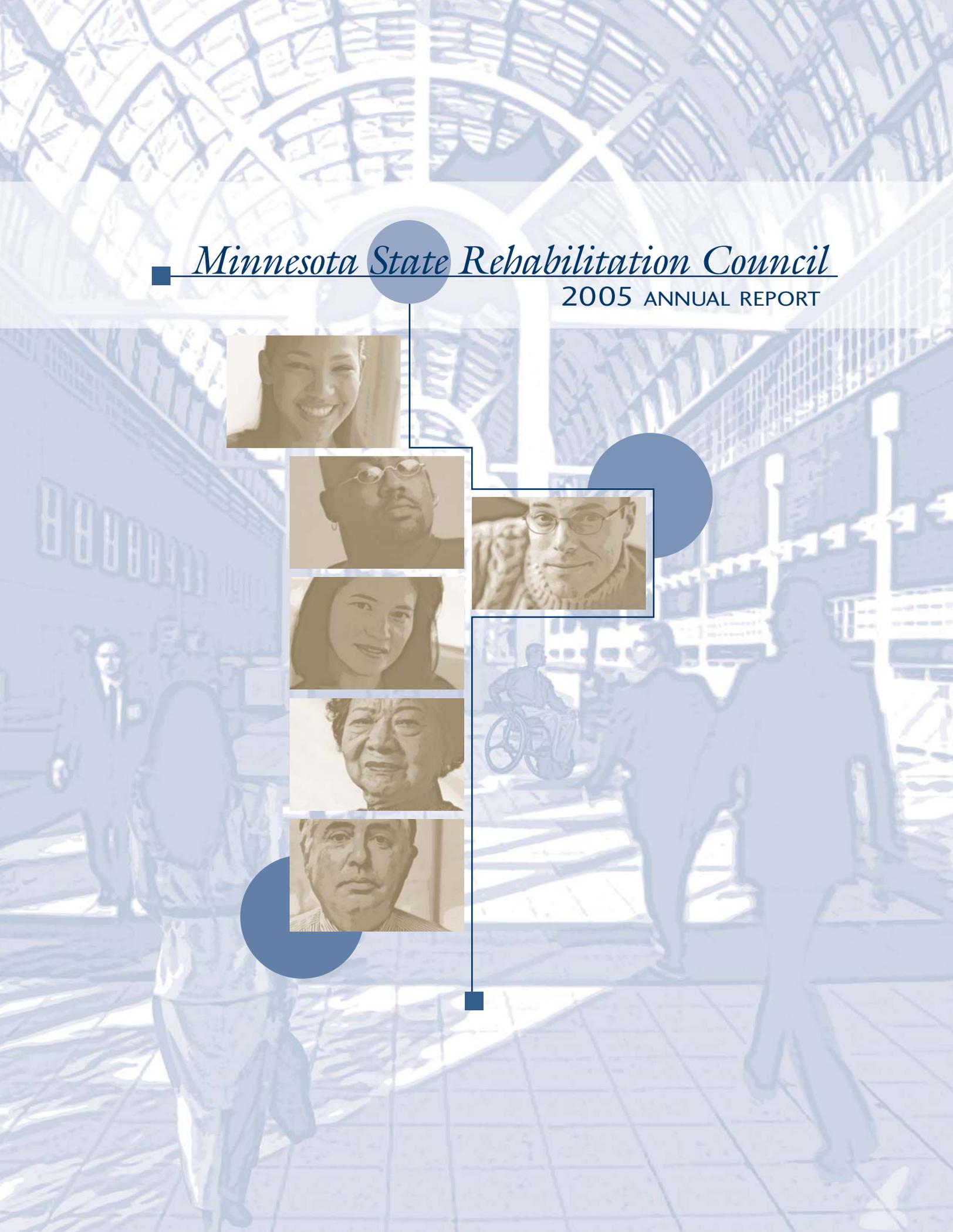


Minnesota State Rehabilitation Council

2005 ANNUAL REPORT



Roles and Responsibilities

The State Rehabilitation Council (SRC) is appointed by the Governor to assist the Department of Employment and Economic Development's Vocational Rehabilitation Program (VR) to develop and evaluate statewide employment services for Minnesotans with disabilities. To accomplish this, the SRC works jointly with state officials to develop and annually review VR goals and priorities. In addition, the Council contributes to the study of VR customer satisfaction and customer service needs.

