

**STATEWIDE INDEPENDENT LIVING COUNCIL  
MEETING MINUTES  
Canad Inns, Grand Forks & Virtual  
May 1-2, 2025**

**Call to Order:** Brittney Hogan called the meeting to order at 1:04 p.m. A quorum was present.

**Roll Call:**

**Members Present:** Brittney Hogan, Scott Burlingame, Nancy Lundon, Peter Yung, Chelsy Sondrol, Leon Dietrich, Ali Brown, Shannon Bozovsky, Warren Granfor, Angie Bosch, Gillian Plenty Chief

**Members Absent:** Joe Yasenchack, Emma Leigh Miller, Robyn Soiseth, Hope Wolbert, Ben Wolf  
Necklace

**Non-Council Members Present:** Cindy Gabbert, Kianna Roecker, Aimee Volk, Jim Fleming, Royce Schultze, Randy Sorensen

**Approval of the May 2025 Agenda:** Nancy Lundon made a motion to approve the agenda as presented, Peter Yung seconded the motion. Motion passed by unanimous decision.

**Approval of February 2025 Minutes:** Nancy Lundon made a motion to approve the February 2025 SILC minutes as presented, Scott Burlingame seconded the motion. Motion passed by unanimous decision.

**Correspondence – Brittney Hogan:**

Jim Fleming: The Health and Human Services (HHS) Conference Committee has finished the budget summary. The Independent Living budget was the same as last year, minus carryover dollars.

**Treasurer's Report – Peter Yung:**

Reviewed the Treasurer's Report.

**Scott Burlingame made a motion to accept the Treasurer's Report as presented, Leon Dietrich seconded the motion to approve. Motion passed by unanimous decision.**

**Vote on August and November Meeting – Scott Burlingame:**

Scott Burlingame presented the option of moving the August meeting to Minot, as they have their 35<sup>th</sup> Anniversary and would like the SILC to participate. The November meeting will be moved to Fargo. Discussion was held.

**Brittney Hogan made a motion to move the August SILC meeting to Minot and have the November SILC meeting moved to Fargo. All members (11) agreed to the motion. Motion passed by unanimous decision.**

**Independent Living Federal Updates – Scott Burlingame:**

We live in a time of unprecedented choices and relentless attacks on government programs, in a nation more divided than ever. Advocacy can be exhausting, emotionally, mentally, and physically. You need to rest, set boundaries, and recharge when needed. Connect with peers for support.

Centers for Independent Living (CILs) are created by Federal law. CILs are funded through Title VII of the Rehabilitation Act, as amended.

There was a leaked budget on April 16, 2025, that showed a 30% cut to the HHS discretionary budget. Since it was leaked, this is not definite. This could affect several programs that serve individuals with disabilities. Part C funds: funds would be level-funded. Part B funds: \$325 million increase, but intended to replace eliminated programs and have more regulations. The legal and legislative realities are that many targeted programs are protected by federal statute. This is important for the SILC as advocacy needs to start now. How can we take action? Provide good independent living services. Be unapologetic about telling that story. Develop relationships with senators and representatives. Engage your local media with stories of impact.

### **Community Partner Follow-up and Planning – Aimee Volk:**

We discussed how to proceed with the Stakeholder list created at the February meeting about what we want to do with that list. The External Affairs Subcommittee will work on the ideas that were suggested.

### **Independent Living Community Awareness – Heather Everson**

At Options, Interstate Resource Center for Independent Living (IRCIL) goes within their service area to explain their services and where they are at. She explained that the most common reaction is “why haven’t we ever heard of you?”. They work with several agencies within their service area. They have participated in several community events.

- Veteran Benefit Fair – this provides an opportunity to network with veteran services, other agencies, and veterans in the community.
- Vets in the Park – residents of various communities come to this event to honor the veterans within our communities, visit booths, food trucks, fire trucks, live music, etc.
- The University of North Dakota (UND) invited them to the occupational therapy and physical therapy mobility event to have a booth. They were also invited to present to the classes to educate about their services.
- Rally to Recovery – for community members who have experienced mental health and /or substance use.
- Transition fairs for high schools in which students are on IEPs (individualized education plan) or 504 plans. This way, they know what services are available to them when they are transitioning out of high school.
- National Night Out – an event to promote relations with first responders; however, other organizations and agencies are allowed to participate as well.
- They participate in the planning stages of an exercise that is held at the local airport. This way, various participants, first responders, and airport staff can get familiar with working with individuals with different types of disabilities.
- They post on social media about specific awareness months. They include local, state, and federal resources for the specific topic.

