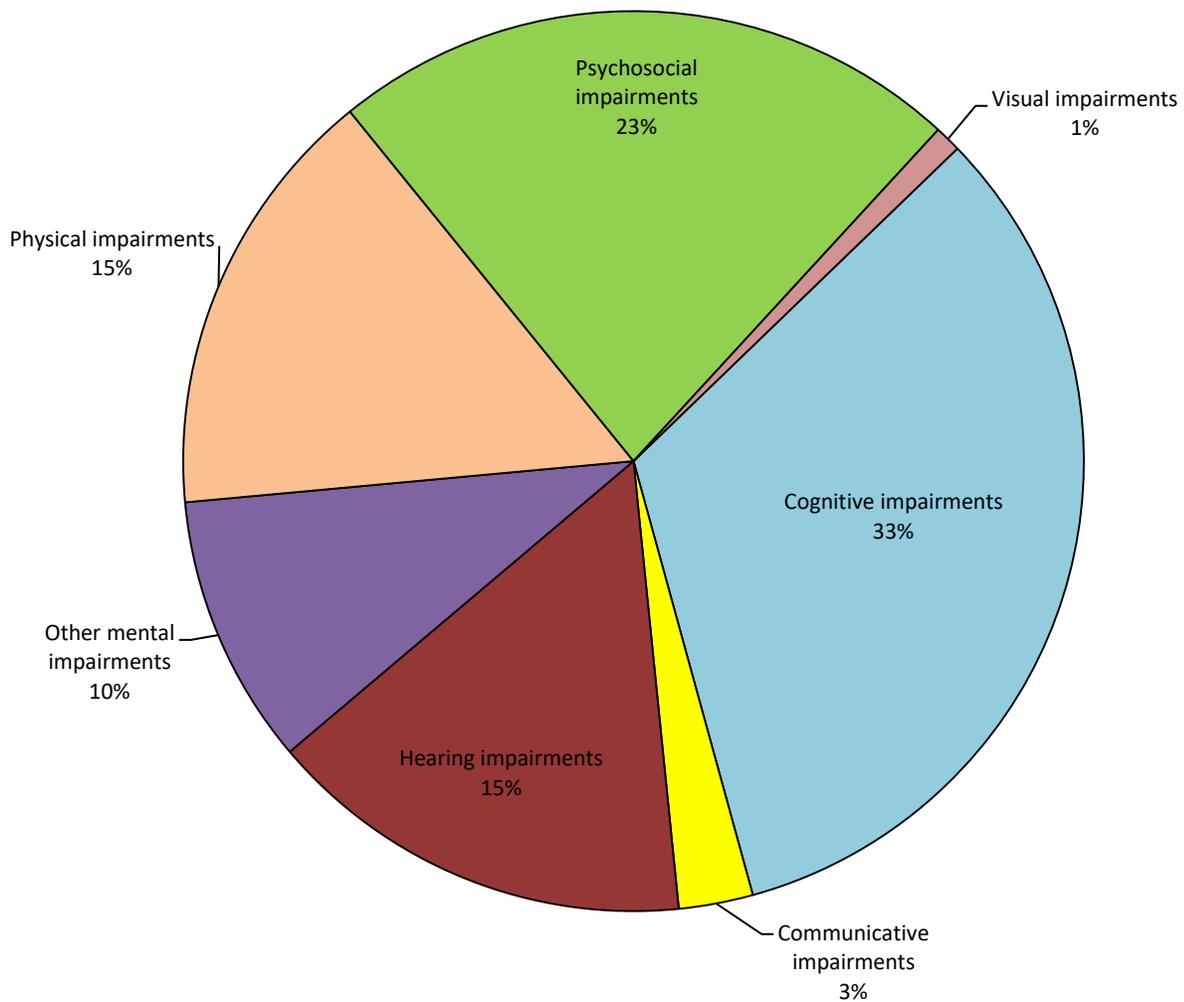
Program Expenditures	\$12.7 Million
People completing training and becoming employed	525
Average weekly earnings before rehabilitation	\$145.72
Average weekly earnings after rehabilitation	\$452.18
Individuals receiving training and other services	3555
Percent of individuals served who have a significant disability	92%