Through monthly meetings and public forums, the council consults widely with program consumers, advocates, employers, educators and many others to build effective communication between the Vocational Rehabilitation Program and the community it serves. The Council's 19 members are a cross-section of Minnesotans who have a stake in vocational rehabilitation services. They are selected based on personal qualifications and the needs of the Council. Members serve three-year terms.

The SRC's 2005 annual report is submitted to the Honorable Tim Pawlenty, Governor of Minnesota; to Ward Einess, acting Commissioner of the Minnesota Department of Employment and Economic Development; and, especially to the people of Minnesota.

State Rehabilitation Council Members

- | | |
|---|---|
| Scott Dehn
Business
St.Paul | Mark Netzinger
Business
Cambridge |
| Richard Diedrichsen
Advocate
St. Cloud
(term ending 08-05) | Justin Page
Client Assistance
Project
Minneapolis
(appointed 08-05) |
| Steven Ditschler
Community
Rehabilitation Program
Eagan | Thant Pearson
Vocational
Rehabilitation
Counselor
Blaine |
| Kris Flaten
Former VR participant
St. Paul | Rachel Parker
PACER
Minneapolis
(term ending 08-05) |
| Anne Geoghegan
Advocate
Minneapolis | Kimberley Peck
VR Director
Saint Paul |
| Rod Haworth
Governor's Workforce
Development Council
Apple Valley
(appointed 09-05) | Elena Polukhin
Advocate
Maplewood
(appointed 08-05) |
| Lois Johnson
Statewide Independent
Living Council
Windom | Sean Roy
PACER
Minneapolis
(appointed 08-05) |
| Candy Kriska
Advocate
Owatonna | Ardis Sandstrom
Former VR participant
(appointed 08-05) |
| Mickey Kyler
Former VR participant
Crookston | Jayne Spain
Special Education
Roseville |
| Gloria LaFriniere
American Indian Project
White Earth Reservation | |
| William Negaard
Business
Vernon Center | |

There is a quote in business that says, “People want your passion. They can get the information they need without you.” As I write this letter, I’m pleased to have worked with this council. Each member is extremely passionate about the council’s work. It is more than just oversight of Vocational Rehabilitation. It is about achieving a partnership in order to accomplish one common goal: creating meaningful employment opportunities for people with disabilities in Minnesota.

As in past years, the winds of change continue to blow; and change continues to play a major role in the work of the council. The following pages outline the activities of the past year. However, it may not be easy to see the manner in which our work was done. We faced each challenge and discussed it in a candid manner, not only among council members, but with the agency itself. As we move forward, this dialog must continue. The future, indeed, remains uncertain. However, the foundations of a solid partnership are there and will continue to be built upon.

In order for this to work, we must make sure that everyone’s voice is heard. Job seekers, members of the business community, vendors, legislative leaders, and our other stakeholders must all have a place at the table. The council remains committed to making sure that the voice of each of these groups is heard. To do anything less would have an adverse impact on the agency and the people we serve.

As I prepare to leave the council and reflect on my time, I believe that I have been fortunate to work with this group. It has been an honor to serve the people of Minnesota with such dedicated and passionate people for these past six years. I sincerely hope that this tradition of service will continue and further blossom. By doing this, we will continue our proud tradition of being one of the leading states in employment for people with disabilities. Good luck and farewell.

Sincerely,



Scott Dehn
Chair

Letter From the Director of Rehabilitation Services

4

...the SRC and RS staff consistently demonstrated competence and agility in navigating the whitewater rapids of organizational change in 2005.

The pace of change at Rehabilitation Services (RS) was fast and unrelenting over the past year, testing staff in new ways and underscoring the importance of the State Rehabilitation Council's stewardship role. Notwithstanding intense pressure and scrutiny, the SRC and RS staff consistently demonstrated competence and agility in navigating the whitewater rapids of organizational change in 2005.

The necessity of closing all VR service categories for several months was probably the most significant challenge confronting RS and the SRC in 2005. For the first time ever in Minnesota, consumers with the most significant disabilities faced waiting lists instead of service. VR was not able to serve new applicants because its limited resources had already been committed to customers with approved employment plans. RS staff, in consultation with the SRC, confronted this capacity crisis head-on, creating an innovative two-tiered service delivery model that ensures that all persons with disabilities seeking vocational services at Minnesota Workforce Centers can be served. Credit for this noteworthy achievement goes to Connie Giles, newly appointed in March 2005 as the VR Field Director of Workforce Center Integration, and her team of managers and vocational rehabilitation staff in the field.

