

Annual Report 2010



Arizona Governor's State Rehabilitation Council



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Mission

and Responsibilities of the Council

The Governor's State Rehabilitation Council mission encompasses the Council's vision, operating principles, and goals.

Mission

Serving all citizens of Arizona, the mission of the Arizona Governors State Rehabilitation Council is to advise, evaluate and partner with the public Vocational Rehabilitation Program in support of improving access to employment and promoting a diverse workforce statewide.

Vision

The Arizona Governor's State Rehabilitation Council envisions a statewide workforce that values disability and diversity, and is committed to full participation of its citizens.

Operating Principles

- Serve as an ally to the public Vocational Rehabilitation Program in structuring and conducting business in ways that reflect the social, political, historical and economic experiences of disability.
- Collaborate with state and other non-government agencies to promote meaningful and sustainable employment for everyone.
- Foster a broad definition of diversity that honors and appreciates disability alongside race, ethnicity, gender, sexual orientation and religion as an integral part of human experience.
- Promote disability discourse, awareness and involvement; honor disability culture and pride.

Goals

- Advise the Vocational Rehabilitation Program in the development, implementation, evaluation and review of innovative rehabilitation services and programs.

- Support the development of public policy that improves opportunity for full participation for all citizens in the economic life of Arizona.
- Engage business and industry statewide in the creation of inclusive environments guided by the principles of universal design.
- Increase access and employment opportunities for people with disabilities through collaboration with outside agencies, councils and community partners.
- Strengthen the Vocational Rehabilitation Program through collaboration on the development of human resource infrastructure.

The Governor’s State Rehabilitation Council functions, as defined in the Title I, Part A, Section 105 of the Federal Rehabilitation Act, are as follows:

Review, analyze and advise the Arizona Rehabilitation Services Administration (RSA) regarding the performance of its responsibilities, particularly those related to eligibility (including order of selection); the extent and scope and effectiveness of services provided; and the functions performed by State agencies that affect the ability of individuals with disabilities in achieving employment outcomes under Vocational Rehabilitation (VR) services.

Partner with RSA to develop, review and agree to State goals and priorities in accordance with the VR State Plan. The Council and RSA

evaluate the effectiveness of the VR program and submit reports of progress to the RSA Commissioner.

Advise RSA on activities authorized to be carried out under the Vocational Rehabilitation State Plan. Assist in the preparation of the VR State Plan, and Amendments to the plan, applications, reports, needs assessments, and evaluations.

Conduct a review and analysis of the effectiveness of Vocational Rehabilitation services and consumer satisfaction regarding functions performed, VR services provided, and employment outcomes achieved.

Prepare and submit an Annual Report to the Governor and the Federal U.S. Department of Education Commissioner of RSA on the status of Vocational Rehabilitation programs operated with the State of Arizona.

Coordinate activities with other disability related Councils with the State of Arizona.

Establish working relationships between RSA, the Statewide Independent Living Council, and Arizona Centers for Independent Living.

Perform other functions consistent with VR services deemed appropriate by the Council.



Thoughts

from the
SRC Chair

*Michael Duncan
shares highlights of his
second year as SRC Chair*

I am honored to serve a second year as Chairman of the SRC. Cognizant of the continued economic challenges at the local, state, and federal levels, the Council's mission was to work closely with the Arizona Rehabilitation Services Administration (AzRSA) and to reach out to other councils, committees, agencies, and community programs statewide. This year's annual report highlights some of the efforts and activities of the SRC.



The Arizona SRC joined the National Coalition of State Rehabilitation Councils (NCSRC). We welcomed the NCSRC members to the annual meeting in November 2009, at the Hyatt Regency in downtown Phoenix. Representatives were in attendance from over 30 states and several regions, including Guam, Saipan and Samoa. The Council provided a PowerPoint presentation and facilitated a question and answer session. The dialogue was both interesting and informative to all of the participants.

This year, the Arizona SRC participated in the Technical Assistance and Continuing Education (TACE) institutes sponsored by the University of Arizona. The Winter Institute was held in Tucson in February, the Summer Institute was held in Phoenix in May, and the Fall Institute was held in Flagstaff in September. A presentation titled "The Governor's State Rehabilitation Council: Role and Function" was provided at each institute. Attendees were complimentary about the presentations and participated extensively in discussions about the role of the Council.

AzRSA Administrator Katharine Levandowsky and representatives of the SRC also participated in the TACE IX Summer Advisory Committee two-day session in July. The new federal RSA Commissioner, Lynnae Rutledge, addressed the committee via teleconference call. The Commissioner listed her priorities as:

- 1) increase the visibility and effectiveness of Federal RSA,
- 2) improve partnerships between federal and state agencies, and
- 3) engage more extensively with federal partners, including Capitol Hill, Congress and other governmental departments.

Ms. Rutledge stated that her overall goal was “helping people get full-time jobs.” Her comments were encouraging to the members of TACE IX Advisory Committee.

The Arizona SRC had a busy year working with the AzRSA, reaching out to other statewide partners to meet our goals and objectives. We are fortunate to have highly committed and dedicated Council members, Council staff, and the AzRSA management team. The SRC looks forward to another busy year strengthening the Council membership and continuing our outreach efforts throughout Arizona.