### **Committee Breakouts**

**Friday, May 2, 2025**

Call to Order: Brittney Hogan called the meeting to order at 9:03 a.m. A quorum was present.

**Roll Call:**

Members Present: Peter Yung, Nancy Ludson, Scott Burlingame, Shannon Bozovsky, Warren Granfor, Ali Brown, Brittney Hogan, Leon Dietrich, Joe Yasenchack

Members Absent: Emma Leigh Miller, Robyn Soiseth, Hope Wolbert, Ben Wolf Necklace, Joe Yasenchack, Chelsy Sondrol, Angie Bosch

Non-Committee Members: Aimee Volk, Randy Sorensen, Royce Schultze, Jim Fleming, Kianna Roecker

**Independent Living History and Philosophy – Scott Burlingame:**

The “Father of Independent Living” is Ed Roberts. At age 14, he got polio and almost died. He subsequently had a significant disability and decided that he wanted to live and not just exist. There were no schools that worked with students with disabilities.

Independent Living (IL) can be considered a movement, a philosophy, or specific programs. Centers for Independent Living (CILs) are operated by individuals with disabilities, providing services for people with disabilities. CILs are locally controlled, peer-driven nonprofit organizations. For funding, the State Plan for Independent Living (SPIL) shows how federal, state, and other funds will be used to support the state’s independent living programs. In North Dakota, there is a combination of federal and state funding.

The promotion of the IL philosophy asserts that people with disabilities have the right to self-determination, equal access, and full participation in society. By embracing this approach, a CIL empowers individuals to make their own choices, control their own lives, and access the resources they need to live independently. All people with disabilities, regardless of type, face common barriers to full participation in society. By serving individuals with all types of disabilities, CILs ensure that services are focused on removing societal and environmental obstacles rather than categorizing or prioritizing specific disabilities. Support for the development and achievement of individual goals empowers people with disabilities to take control of their own lives.

The core services for IL are information and referral, IL skills training, peer counseling/support/mentoring, individual and systems advocacy, and transition services. They provide education, technical assistance, and advocacy to businesses, service providers, and local governments. Promoting accessibility, disability awareness, and policy improvement to ensure that communities have the knowledge and resources to support people with disabilities effectively.

CILs serve people with and without disabilities, and we serve the communities in which we live, which is a dual consumer focus.

Common misperceptions of CILs: thinking they are residential facilities, believing they only serve physical disabilities, that they are government agencies, underestimate the role of consumer control, that all services are the same at every CIL, and that they only hire people with disabilities.

**Quarterly Director's Report:**

Angie for Freedom: See attached.

Royce for Dakota Center for Independent Living: See attached.

Scott for Independence, Inc.: See attached.

Randy for Options: See attached.

**Committee Reports:**

Governance Committee – Royce Schultze: We have one new board member; Gillian Plenty Chief took over for Jan Beddes. Ali Brown, Leon Dietrich, and Brittney Hogan were reappointed. Nancy Lunden will term off on 6/30/2025. Someone has applied for that position.

Internal Affairs – Nancy Lunden: GRID

External Affairs – Angie Bosch: GRID

**State Rehabilitation Council:** No report.

**Committee on Aging – Royce Schultze:** There was a presentation on the Memory Café of the Red River Valley, which was established in 2017. Memory Café's mission is to change how individuals think about and support memory loss. The funding to operate the café comes mostly from donations. The café supports individuals impacted by dementia and aims to build supportive relationships within the community. They discussed why the café was started, the growth the café has experienced since it opened, and the impact it has on the memory loss community. They provide events at the café, including presentations that try to address questions on insurance, driving with a memory loss diagnosis, and a presentation on preparing funerals. This past year, they also started a grief group to help support family members through their grief journey. All of the programs are free. They also hold a memory conference (this is the only program that is not free), which is in June.

The budget was presented to the House and was approved. The aging director testified on the home and community-based services (HCBS) of the long-term care budget.