Concurrent with the implementation of the service delivery model changes, I initiated an examination of the RS administrative office. Based upon input from all levels of the organization, I concluded that seven administrative positions

at the support, specialist, and management levels should be eliminated. These administrative staff reductions resulted in savings of \$500,000 that was deposited into case services, directly benefiting VR consumers.

Finally, utilizing the State Rehabilitation Council as a forum, a strategic planning process was begun to update the RS mission, vision, and strategic priorities. I invite all consumers, RS staff, and community stakeholders to help us in this effort. How can we improve the number and quality of employment outcomes for Minnesotans with disabilities? How can we better integrate ourselves within the Minnesota Workforce Center System to leverage our limited resources? How can we foster a learning culture within Rehabilitation Services so we can continue to be innovative and creative in the face of constant change?

Peter Vaill's "whitewater rapids" metaphor for organizational change aptly describes what Rehabilitation Services has experienced over the past year. Just as in whitewater rapids, the change we have experienced has been intense and fast-moving. However, in my first year as Director of Rehabilitation Services, I have learned that the RS staff and SRC can be counted on to build the strong and agile craft needed to traverse the whitewater rapids. I am proud to be a member of this passionate and resourceful crew.



Kimberley Peck
Director of Rehabilitation Services

Who We Serve

- There were 159 Vocational Rehabilitation Counselors with an average caseload of 91.
- The Vocational Rehabilitation Program served 19,460 Minnesotans, compared to 19,139 in 2004.
- There were 7,723 new applicants, compared to 9,309 applicants in 2004.
- 5,779 VR applicants were able to come off the wait list.
- 89% of VR participants had three or more serious functional limitations, compared to 85% in 2004.
- 33% of Vocational Rehabilitation's participants are transition-age, between 16 and 21.
- 32% of Vocational Rehabilitation's participants report a serious mental illness as their primary disability.
- 37% of VR participants receive either Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI).

VR's Outcomes

- 2,219 Vocational Rehabilitation participants obtained employment.
- 2,133 of the employment outcomes were at minimum wage or above. All jobs were in the community.
- Of those obtaining employment, 385 (17.4%), utilized formal supports with an average wage of \$6.44.
- The average wage of competitive participants who did not require long-term support was \$10.56, compared to the average wage of \$12.91 for all job vacancies listed for the fourth quarter of 2005.
- Upon completion of the VR program, participants working above minimum wage worked an average of 29 hours.

Vocational Rehabilitation at a Glance

the numbers

6

Vocational Rehabilitation Expenditures 2005 (in millions)



Vocational Rehabilitation Participants Receiving SSI/SSDI at Application

SSI	SSDI	SSI & SSDI	Total	Percent of Total VR Caseload
3,261	3,293	718	7,272	37.4%

Type of Medical Insurance at Closure 2005

Type of Medical Insurance	Number of Consumers	Percent of Total
Medicaid	699	31.5%
Consumer's job	643	29.0
Other Private Insurance	394	17.8
None	256	11.5
Medicare	122	5.5
Minnesota Care	105	4.7
Total	2,219	100.0

Vocational Funding Sources 2005



Estimates of Minnesotans with Disabilities

Minnesotans (16-64) with a disability	309,692 ^{1,2}
Students (18-21) in special education services	6,500 ³
Minnesotans on Social Security Disability Income	88,629 ⁴
Minnesotans (18-64) on Supplemental Security Income	42,476 ⁴
Minnesotans (16-64) unemployed with Serious Mental illness	151,222 ^{5,6,7}
Minnesotans (16-64) living with HIV/AIDS	5,246 ⁸
Minnesotans (16-64) living with a disability resulting from a traumatic brain injury	65,892 ⁹
Minnesotans (16-64) who are deaf or hard of hearing	319,900 ¹⁰
Minnesotans (16-64) who are deaf or hard of hearing seeking employment	14,920 ¹⁰

¹ U.S. Census Bureau, 2004 American Community Survey, S1801, Disability Characteristics. www.census.gov/acs

² U.S. Census Bureau, American Community Survey, defines disability or limitation as "a physical, mental, or emotional condition lasting 6 months or more that made it difficult to work at a job or a business." www.census.gov/acs/downloads/2004/usedata

³ Minnesota Department of Education.