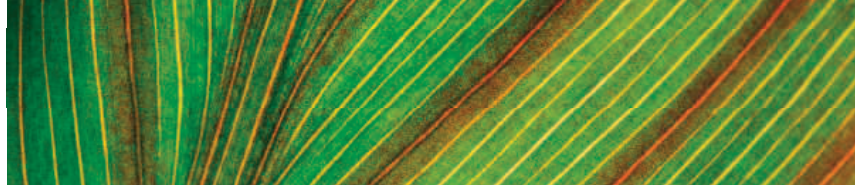
Sincerely,



Michael F. Duncan, Chair

Arizona Governor's State Rehabilitation Council





Input & Recommendations

A summary of SRC input and recommendations to the AzRSA

1. SRC recommends that AzRSA continue to focus their efforts to increase awareness and outreach of Vocational Rehabilitation services to individuals with disabilities highlighting the importance of placement on the Order of Selection waiting list.
2. SRC continues to strongly recommend that AzRSA emphasize collaborative efforts regarding transitioning youth as it relates to the Vocational Rehabilitation Program, Department of Education, Division of Developmental Disabilities, and American Indian programs policy/procedures.
3. SRC recommends that AzRSA communicate the revised Arizona RSA Strategic Plan goals, objectives and action steps to SRC and RSA staff at all levels.
4. SRC recommends that AzRSA provide SRC with preliminary results of the 'performance report card/scorecard for providers' within State Fiscal Year 2011.
5. SRC recommends that AzRSA outreach to other disability populations, exploring alternative funding sources, to ensure that Vocational Rehabilitation services are distributed more equally statewide.
6. SRC recommends that AzRSA ensure that Federal Standards and Indicators are passed per federal guidelines with an emphasis on meeting the rehabilitation rate.
7. SRC recommends that AzRSA continue to increase partnerships with American Indian Vocational Rehabilitation Programs in an effort to maximize Vocational Rehabilitation services in those communities.
8. SRC recommends that AzRSA apprise SRC of the development and implementation of enhanced Vocational Rehabilitation Program counselor training utilizing the Federal Technical Assistance and Continuing Education (TACE) Center.



Committees of the Council

The council committees have specific functions to help the SRC achieve its goals.

The goal of the **Access and Employment Committee** is to increase access and employment opportunities for people with disabilities through collaboration with the Rehabilitation Services Administration/Vocational Rehabilitation (RSA/VR) Program clients, outside agencies, councils and community partners.

The goal of the **Business and Community Partnerships Committee** is to create and foster business and community partnerships, while enhancing the SRC relationship with these partners, in order to expand employment opportunities, encourage involvement in policy development, promote advocacy for service provision, and economic self sufficiency for individuals with disabilities.

The goal of the **Executive Committee** is to provide leadership to the SRC in furthering its mission, vision, and goals.

The **Membership and Nominating Committee** seeks to recruit new members from the community who will represent, and be representative of, individuals with disabilities, specific disability groups, business and labor, rehabilitation program providers, disability advocates, the Statewide Independent Living Council, the State Workforce Investment Board, and American Indian Rehabilitation Programs. The Council accepts nominations at any time throughout the year when vacancies occur and submits candidates to the Governor, who makes the final appointment of members to SRC.

The goal of the **Program Planning Committee** is to advise, evaluate, and collaborate with the RSA/VR Program to improve the quality and efficiency of VR services, including transition services, by building the capacity of RSA employees via the Comprehensive System of Personnel Development, increasing employee satisfaction, and reviewing VR State Plan implementation.



Strategic Plan

2009-2011

Goal 1: Increase access and employment opportunities for people with disabilities through collaboration with the Rehabilitation Services Administration/Vocational Rehabilitation Program (RSA/VR), clients, outside agencies, councils, and community partners.

- **Objective 1:** Research and utilize client satisfaction survey data to frame priorities for further discussion and partnership with RSA.
- **Objective 2:** Facilitate public input regarding the Arizona Vocational Rehabilitation Program.
- **Objective 3:** Monitor the Order of Selection (OOS) category status.
- **Objective 4:** Promote employment of individuals with disabilities.

Goal 2: Create and foster business and community partnerships, while enhancing the SRC relationship with these partners, in order to expand employment opportunities and economic self sufficiency for individuals with disabilities.

- **Objective 1:** Conduct outreach to employers, government, state agencies, and private businesses to increase employment of individuals with disabilities.
- **Objective 2:** Conduct outreach to increase education and understanding of the new Ticket to Work regulations.
- **Objective 3:** Increase interaction with other councils, particularly those that service individuals with disabilities.

Goal 3: Encourage SRC involvement in public policy development and advocacy to enhance service provision to individuals with disabilities.

- **Objective 1:** Educate SRC members about legislative issues that have the potential to impact VR and individuals with disabilities, and be informed about priorities of other disability organizations within the community, including membership in the Arizona Disability Advocacy Coalition (AzDAC).

Goal 4: Provide leadership to the SRC in furthering its mission, vision, and goals.