**Olmstead Commission – Scott Burlingame:** They will be meeting on May 13<sup>th</sup>.

**NASILC:** Evan Shockley (Colorado) will be the Region 8 Representative, and Misty Jacobson (Wyoming) will be the Region 8 Alternate Representative. There was discussion regarding the recent NASILC conference. Sessions of interest were on recruiting members, the State Plan for Independent Living (SPIL) and how to monitor it, artificial intelligence (AI) to write grants, etc.

**Public Comment:** No comment.

The next SILC meeting will be on August 7-8, 2025, in Minot, ND, and will have the virtual option.

**Scott Burlingame made a motion to adjourn the meeting, and Peter Yung seconded the motion. The meeting was adjourned at 10:46 a.m.**

## May 2025 DCIL Director's Report

We are in the process of switching to CIL Suite.

Staff are starting up a Gardening Program for consumers which will include an ADA-accessible gardening space on the DCIL grounds, complete with raised garden beds, adaptive tools, and accessible pathways. The curriculum paired with this program will educate participants on the benefits of gardening, nutrition, and healthy eating, provide opportunities for physical activity and outdoor engagement, reducing stress and anxiety, allow for peer connection and social interaction, as well as will teach confidence, responsibility, and a sense of purpose.

Staff are also starting a KIDS Program (Knowledge, Inclusion, Development, and Support). The KIDS Program will serve youth/young adults with disabilities by offering a safe space for monthly peer gatherings. This program will build social and practical life skills through peer support and relationship-building, homework help and academic skill development, independent living skills, arts and crafts projects, and games/interactive activities.

Staff are also working on creating a curriculum for Intimacy and Relationship Guidance for our consumers and the community. This will outline self-esteem and identity, communication skills, foundations of a healthy relationship, dating & intimacy, sexual health and safety, consent and boundaries, abuse prevention and healthy support networks, and independent living & long-term relationships.

Staff are creating and bringing large print menus to locally own restaurants to advocate for those who are visually impaired. We will be working to advocate that these restuarants also obtain braille menus as well. DCIL ordered new placards for the Bismarck offices, which include braille for those who may be visually impaired.

### Staff Vacancies

IL Advocate Dickinson

### Community Education

The Brain Injury Panel presented at the Brain Injury Awareness Day at the capital.

DCIL hosted an intern from the University of Mary. She had to do a Senior Community Impact Project, which was collecting winter clothes for the community. We set up our booth at the Dream Center for breakfast and supper and gave away all the clothing to those in need, which was a big success. We will have another intern in May from the University of Mary. BSC is also interested in having us host an intern during the next school year. Tommy's Carwash picked us as the nonprofit of the month to receive a portion of the proceeds for their #1 Works Carwash. This was posted on social media by Tommy's Carwash and DCIL.

### Success Stories

Five students have successfully gotten their driver's permit after going through their driver's permit class; four of which were from Standing Rock High School.

A consumer needed a bathroom remodel and needed assistance funding a bathroom remodel to stay in his current home. He had a jet tub/shower combo that was constructed on top of a platform. The tub walls were very high, making it dangerous for him to step in and out safely. He needed a walk in shower with a shower bench, grab rails, and a shower head and hose. The staff contacted ABC Seamless to do an estimate for the project. ABC Seamless is the only company that will do home modifications to trailer homes that are older than 1999. The original estimate came back at 17K, which was way too high. ABC's project manager and staff were able to redo the estimate by getting rid of some of the unnecessary things that were added to the shower. The estimate came back in the low 12 K. The staff submitted a RAP Grant application to cover 5K of the build and was accepted. The consumer also needed a ramp outside of his trailer. The original estimate for a ramp to be built was 12 K. Staff did not go with the custom- built ramp and found a portable ramp that can be attached to his existing deck for \$1,344. The total build estimate for everything went from 30k to 9k, which was approved by admin. The bathroom remodel took a while due to materials needed being destroyed by the Canadian wildfires, and then winter came. Crews had to wait for warmer weather to do any work outside. Mark updated me that the build would begin at the beginning of the week, and followed up that the build was completed three days later.

The consumer is very happy that everything went well and that it was worth the wait. He and his wife will now be able to safely use their shower. He and his wife can now live safely in their home for the rest of their lives.

I have been working with this consumer since her referral came to DCIL on 7/15/2024. She had recently undergone amputation of her leg below the knee due to complications with her diagnosis of diabetes. She transitioned from Knife River Care Center in Beulah and returned to her home in Hazen, ND. She had requested help with obtaining assistance with a home remodel for her bathroom as she wanted a walk-in shower.