⁴ Social Security Administration, duplicate count. In December of 2004, 20,000 Minnesotans received both SSDI and SSI.

⁵ Jans, L. Stoddard, S. & Kraus, L. (2004). Chartbook on Mental Health and Disability in the United States.

Washington, DC: U.S. Department of Education, National Institute on Disability and Rehabilitation Research.

⁶ U.S. Census Bureau data estimates for 2003.

⁷ Anthony, W.A., Cohen, Farkas, M., & Gagne, C. (2002). Psychiatric Rehabilitation (2nd Ed.).

⁸ Minnesota Department of Health, surveillance data 2005.

⁹ Based on census data and National Center for Disease Control prevailing estimates.

¹⁰ University of Arkansas Rehabilitation Research and Training Center for Persons who are Deaf or Hard of Hearing.

Vocational Rehabilitation at a Glance

7

12 Largest Disability Groups Served by Vocational Rehabilitation 2005

Primary Disability Group	2003		2004		2005		2005 % of Total Placements
	Participants	% of Caseload	Participants	% of Caseload	Participants	% of Caseload	
Serious Mental Illnesses	8,435	34.0%	6,277	33.0%	6,306	32.5%	29.5%
Learning Disability	3,409	14.0	2,843	15.0	3,026	15.5	17.0
Mental Retardation	2,385	10.0	1,859	10.0	1,936	10.0	13.0
Other Orthopedic & Neurological Impairments	2,264	9.0	1,675	9.0	1,539	8.0	8.0
Traumatic Brain Injury/Stroke	1,306	5.0	1,018	5.0	1,073	5.5	5.0
Deaf/Hard of Hearing	1,134	4.5	929	5.0	964	5.0	5.5
Chemical Dependency	1,163	5.0	765	4.0	606	3.0	2.5
Respiratory & Other Physical Impairments	546	2.2	443	2.0	504	2.5	2.0
Autism	310	1.2	324	2.0	478	2.5	1.5
Cerebral Palsy	448	1.8	374	2.0	405	2.0	1.5
Arthritis & Rheumatism	419	1.7	300	1.5	316	1.5	2.0
Spinal Cord Injury	448	1.8	303	1.5	288	1.5	1.5

Consumers Served by Cultural/ Ethnic Group

Percent of Total MN Population ¹	Cultural/Ethnic Group	Percent of Total	Percent of Total Employment Outcomes
4.0%	African American	10.1%	6.8%
1.0	American Indian	1.9	1.5
3.0	Asian/Pacific Islander	2.4	2.7
90.0	Caucasian	82.7	86.8
4.0 ²	Latino/Hispanic	1.8	1.5
1.0	Multiple Ethnicity	1.0	0.6
—	Not Reported ³	0.1	0.1
	Total	100.0	100.0

¹ Minnesota Population Projections by Race and Hispanic Origin, MN State Demographic Center.

² Duplicate Count.

³ VR allows participants to "not report" ethnicity. The Census requires a cultural/ethnic group.

Competitive Employment Placements 2005 — Without Supports

Occupation	Number of Consumers	Percent of Total	Average Hourly Wage	Average Hours/Week
Professional/Technical/Managerial	382	21.0%	\$14.68	33
Clerical/Sales	475	26.1	9.51	29
Service	484	26.6	8.77	27
Farming/Fishing/Forestry	33	1.8	9.12	30
Industrial Trades	311	17.1	10.72	35
Misc. Occupations	134	7.4	9.29	32
Total	1,819	100.0	10.56	31

Competitive Employment Placements 2005 — With Supports

Occupation	Number of Consumers	Percent of Total	Average Hourly Wage	Average Hours/Week
Professional/Technical/Managerial	8	2.5%	\$13.87	27
Clerical/Sales	61	19.4	7.43	24
Service	157	50.0	6.69	20
Farming/Fishing/Forestry	10	3.2	6.82	29
Industrial Trades	49	15.6	7.07	24
Misc. Occupations	29	9.2	7.65	25
Total	314	100.0	7.15	22