- **Objective 1:** Maintain fiscal accountability for the SRC.
- **Objective 2:** Partner with RSA regarding the Triennial Statewide Needs Assessment Project (SNAP).
- **Objective 3:** Promote diversity within the VR service delivery system and the composition of RSA staff.
- **Objective 4:** Promote diversity within the SRC.
- **Objective 5:** Partner with RSA on the RSA strategic plan.
- **Objective 6:** Partner with the National Coalition of State Rehabilitation Councils (NCSRC).
- **Objective 7:** Update the SRC Full Council on RSA status and progress with the Federal Standards and Indicators.
- **Objective 8:** Update SRC Full Council on RSA progress with the Federal Corrective Action Plan (CAP).

Goal 5: Advise RSA to develop a statewide transition plan that addresses services to transition aged youth in order to prepare youth for employment by 2011.

- **Objective 1:** Initiate discussion with RSA regarding current transition practices.
- **Objective 2:** Determine baseline for services currently being provided by RSA to meet the needs of transitioning youth.
- **Objective 3:** Partner with RSA regarding research in relation to developing a statewide transition plan using recommended/best practices.

Goal 6: Advise and partner with RSA in development of the VR State Plan and in reviewing implementation of the VR State Plan.

- **Objective 1:** Obtain a formal training for the SRC Full Council regarding VR State Plan content and submission including timelines.
- **Objective 2:** Determine a process regarding submission of SRC recommendations to assist RSA in developing workable timelines for completion of the VR State Plan.

Goal 7: Partner with RSA in development of a plan to increase employee satisfaction.

- **Objective 1:** Determine a baseline for the RSA Employee Satisfaction Survey results.



Membership

2010

Council Support

*Carolyn Maciel
Council Liaison*

*Nancy Kimball
Administrative Secretary*

Katharine M. Levandowsky

RSA Administrator

VR State Agency, Ex-Officio

Term: No Limit City: Phoenix

Julianne Bird

Disability Advocacy Representative

Term: 2008-2011 City: Chandler

Robert Blaylock

Business, Industry and Labor Representative

Term: 2007-2012 City: Mesa

William Downey

Disability Advocacy Representative

Term: 2006-2011 City: Tucson

Michael Duncan, Chair

Disability Advocacy Representative

Term: 2006-2012 City: Phoenix

Gretchen Evans

Disability Advocacy Representative

Term: 2006-2011 City: Phoenix

Erika Fillman

Vocational Rehabilitation Counselor Representative

Term: 2005-2011 City: Tucson

George Garcia

Specific Disability Representative

Term: 2009-2012 City: Laveen

Jenny Goeckel

Specific Disability Representative

Term: 2009-2011 City: Tucson

John Gutierrez

Client Assistance Program Representative

Term: 2006-2012 City: Phoenix

David L. Hirsch

Specific Disability Group Representative

Term: 2006-2011 City: Flagstaff



Mark Jacoby

Community Rehabilitation Program
Service Provider Representative
Term: 2009-2012 City: Phoenix

Suzanne Malson

Statewide Independent Living Council Representative
Term: 2008-2011 City: Bullhead City

William McQueary

State Education/Special Education Representative
Term: 2008-2011 City: Glendale

Donald P. Price

Current/Former Recipient of VR
Services Representative
Term: 2005-2011 City: Tempe

April Reed, Vice-Chair

Specific Disability Representative
Term: 2006-2011 City: Buckeye

Paula Seanez

I21 Project Director's Representative
Term: 2002-2010 City: Window Rock

Charles Tiller

Business, Industry and Labor Representative
Term: 2009-2012 City: Tucson

Elizabeth Toone

Disability Advocacy Representative
Term: 2007-2011 City: Prescott

Leslie Williams

Parent Training and Information Center Representative
Term: 2009-2012 City: Phoenix

Chris Zabramny

Specific Disability Groups Representative
Term: 2009-2012 City: Tucson



Council Activities

2010

TACE/University of Arizona Presentations

The Technical Assistance and Continuing Education (TACE) Center was created to assist community rehabilitation programs and their staff by providing continuing education opportunities in the field. TACE was sponsored by the Department of Disability and Psychoeducational Studies at the University of Arizona College of Education, in collaboration with San Diego State University. State Rehabilitation Council Chair Michael Duncan provided presentations in Tucson (Feb 10, 2010), Phoenix (May 5, 2010), and Flagstaff (Sept. 29, 2010) on the council's role and function as required by the Federal Rehabilitation Act. The presentations included segments on autism, a review of and orientation to assistive technologies, and a summary of support services for students with disabilities transitioning from high school to community college. A question and answer session followed the presentation. The series were well attended in all areas of the state.