RETURN ON INVESTMENT (ROI)

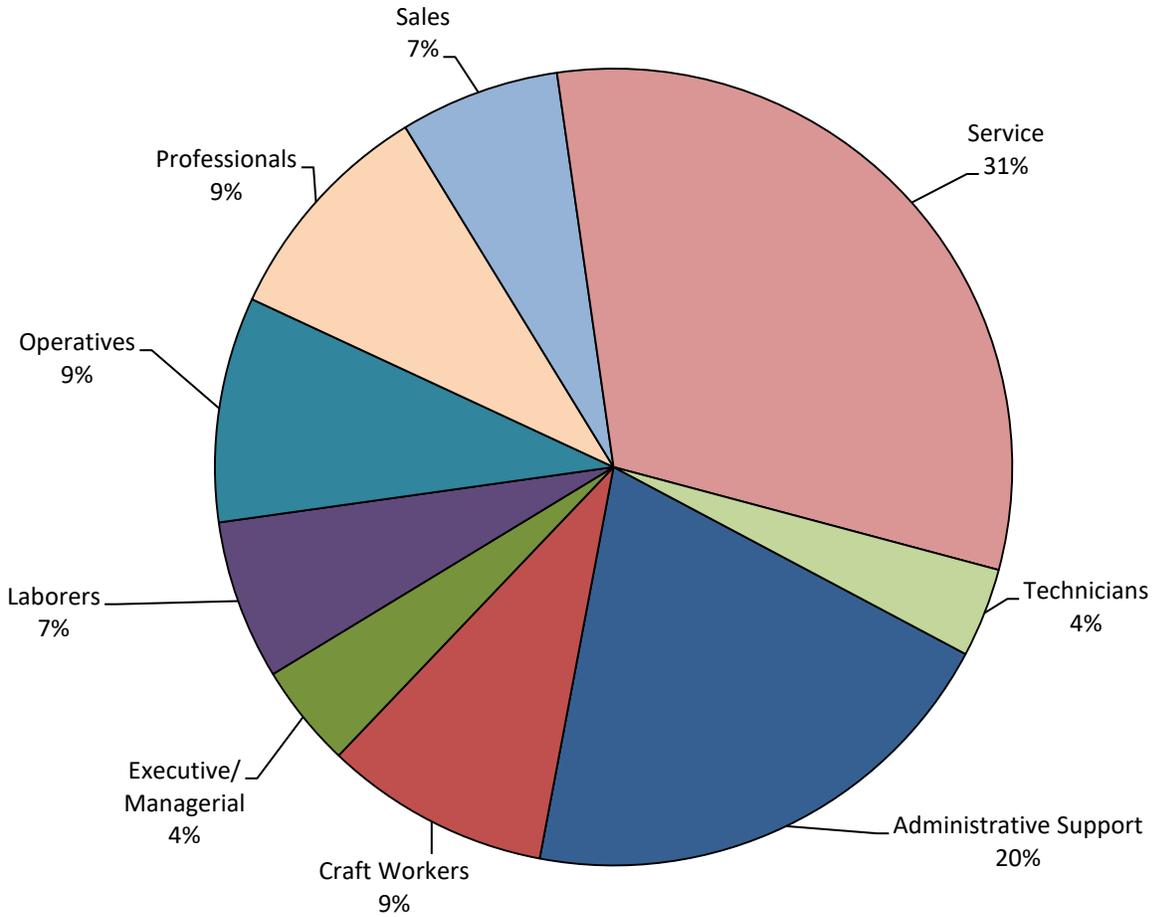
DVR uses ROI to show how clients benefit economically from VR services as well as how their increased income positively impacts the economy.