Placements by Type of Employment

	Year			Percent of 2005 Placements
	2003	2004	2005	
Competitive employment	2,581	2,236	1,787	80.5%
Self-employment	101	62	45	2.0
Supported employment	654	521	385	17.4
Unpaid family worker	10	1	2	0.1
Total	3,346	2,820	2,219	100.0

Creating Connections Subcommittee

Two Council members, Rod Haworth, the Governor's Workforce Development Council (GWDC) representative to the SRC, and Steve Ditschler, the SRC Chair, served on the GWDC Creating Connections subcommittee. In addition to providing consultation to the SRC, the Creating Connections subcommittee worked to assure that people with disabilities are fully integrated into the GWDC's awareness, work plan, and recommendations to the Governor. Rod Haworth served as Creating Connections' Chair.

One of the highlights of the Creating Connections sub-committee's work was Ditschler's presentation at the 10th Annual Minnesota Development Conference. The PowerPoint slides on the right of this page illustrate Ditschler's message that people with disabilities are a capable, but underutilized, segment of Minnesota's labor pool. The presentation also described people with disability's huge positive economic impact on Minnesota's economy.

In Minnesota, 49.2% of those with a disability are employed, compared to a 79.9% overall employment rate.

(American Community Survey)

87% of businesses who have hired people with disabilities would encourage others to do the same.

Employer Focus Research, Hiring Attitudes About Persons With Disabilities in Minnesota, 2005. See www.mncdd.org/extra/customer-research.htm

What is happening with our Workforce?

- By 2010
 - ◆ 168 million new jobs & 158 million workers to fill them
 - ◆ 60% of jobs will require skills held by 20% of the workforce
- In a 2003 survey, 27% of employers reported difficulty filling open positions
- Our workforce is aging

An Untapped Workforce

- 309,699 working age Minnesotans with disabilities (US Census—ACS)
- 157,000 participate in the workforce
- Two out of three who are unemployed want to work
- People with Disabilities have skills

Job Accommodations

- Job Accommodation Network (1.800.526.7234)
- Studied over 100,000 cases.
- 71% of the accommodations cost less than \$500
- 4% cost more than \$5000
- Average cost of \$200
- Minnesota Survey of 300 employers states that costs were equal to or less than expected and the benefits outweighed the costs.

Return on Investment

- For every dollar spent on disability related accommodation, there is a reported savings of \$34
- Insurance savings
- Workers compensation savings
- Increased productivity

Return on Investment

- Companies report better retention rates and reduced costs of turnover
- Companies report increased morale
- MN Survey reports higher motivation and more positive attitude

VR Wait List

The beginning of 2005 found VR with a wait list of applicants that had grown to 6,125. Unlike last year, Vocational Rehabilitation was able to make significant progress in reducing this list. By the end of September 2005, all applicants with the most significant disabilities

had been offered services and only 767 remained on the VR wait list. The Council will continue to closely monitor the wait list and work with Rehabilitation Services to ensure that as many eligible individuals are served as possible.

Workforce Center Changes

Flat funding, increasing costs and a growing wait list brought Rehabilitation Services to accept that it was unlikely all VR applicants can be served. Rather than have VR applicants wait indefinitely, VR began to look to the services at the Workforce Centers and in the community to serve people who might benefit from less intensive employment services.

Listed below are some of the approaches that were discussed with the SRC and are in the process of being implemented.

- Group orientations informing VR applicants of the services available through Workforce Centers as well as VR.
- When appropriate, VR counselors encourage applicants to access Workforce Center ‘universal’ services such as job banks, resource rooms, employment classes, job clubs.
- Increased collaboration and integration between Workforce Center and VR staff.
- Increased information and referral to community services.