Public Input Pilot Survey

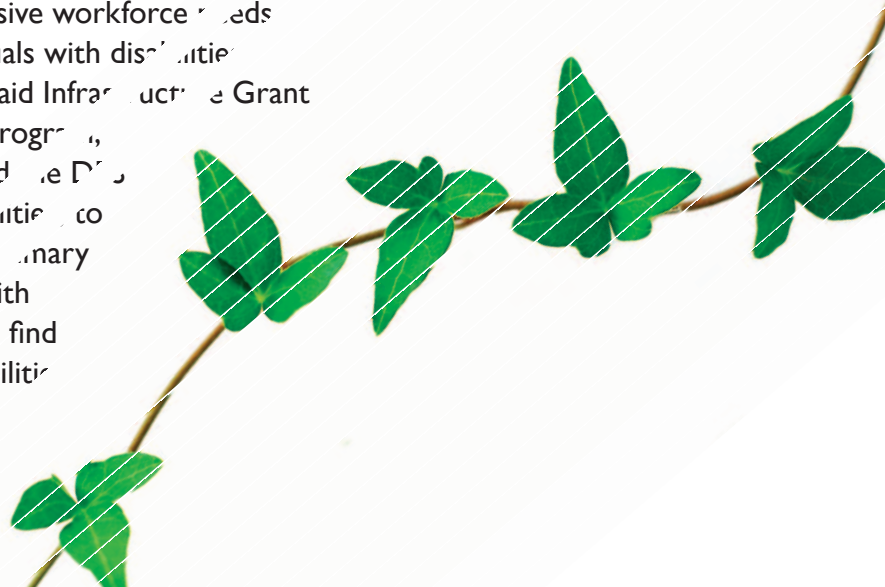
Under the Title IV, Section 105 of the Federal Rehabilitation Act State Rehabilitation Councils (SRCs) are mandated to evaluate the effectiveness of the state's vocational rehabilitation program. To this end, the Access and Employment Committee initiated a pilot public input survey for a six-week period in the spring of 2010. It was distributed to past and current VR clients via SRC member contacts. The committee developed the survey after gathering sample questions from SRCs nationally. The data collected from the pilot survey was one resource utilized by the SRC in formulating its recommendations to the VR State Plan. A revised survey will be distributed statewide to a larger population of past and current VR clients in State Fiscal Year (SFY) 2011.

National Coalition of State Rehabilitation Councils (NCSRC) Fall Conference

The NCSRC Fall Conference was held in Phoenix, Arizona on November 15, 2009. Arizona SRC Chair Michael Duncan provided the welcoming address to attendees. Information regarding the mission, vision, operating principles, goals, and current activities of the SRC was presented. Conference topics included Transformational Employment Supports, Effective SRC Committee Management, and Educating the State Legislature and Members of Congress. Presentations were also provided by the Council of State Administrators of Vocational Rehabilitation CEO Carl Suter, and Sue Rankin-White of the federal Rehabilitation Services Administration. The conference provided an opportunity for attendees to network with their colleagues from across the country to discuss pertinent issues and challenges regarding the work being done on behalf of individuals with disabilities.

'Untapped Arizona' Campaign

Untapped Arizona is the State of Arizona's strategy to support businesses that want to diversify their workforce, including those responding to the national Think Beyond the Label campaign (www.thinkbeyondthelabel.com). It is a cooperative initiative, whereby a network of local organizations support local businesses in meeting their inclusive workforce needs by accessing the labor pool of individuals with disabilities. Public stakeholders include the Medicaid Infrastructure Grant (MIG), the Vocational Rehabilitation Program, ADHS Behavioral Health Services, and the Department of Developmental Disabilities, to name a few. *Untapped Arizona* is the primary resource for businesses to connect with job candidates with disabilities and to find answers to questions relating to disabilities.



and the workplace. *Untapped Arizona* provides businesses with a primary contact person. This person will assist a business with an individualized service package that includes a coordinated system for disseminating and posting job announcements, facilitating access to information, and direct technical assistance pertaining to hiring and legal issues, reasonable accommodations, and employee retention. The network partners agree to employ shared guiding principles and protocols to ensure that support and information given to Arizona businesses is of the highest quality and provided in the most efficient manner. More information and how to contact the network can be found at www.untappedarizona.com.

Employer Fact Sheet

The Business and Community Partnerships Committee developed an employer fact sheet/newsletter that was distributed to employer groups, and at job fairs and other gatherings of employers, to educate them on the employability of individuals with disabilities.

“Can an employee with a disability get the job done?”
“How will supervisors manage employees with disabilities, if accommodations are necessary?” “Are they expensive, and will my organization’s Workers Compensation and health care costs increase?” These and similar questions were answered via the fact sheet, which also included a list of information and resource websites. The next step planned by the committee is partnering with the *Untapped Arizona* campaign to provide an informative visual presentation to employer groups, illuminating the merits of what is largely an overlooked labor pool.



SRC Member Award

Seven of Arizona's disability community leaders were honored at the Americans with Disabilities Act (ADA) Film Festival, which celebrated the 20th anniversary of the ADA. The festival was sponsored by the Arizona Disability Advocacy Coalition (AzDAC). The Unbeaten Spirit Medals honor individuals who have shown an indomitable spirit in their work on behalf of the disability community. Among the awardees is SRC member John Gutierrez.

Mr. Gutierrez has been an advocate at the Arizona Center for Disability Law for 21 years. He is the supervisor of the Client Assistance Program (CAP), where he advocates on behalf of applicants and clients of the Arizona Rehabilitation Services Administration (AzRSA) to ensure they receive services. Through his work, hundreds of individuals with disabilities have received the vocational rehabilitation services necessary to reach an employment goal. The SRC recognizes the value of Mr. Gutierrez as a long-time member, and appreciates having his expertise and commitment to individuals with disabilities in the ongoing work of the Council.