- ▼ For every dollar spent by DVR, clients earn \$8.25.
- ▼ For every dollar spent by DVR, the clients pay back \$1.65 in taxes.

Primary Impairments of Individuals Achieving Employment



Occupational Categories of Individuals Achieving Employment

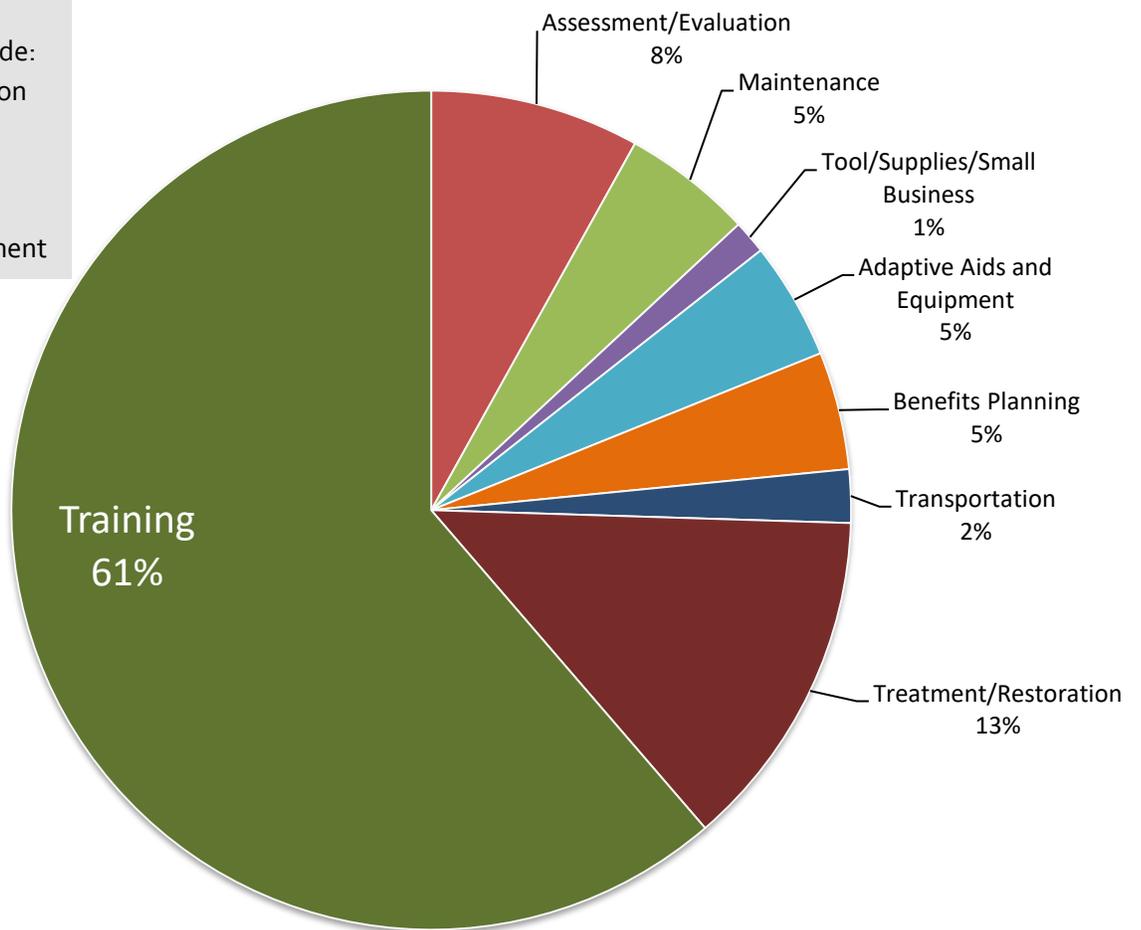


Case Service Expenditures

61% of NDVR's Case Service Expenditures was for training individuals with disabilities.

Training Services include:

- Postsecondary Tuition
- On the Job Training
- Work Experience
- Job Development
- Supported Employment



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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