VR Rule Change

10

In 2005, as part of the effort to reduce the wait list, Rehabilitation Services conducted a thorough evaluation of the VR program to assure that VR service dollars were used as efficiently and effectively as possible. Part of this process was a review of the state's VR administrative rule. Throughout the process of rule examination and change, SRC and many other stakeholders provided advice. The Council's advice was used to clarify and revise the proposed rule amendments. Listed below are the major rule changes supported:

The Council shall ... review, analyze, and advise the designated State unit regarding the performance of the responsibilities of the unit ... particularly responsibilities relating to eligibility (including order of selection); the extent, scope, and effectiveness of services provided; and functions performed by State agencies that affect or that potentially affect the ability of individuals with disabilities in achieving rehabilitation goals and objectives under this title

Sec. 105 of the Rehabilitation Act

- Lower thresholds at which customers pay for a portion of certain vocational rehabilitation services.
- Reimburse at a rate consistent with Medical Assistance for durable medical equipment.
- Require that public and para-transit be considered prior to providing vehicle modifications.
- Lower reimbursement rates for vehicle repairs.
- Base the tuition fee schedule for private and out-of-state schools on the average cost of tuition in the similar Minnesota State College and University (MNSCU) system school.
- Apply the tuition fee schedule to Gallaudet and the National Technical Institute for the Deaf.

These rule changes have been accepted and will go into effect May 1, 2006. Find more information at:

<http://www.deed.state.mn.us/rehab/rehab.htm>

DEED Workforce Services Director, Bonnie Elsey visited the SRC in April of 2005 to discuss the service delivery changes outlined on page 9 of this report. Elsey stressed the need for Rehabilitation Services Strategic Goals to reflect more emphasis on employers as customers. She challenged the Council to review the Vocational Rehabilitation Program's strategic goals and priorities and adapt them to a rapidly changing world.

In response, the State Rehabilitation Council adopted a strategic direction document entitled *Strategic Direction for Change: A Summary Statement for 2005-2007*. This transition document includes three transition strategic goals that will drive SRC's work and provide a springboard for long term planning.

- Increase the outcomes of all customers served.
- Improve leadership and build a learning culture within Rehabilitation Services.
- Structure ourselves to adapt to a changing environment.

The full *Strategic Direction for Change* document is at www.deed.state.mn.us

For alternative format, please call 651-296-5629.

Presentations

In order to stay informed of emerging issues, the Council received presentations on the following topics:

- *Best Practices and Supported Employment*
- *Medicare Prescription Benefit Part D*
- *Centers for Independent Living*
- *Courage Center Camping Programs*
- *Common Measures and Integrated Performance Measures*
- *VR Client Assistance Project*
- *Summary of the VR Program Organizational Change Effort Focus Groups*

Regional Training

SRC members Scott Dehn and Rich Diedrichsen attended a Rehabilitation Services Region Five training event in Chicago, Illinois. This training was an excellent opportunity to network and share ideas with other states. Participants discussed the key work of the Council, consumer needs assessment, strategic planning, customer satisfaction measurements, and program evaluation. New ideas and positive energy were brought back to the Minnesota's SRC to further its work.

Demand Driven Services

12

*M*att Kramer, former Commissioner of DEED, has stated: Minnesota's quality of life is linked to the strength of our business climate, particularly its supply of well-educated and motivated workers. Our agency will continually strive to ensure that Minnesota is *the* place to live, work and succeed.

His leadership helped shape the DEED mission statement:

The mission of the Minnesota Department of Employment and Economic Development is to support the economic success of individuals, businesses and communities by improving opportunities for growth.

DEED MISSION STATEMENT

Leadership has asked that all divisions align with the larger mission. This has created a climate of re-evaluation, examination and change for all DEED programs, including Vocational Rehabilitation and the Council. In response, Rehabilitation Services created a transition document, *Strategic Direction for Change*, which states:

The RS vision calls for Minnesotans with disabilities to have meaningful vocational choices and the power to achieve meaningful results. Today, DEED leadership calls for an expansion of this vision by asking "How can the business community be enrolled in the achievement of our vision?" This question respects the needs and role of persons with disabilities as customers of workforce investment services, but acknowledges that, in order to be successful, the Minnesota economy and Minnesota employers must thrive.

STRATEGIC DIRECTION
FOR CHANGE

Such shifts do not come easily, and the SRC has had lengthy discussions on how best to consider the employer as a central customer. Here are some of the considerations raised by Council members—

“Are people ready to accept a business emphasis? Historically, Rehabilitation Services’ principle responsibility has been to the job seeker. There are other departments and resources that are effective in providing business services. There is concern that directing resources to business may divert dollars away from case services.”

“This new thinking is a ‘quick jump’. It regards both people with disabilities and employers as customers. Business should always be at the table, but measures must be taken to assure that people with disabilities are not forsaken. It will take a lot of work to assure that WorkForce Center staff has the capacity to serve people with disabilities.”