John Gutierrez is awarded the AzDAC Unbeaten Spirit Medal.

Council Collaboration

As a result of public input and other sources informing the SRC of service delays within the public vocational rehabilitation program, the SRC Full Council initiated collaboration with the Governor's Council on Blindness and Visual Impairment (GCBVI) to research the Rehabilitation Services Administration/Vocational Rehabilitation Program in the areas of procurement procedures and personnel/service resources. Discussion between the two Councils explored the possibility of jointly advocating to the State of Arizona Legislature on the procurement process in general, taking into account the increasing number of terms and conditions added to the process within the last year. Joint sessions of the SRC Program Planning Committee and the GCBVI are planned to explore options that may be available to improve service delivery to clients in all areas, including procurement. The desired outcome is the best option which efficiently uses the existing process to protect, sustain, and increase services in a difficult state economy.



SRC Involvement with the 36th National Institute on Rehabilitation Issues (IRI)

The federal vocational rehabilitation program began the Institute on Rehabilitation Issues in 1948. Typically, two or three topics of interest to the vocational rehabilitation field are selected from a list generated by input from the rehabilitation field staff, and state and federal VR agencies. The Prime Study Group members are nominated from the field, and final selection to the IRI is made by the RSA Commissioner.

Arizona SRC member Bill Downey was selected to the IRI by RSA Commissioner Lynnae Rutledge. Mr. Downey is a faculty member of the Department of Disability and Psychoeducational Studies at the University of Arizona College of Education. He and eight other IRI members met in Washington, DC, three times during the year to develop and edit a six-chapter monograph. The document describes the history of the state rehabilitation councils, the underlying legislation and regulations, best practices in completing mandates, and helpful resources for SRCs, and includes examples of working documents (i.e., by-laws, policies, etc.).

An IRI forum was conducted, where outside readers were invited to make suggestions and provided input to the document. The forum ended with a banquet at which study group members were recognized for their efforts. The monograph is subject to final editing and review by the federal RSA and the U.S. Department of Education. It is expected to be published in late spring 2011, in conjunction with the Region III TACE located at the George Washington University Center for Rehabilitation Counseling, Research and Education.

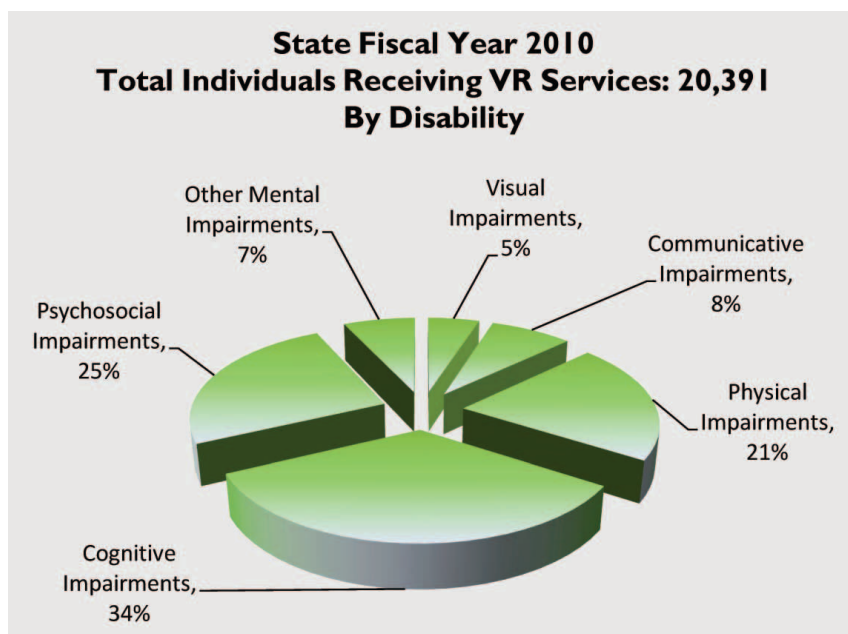
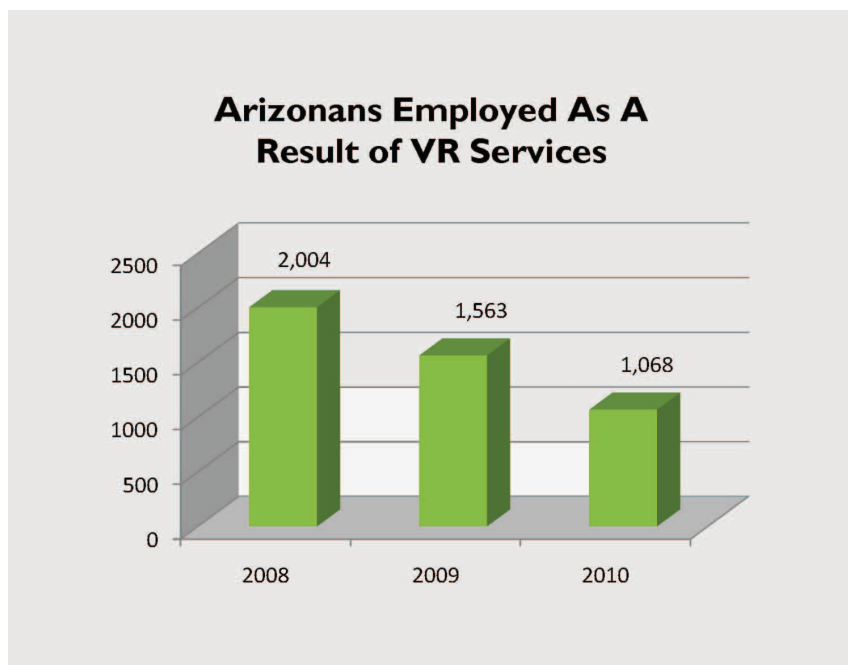