Today I spoke with Your Home Improvement Company located in Bismarck, ND. They stated he had met with her and her husband last week to look at their bathroom as they have requested assistance with putting in a walk-in shower. They stated he had done a lot of work with her in the past for this request. They stated she informed him that DCIL staff was working with her in assisting her and her husband with completing the Veterans Administration home modification request for funding assistance, RAP grant funding assistance, and obtaining all the necessary documentation needed to obtain adequate funding to pay for their remodel. They spoke to me, informing me of a program called Bath for the Brave. They stated with all the hard work that DCIL staff has done to assist with this remodel the Home Improvement Company will be completing the bathroom remodel at no charge for her and her spouse. She and her spouse have not been notified of this as her children are keeping this as a secret and a well-deserved surprise for them.

DCIL recently worked with a consumer who had difficulties accessing public transit. They had previously been mugged while on public transit and had anxiety around riding the bus. The consumer asked the Staff at DCIL if we could help them get an emotional support animal. Staff at DCIL reached out to Furry Friends Rocking Rescue, which donated both the dog and the emotional support training. Both the dog and the consumer are soon moving into their new home. Since meeting with Furry

Friends Rocking Rescue, we are now going to be partners for whenever we are working with consumers who need emotional support animals.

#### Advocacy

We have had an increase in referrals in the past three months, most of which have been walk-ins or people who have heard about our services on social media, word of mouth, referrals through other agency partners, fundraisers, and from existing consumers.

Bismarck State College is working on creating a new degree for Behavior Technicians and has reached out to DCIL to assist with coming out with an inclusive curriculum. They have also requested to be a resource for us if needing assistance with anything ADA related as well.

**North Dakota SILC Directors Report - Independence, Inc.  
May 2025 - Scott Burlingame, Executive Director**

**Individual Services**

**Successes**

We are working with a 77-year-old female who needed some assistive technology to keep her as independent as possible in the community. We were able to get the items she needed and she was very happy that she's able to sign her own documents with her signature stamper.

We worked with a 57-year-old female who had very limited resources and needed assistance applying for SNAP, LIHEAP, and Medicaid. We began the process in January, and she was approved for benefits in April.

We also worked with another 57-year-old female who faced significant barriers to housing. She was in recovery and had lost her previous home due to incarceration related to substance abuse. She was approved for the Opening Doors program and was able to secure housing in March.

We worked with a 72-year-old male who had a stroke that led him to recover in an adult foster home. He did not know if he would ever be able to live on his own due to his memory loss. . When he had his stroke, he lost his previous apartment and most of his home items. We assisted with purchasing the home items and getting providers in the home to assist with transportation and his everyday needs.

A 39-year-old female was referred to Independence by North Central Human Services to assist with finding a home to discharge to once she completed treatment. This individual faced various barriers due to her background and wanted to find an apartment of her own. With our help, and the help of the ND Transition and Diversion Services Pilot Project, she was able to secure an apartment, which she has taken pride in making into a home. She also found support to continue her independent living journey through our Peer Support Group, and continues to work on building healthier habits, and positive connections that will support her long-term success on her recovery journey.

We are working with a 44-year-old male, who lost his job after sustaining a back injury, and suffered a stroke shortly afterward. With no income, this individual was forced to sell his home to have some money to help sustain his daily living. This individual was living in his camper, in a rural area and was referred to Independence to assist with moving to a larger city, where he would find more support services that would allow him to find a new home, despite his financial barriers. With our help, and the help of the ND Transition and Diversion Services Pilot Project, this individual was able to move into an apartment of his own, and has also been connected with Vocational Rehabilitation services. He has been working closely with a job coach, who was able to assist him with finding a job that provides the necessary accommodations for his disabilities. He has continued to work with Independence for support in adjusting to his new community and relearning some independent living skills that became difficult for him after his stroke; he has been very happy with discovering that he has been able to achieve many of these goals that he believed were no longer possible for him.

We have been working with a 56-year-old woman who was discharged from the hospital and temporarily staying with her boyfriend. The apartment they shared was not large enough, and she

needed a place of her own. She did not have Social Security income and was dealing with debt, which presented additional barriers. It took several months to address these challenges before we were able to begin searching for an apartment. Eventually, we secured housing for her. The apartment was furnished, and essential household items were purchased. Additional supportive equipment—including a walker, bed rail, and toilet seat riser—was also provided. Some needs were identified after the transition, but she has been able to remain successfully housed.