“There is not just one primary customer; there are two, the consumer and business.”

The State Rehabilitation Council is not done with this discussion. The next year will be spent, in partnership with Rehabilitation Services, writing the state plan and crafting strategic goals for the years 2007 to 2010.

Minnesota’s political, business, and civic leadership agree that the state’s most competitive advantage now and in the future is a well-educated, job-ready, dependable workforce.

GWDC Minnesota
WorkForce Center
System Business Plan,
January 2005

I am a huge proponent of the employer as customer, for several reasons. I don’t think you can do an effective job training people for jobs unless you know what jobs are available. The client must be able to make informed decisions based on labor market information. To do that, there must be an employer connection. Employers are not the primary customer, but an important customer.

Jennifer Sheehy Keller,
Acting Deputy
Commissioner of the
Rehabilitation Services
Administration in the US
Department of Education—
comments at a joint SRC
Executive Committee and
Rehabilitation Services
Administration meeting

In September of 2005, the SRC held a public forum in Rochester, Minnesota. Public forums allow the SRC to hear testimony from a community about their experiences with Vocational Rehabilitation services and their specific VR needs and concerns. The comments are used as reference in the development of the Council’s work and in forming recommendations to Rehabilitation Services.

Many community members took time out of their day to give testimony on a number of important issues. Some of the emerging themes were:

- VR services are often more effective when staff has expertise that is disability-specific.
- There is widespread frustration with the VR waiting list.
- There is a great need for transition-age services, especially in the rural areas. In this time of diminishing resources, the schools and VR need to think creatively about how to jointly improve services to youth.
- There are concerns with the new approach that VR is taking with “core” and “intensive” services. There is a sense that too much is expected from the Workforce Center System.

- VR is a cost-effective public program.
- There is a need for more investment in supported employment services.
- VR needs to make itself better known to the broader community.
- The quality of counseling services is uneven within and among offices.
- The new performance-based payment system for community rehabilitation providers may work for larger providers, but not for the smaller providers who are crucial to Greater Minnesota’s network of VR services.
- Some proposed rule changes are problematic, particularly in the areas of van modification and the cessation of fully funding out-of-state post-secondary education. Persons who are deaf and hard of hearing spoke to the distinct and unique educational role of Gallaudet and National Institute for the Deaf.

Top Six 2005 Vocational Rehabilitation Referral Sources

1. Educational Institutions	33%
2. Self-referral	17%
3. Government Agencies	12%
4. Health Care	8%
5. Community Rehabilitation programs	7%
6. Workforce Center	5%

The Council Wants
Public Input

*There are many ways to let the Council
know your thoughts.*

You can call:

Voice: 651.296.5629 or
1.800.328.9095

TTY: 651.296.3900 or
1.800.657.3973

Speech-to-speech telephone
re-voice: 1.877.627.3848

You can fax:

651.297.5159

You can write:

Chair, State Rehabilitation
Council
Department of Employment
and Economic Development
Rehabilitation Services
1st National Bank Building
332 Minnesota Street,
Suite E200
Saint Paul, MN 55101-1351

You can attend a meeting:

All State Rehabilitation Council
meetings are public. Meetings are
the fourth Wednesday of every
month with the exception of July
and a combined meeting in
November and December.
Locations and time are published
in the Minnesota State Register
which is available at public
libraries or on the Internet:

[www.comm.media.state.mn.us/
bookstore/stateregister.asp](http://www.comm.media.state.mn.us/bookstore/stateregister.asp)

[www.mnwfc.org/rehab/
councils/src/src.htm](http://www.mnwfc.org/rehab/councils/src/src.htm)

*The State Rehabilitation
Council invites you to become
a member:*

If you are interested in becoming a
member of the State Rehabilitation
Council, an application form can
be obtained by calling:

651.296.5629
(TTY 651.296.3900 or
1.800.657.3973) or
on the Internet:

[www.sos.state.mn.us/
openapp/forms.html](http://www.sos.state.mn.us/openapp/forms.html)

This report can be made available in Braille, high contrast, large print,
diskette, audiotape, or other formats upon request by calling:
651.296.5629, 1.800.328.9095, or TTY 1.800.657.3973.
Speech-to-speech telephone re-voice: 1.877.627.3848.