Vocational Rehabilitation

Program Basics

The mission of the Arizona Vocational Rehabilitation Program (VR) is to work with individuals with disabilities to achieve increased independence and/or gainful employment through the provision of comprehensive rehabilitative and employment support services in a partnership with all stakeholders.

The VR Program provides a variety of specialized services to individuals who have physical, mental or emotional impairments that create barriers to employment and/or independent living. Eligibility for the VR program is determined by the following: an individual wants to become or remain economically independent through work; an individual's disability is serious enough to make it hard to get or keep a job; available services can help the individual get or keep a job; the VR Program is the only or best place to provide the individual with the help he or she may need.





VR Highlights

2010

*Vocational Rehabilitation
Program activities throughout
the year.*

Self-Employment

Self employment is work done for a profit in an individual's own business, profession, or trade. The individual takes responsibility for all business decisions and activities, including control of services rendered, hours, pricing, and furnishing of equipment and tools. The client maintains 51% ownership and directly operates the business, managing all or most aspects of the operation. All self employment business plans of \$2,500 or more are reviewed for approval by the RSA Self Employment Review Committee (SERC). The SERC meets monthly to review Vocational Rehabilitation (VR) clients' self employment business plans. The VR client presents his/her plan which includes an overview of the business operations and a summary of financial, marketing, and sales forecasts. Clients may use a consultant to assist with writing their business plan, and can request the presence of the consultant and/or their VR counselor when presenting the plan to the SERC. The SERC discusses each business plan, asks questions, and ultimately approves or disapproves the business plan with recommendations.

Thirteen VR client self employment business plans were approved by the SERC in SFY 2010, including vocations such as painting, sandblasting, publishing and graphic arts, quilting, jewelry, pottery, low vision planners and other aids, and baking supply and candle shop companies. The VR Program is pleased to provide funding to VR client small businesses and afford them the opportunity to use self employment as a means to gainful employment.

Tenth Annual Transition Conference

The Arizona RSA arranged for five SRC members to attend Arizona's Tenth Annual Transition Conference. The conference is a collaborative, cross-stakeholder professional development event aimed at providing pertinent information to the transition planning process for youth and young adults with disabilities.

The theme, *Designing the Future*, reflected the determination of youth and young adults to plan for adulthood, and the collaboration through intra- and interagency efforts to improve postsecondary opportunities for youth with disabilities in the areas of employment, education, training and adult living. For the fifth consecutive year, the Transition Conference highlighted the creativity of youth with disabilities through displays of their artwork.

This year's session addressed topics of community partnerships, family voice, secure care education, career and job development, medical and social empowerment, youth and young adult empowerment, legal implications, assistive technology, and curriculum and instruction. A dedicated session strand with content tailored specifically for a youth and young adult audience was added. Conference participants also had opportunities to attend half-day sessions representing current and innovative perspectives from national, state, and local experts.

Ticket to Work

Ticket to Work (TTW) is a federally-funded Social Security program, administered by Maximus. The TTW program is essentially a voucher system, whereby beneficiaries receiving Social Security Insurance (SSI) and/or Social Security Disability Insurance (SSDI) can receive employment services to allow them to go back to work. Employment Networks (EN) or State Vocational Rehabilitation (VR) agencies can provide services under the TTW program. The program is voluntary, allowing persons to choose when to participate. Social Security and Maximus expect recipients to shop around for the agency best able to serve their particular employment needs.

New focuses for 2010 were Timely Progress Reviews and Partnership Plus. The Social Security Administration (SSA) expects a ticket holder to make progress toward self-supporting employment while the ticket is *assigned* or *in-use*. Both educational attainment and work/earnings count as progress in the new regulations.

In September 2009, the SSA began sending advance notice of the Timely Progress Reviews (TPRs) to ticket holders, and the reviews began the fall of 2010. Failure to demonstrate timely progress does not end ticket use, only the beneficiary's protection against a medical Continuing Disability Review.

Partnership Plus promotes collaboration, rather than competition, with the potential of strengthening all partners in the TTW system. The focus increases cost reimbursement payments to VR programs, and milestone and outcome payments to ENs. The program provides beneficiaries access to VR for upfront services, and to ENs for ongoing support services. Key to the success of Partnership Plus is the beneficiary's understanding of his/her options under the TTW program after VR case closure (informed choice). Following VR services to a ticket holder and case closure, the ticket still has value when taken to an EN. Additional benefits include an alternative for beneficiaries who are on Order of Selection, reduction in the need for re-opening cases for additional assistance, and increased access to job retention services often needed to retain and advance in employment.