We also supported a 58-year-old woman who was residing in a nursing home. The goal was to transition her into an apartment. However, she presented several self-imposed barriers throughout the process. She owned a FEMA trailer but was not making payments on it or paying her lot rent, resulting in thousands of dollars owed to the landlord. She frequently changed her mind between returning to the trailer or moving into an apartment. On the day of the lease signing, she backed out and the unit was offered to someone else. The following day, she decided to proceed with housing and moved into the unit next door to the one she had originally toured. After moving in, she expressed dissatisfaction that it was not the original unit and spent about a month considering a return to the trailer. She declined follow-up from the housing facilitator and missed the opportunity to obtain a housing voucher due to a lack of communication. When she eventually called back, she was slurring her words and behaving rudely. Despite the challenges, we are continuing to work with her to support housing stability.

A 14-year-old student with dyslexia successfully passed his driver's permit test on the first attempt. Despite the challenges that dyslexia can present with reading and information retention, he demonstrated strong determination and commitment by actively studying and using strategies tailored to his learning style. His hard work and perseverance paid off, allowing him to achieve this important milestone with confidence.

During a BEYOND review activity, a small group of high school sophomores explained to me their rights and responsibilities when it comes to disclosing their disability to higher education and/or employers. I was very proud of them for knowing that answer!

## **Barriers**

We are working with a 61-year-old gentleman that we assisted in moving out of the nursing home back into his own home back in November. His everyday needs have recently increased and multiple providers have recommended a nursing home for him. We are currently exploring options to keep him in the community rather than him going back into the nursing home.

We are working with a 63-year-old male who has been in a nursing home for several years due to him being paralyzed from the chest down. He has been working with therapy to rebuild his strength and learn how to live more independently. He needs a bathroom remodel so that he could enter the bathroom to use the toilet and shower. We have run into the barrier of not being able to find a contractor who would work on his trailer home.

A 17-year-old female who lives in rural ND wants to study for her permit this summer, but it will be difficult to navigate between trying to meet her in person and virtual and coordinating with her parent.

## **Peer Support Group**

At Independence, Inc., our Peer Support Group meetings in 2025 have been all about connection, community, and creativity! Each month, we welcomed individuals with disabilities into a safe and inclusive space to share, laugh, learn, and grow together.

We kicked off the year with Peer Support Bingo on February 12. With plenty of laughs, friendly competition, and meaningful conversation, this event set the tone for a year of interactive and uplifting gatherings.

Later that month, we warmed things up with Jenga & Chill on February 26. Hot cocoa and winter vibes made for the perfect backdrop as participants took turns pulling Jenga blocks with thoughtful questions and challenges, sparking deep connections and shared stories.

On March 26, we brought the wild indoors with a special animal encounter featuring surprise guests from the Roosevelt Park Zoo! Participants had a hands-on experience with fascinating creatures, adding excitement and educational fun to our peer support setting.

April 23 brought an egg-stra special event: our Adult Easter Egg Hunt! Each egg held surprises—treats, conversation starters, or fun challenges—designed to bring joy, spark laughter, and deepen connections among attendees. It was a fresh take on a spring tradition, tailored just for grown-ups.

Through all these events, we remained committed to creating a welcoming environment for people of all ages and all types of disabilities—including those with physical, behavioral, sensory, and age-related conditions. These peer-led sessions have not only offered support but also helped cultivate lasting friendships and a stronger sense of community.

## **A. Community Services**

### **Minot Social Security Field Office NOT on Closure List**

In recent weeks, concerns have arisen regarding the potential closure of the Social Security office in Minot, as both local and national news outlets reported that the office is on the DOGE list for closure. In response to these concerns, Independence, Inc. reached out to Senator John Hoeven's office for clarification. The response from the senator's office confirmed that there are no plans to close the Social Security field office in Minot. The Social Security Administration (SSA) is currently reviewing the lease for the remote hearing office, but no final determination has been made at this time.

The Social Security field office in Minot is a critical resource for people with disabilities, seniors, and their families across the region. Local access to Social Security services is essential for individuals to navigate their benefits, appeals, and other important matters. The potential loss of this office could create significant hardships, especially for those who depend on in-person assistance to understand and access their benefits.

At Independence, Inc., we understand that these are uncertain times, with heightened media attention on potential changes within the federal government. Our organization remains committed to providing the public with accurate and timely information, particularly regarding issues that impact people with disabilities. We encourage anyone with questions or concerns about this situation to reach out to us for assistance and guidance. Through our work, we see firsthand how the lack of emergency shelters and housing programs impacts people with disabilities. Many of the individuals we serve are forced to

couch surf, sleep in vehicles, or stay in unsafe conditions. The data collected during the PIT Count is shared with HUD and is crucial for determining funding and resources for homelessness programs. By participating, we not only document the crisis but also advocate for better policies and support systems to ensure that no one in our community is left without a place to call home.

### **City Meetings**

Independence, Inc. encouraged the community to attend a critical Neighborhood Meeting focused on snow removal and accessibility in Minot. Recognizing that snow removal remains a significant challenge for people with disabilities and those affected by aging, we urged individuals to speak up. The City of Minot reviewed this year's Snow & Ice Plan, discussing what changes were implemented, how they performed, and areas that still require improvement to ensure the city remains accessible throughout the winter.

### **Minot Transit System**

the staff at Independence, Inc. participated in additional training on the Minot Public Transit system to stay informed about upcoming changes. The City of Minot is adjusting its transit system to comply with new federal and state regulations following its reclassification from a rural to a small urban community. One significant change involves the development of a program that will require riders to certify their disability status.

We recognized that this change could impact individuals who had previously relied on Souris Basin Transit, and we made it a priority to serve as a resource during this transition. In response, our team offered travel training to help people with disabilities navigate the new Minot City Transit system. We are committed to assisting individuals who may need guidance in adapting to these changes and ensuring they have the tools and support to use public transportation effectively.

Our staff remains available to provide assistance, and we encourage anyone in need of support to reach out. We are here to help make this transition as smooth as possible for the community.

## May 2025 Options' Executive Director's Report

Options provided outreach to nursing facilities, veterans' groups, schools, clinics, senior providers, providers serving people with mental illness, Legislators and to Job Service of ND. All efforts were to inform participants of Options services in order to increase referrals.

Various group events were held, including one-time events and cyclical events. One-time events included a disability awareness event for students attending various programs at the University of North Dakota Medical School and concentrated on mobility devices. For this event staff brought various types of mobility devices that students could become familiar with. During this period, Options initiated a support group for families with children with Autism which has been received well by community members and will utilize local experts to provide education, as well as mutual support. The second meeting offered participants the ability to attend virtually, and had a participant do so. The Devils Lake Region continues to offer people a cooking class as well as a recreational group for the arts. In Harvey an exercise group is offered that involves both aerobics and regular exercise for participants. In addition to these groups Options has just started offering a recreation group for people with disabilities in Grand Forks housed at Mountainbrook.

We continue to be involved with area committees and groups working on improving services and programs for people with disabilities. We also participate with the Grand Cities Area Transit, Grand Forks Emergency Management, and Greater Grand Forks Communities Disaster Response Committee.

402 instances of service were noted within Options Information and Referral Program. The most call inquiries received were from people interested in Options Services which were 57%. Options provide people with durable medical equipment through its loaner program with 19% (70 parties). People requesting assistance with Social Security were the next highest at 7% followed by questions related to housing especially as it relates to home accessibility. Various other calls were received which were under 3% each including questions about Personal Assistant Services, Social Service Programs, Educational Rights, Disability Rights, and Transportation.

We keep our resources updated including the Information and Referral Data Base and two web sites. As part of this effort we have been working on adding various questions and answers within its web site that include the most commonly requested topics. Staff have also been ensuring its Social Media Posts contain a variety of topics to reach the broadest audience.

Currently one hundred and ninety-two people are being served in Direct Service with another 103 closed this fiscal year (Oct through Sept). Of those served most people are requesting assistance with goals that fall within the category of Community Based Living (24%). The other major categories of service involve Personal Resource Management, Self-Care, and Self Advocacy. Of those seen 76% are Caucasian followed by Native Americans (16%). Females outnumber males by four percent with Physical Disabilities being the highest disability group served followed by Mental, Cognitive, and Sensory disabilities. All the counties of Option service area are represented in Options Direct Service

efforts except Steele County. Approximately, 10% of Options Direct Service time is spent traveling to see Consumers.