Arizona Industries for the Blind

Arizona Industries for the Blind (AIB) was established in 1952 to provide employment and training opportunities for individuals who are blind. AIB functions as a self-sustaining enterprise fund operating under the Javits-Wagner-O'Day Act. Employees of AIB have an uncompromising dedication to their work and to the quality of products and services provided to the federal government and U.S. Armed Forces. This results in jobs with competitive wages, benefits, and upward mobility. All employees receive competitive wages with full benefits, including major medical, dental, life insurance and retirement. During SFY 2010, AIB paid approximately \$2.7 million in wages and benefits to over 70 employees who are blind, visually impaired, deaf-blind, and multiply disabled.

During SFY 2010, AIB achieved total sales of \$20.7 million, a 6% increase from the prior year. The increase in sales was attributed to an increase in demand for products sold to the military. AIB continues to pursue growth opportunities for employment and training in Document Management Services, Contact Center Operations, Production Services, and Warehousing and Distribution.

The AIB Rehabilitation Services Unit provides support services to RSA and the community, and assists employers and RSA providers with training and consultation statewide. Sixty-two blind and visually impaired individuals were provided with one or more of the following services: job placement, job retention, job search skills, labor market surveys, work site assessments, on-the-job training, work adjustment training and assessment, assistive technology training, custom produced turn key computer, and access technology systems.

Business Enterprise Program

The Arizona Business Enterprise Program (BEP) trains and places qualified legally blind individuals as operators of merchandising businesses. Currently the businesses consist of food service operations such as full service cafeterias, snack bars, gift shops, and vending operations.

During SFY 2010, BEP added seven new facilities in the Arizona Department of Corrections prisons. The economy and the reduction of government staff have substantially reduced profits at all BEP facilities other than Ft. Huachuca, Arizona. This has resulted in closing some locations and combining other locations. Four smaller prison locations were added to some existing lower-profit BEP facilities, because they did not earn enough revenue or profit to support a BEP operator on their own. The combining of the facilities resulted in an increase in the revenues and profits for the BEP operators assigned to those locations. The closure of twelve Arizona highway rest areas during SFY 2010 substantially reduced revenue. Eight rest areas have since re-opened.

In May 2010, three trainees successfully completed the six-month BEP Training Program and became licensed operators. In SFY 2011, BEP will focus on establishing additional opportunities through a Pinal County vending agreement, a statewide Post Office agreement, and other possible vending locations. BEP will also continue to solicit and recruit new trainees, with plans to hold two six-month training programs in SFY 2011. The training program focus is to increase efforts toward upward mobility among licensed operators and to seek out new individuals to secure new horizons.



Client Success

A sample of VR client achievements.

Tamara A diagnosis of leukemia is a pretty tough pill to swallow, even if you are a nurse. Tamara, a licensed practical nurse, realized that she could not continue to expose her weakened immune system to the potential infection and the stresses of nursing. Tamara applied for services through the Vocational Rehabilitation (VR) Program. With her VR counselor, Tamara developed an Individualized Plan for Employment (IPE) with a goal of social studies/social worker. Tamara was able to apply her professional skills toward this goal. The VR Program provided Tamara with vocational counseling and guidance, tuition, books and related expenses for attendance at Pima College, the University of Arizona, and Arizona State University. After many trips from her home in Tucson to ASU in Tempe, Tamara received her Master's Degree in Social Work. Her VR counselor was able to provide her with job development services, which eventually led to an internship at the Veterans Administration (VA). This led to a full-time position at the VA in Tucson. After achieving her employment goal, Tamara's VR case was closed as successfully rehabilitated. Prior to receiving services through VR, Tamara was receiving Supplemental Security Income for the Disabled (SSDI). Today, she is no longer receiving any kind of government support, and earns a yearly salary of \$45,040 with full benefits. Congratulations, Tamara, on your journey and the hard work it took to be where you are today!

Jerry Diabetes was causing Jerry foot problems with complications. These were exacerbated by having to stand for long periods at his current job. He was referred to the Vocational Rehabilitation (VR) Program for services through his County Case Manager at the Kino One-Stop in Tucson, Arizona. Working with his VR counselor, Jerry drew up an Individualized Plan for Employment (IPE) with a goal of a commercial truck driver. Jerry showed his strength of character and motivation

while working on his plan of services. He worked hard at the Southwest Truck Driving School program provided for him through the VR program. He made the honor roll, earned the award of “Top Dog” and received his commercial truck driving license (CDL) with an endorsement to transport tankers. VR was also able to provide services for Jerry in the areas of vocational counseling and guidance, work clothing and foot wear, and referral for job development and placement services. Jerry is employed as a commercial truck driver with one of the larger trucking companies in Tucson. He earns \$12.50 an hour, working full time and receiving full company benefits. Jerry is seen by those who know him as a big man with a big heart.

Victor came to the VR Program with a diagnosis of serious mental illness. Victor was unable to return to his previous work due to his illness. His VR counselor and the clinical team encouraged him to attend a Wellness Recovery Action Plan (WRAP) through the Magellan Regional Behavioral Health Authority (RBHA), as it would help him deal with his symptoms. He liked WRAP and the whole concept of recovery. He wanted to be of service to others, and decided to go to peer support training. The clinical team and Victor’s family and friends also thought he would be great as a peer support specialist. His Individualized Plan for Employment (IPE) was developed, and Victor started the peer support training program. VR provided the tuition for peer support training, vocational guidance and counseling, transportation costs, and interview clothing after Victor completed his training.

There were some bumps getting through the program, but Victor persevered. He graduated from the program and was hired as a Recovery Coach, working full time earning the industry wage, with employer-paid medical and other benefits. In Victor’s own words:

“I’ve worked in the helping professions in the past. I was a Chiropractor and had my own practice. I have a degree in nursing and worked for a while as an LPN, but I never felt like I fit in too well in those careers. I went through some hard times. At first, I didn’t know what was wrong with me. I was afraid to look at myself and afraid to open up to people. I was living in a shell. I was drinking to hide my symptoms and mask my problems. I was hospitalized and afterwards went into a recovery program.

“The whole staff at the recovery program were Peer Support Specialists. They were also in recovery, and they gave me a lot of hope that I could work again and help others. They had all been through Peer Employment Training (PET). Even though I didn’t have a lot of confidence at first, I started PET and it really opened up my eyes. Every day in class I learned a little more about myself and how to help others. My classmates and the people I work with are a big part of my life. After I graduated, I was hired as a Recovery Coach. Going back to work was a little scary at first. I wasn’t sure if I could do it again, but I’ve been doing it. After I established a routine, things really started to click. I have provided peer support to people who have had life experiences similar to mine—challenges with housing, employment, and co-recovery issues (both substance use and psychiatric experiences). Working helps me feel more confident every day. It’s given me more opportunities to make friends. I have friends from class, from work, and I’m making friends outside of work too. I have goals for the future and I feel successful. To me, success isn’t about how much money you make; you’re successful based on how you make a difference in the world. As long as I help at least one person a day, I’ve done my job. Like I said, I always knew I wanted to help people, I just didn’t really know how I was going to do it. Now I do, and it feels really good.”

Tamia had no idea that she would be helping others save money and live better in the future. At the time, she was just trying to do more with her own life. She had been diagnosed with bi-polar disorder, and had been connected with the local mental health agency in Coolidge, Arizona. That connection led to an even more fortunate connection with the local Vocational Rehabilitation Program office. There she met the person who would become her VR counselor. Together they would write

her Individualized Plan for Employment (IPE), with the goal of retail or restaurant work. Tamia was provided with substantial services through VR, which included vocational counseling and guidance, a medical evaluation, job development and placement, a clothing voucher for work-related clothes, and tutoring for high school equivalency through the on-line Excel High School Program. When a full-time cashier's position opened at Wal-Mart, Tamia applied. She was hired, receiving a starting salary of \$1,444 per month with benefits. Tamia had been receiving food stamps and cash assistance, and she no longer requires these supports. Her VR case was successfully closed when she achieved her employment goal. Tamia had previously seen herself as someone without a high school diploma, without a job, and with three children to support. Tamia now has her high school equivalency degree and a good job. She has grown enormously socially and gained a great deal of confidence in her abilities. The bottom line is that Tamia is doing really, really well!

Pauline was referred to the VR Program via the Kino One-Stop Career Center in Tucson, Arizona. She worked as a dental assistant, which required her to stand much of the day. Severe arthritis in her feet forced her to leave this job two years ago. She also suffers from arthritis in her hands and has been taking supplements to alleviate the pain. Although she was a certified dental assistant, she could no longer work in this position. She and her husband were living off savings that were almost gone. Using the vocational exploration and guidance of her VR counselor, Pauline developed her Individualized Plan for Employment (IPE) with the goal of medical preparer. Pauline and her counselor explored the medical field and discussed types of physical requirements that could be amenable to her disability. her counselor urged Pauline to go to different hospitals to do her job research. Pauline was offered a position as a medical preparer at a health care company in Tucson, at \$9.35 an hour with full benefits. The services she received from VR were adjustment to disability, job exploration, job development/ placement, and a pair of support shoes to help her maintain her employment. Pauline's VR case was successfully closed because she had become employed. She no longer has to worry about her savings and reports satisfaction with her new position.



Client Satisfaction

Survey Results

In state fiscal year (SFY) 2010, satisfaction with last job obtained as a result of receiving VR services increased by 4 percent from the previous year.

RSA consumers whose cases closed during SFY 2010 reported high levels of satisfaction with RSA services, with 76% of respondents indicating they were satisfied or very satisfied with services received. This is a 1% increase from SFY 2009. Between SFY 2009 and SFY 2010, clients expressing satisfaction with the last job obtained as a result of receiving VR services shows a 4% increase. For clients currently working, SFY 2010 reflects a decrease of 8%. For those individuals working, satisfaction with their current jobs shows a significant 25% increase for the same time period.

Average hourly salary of successfully closed cases (26s)

SFY2008	\$11.95
SFY2009	\$12.24
SFY2010	\$11.71

	SFY 2008 Responses		SFY 2009 Responses		SFY 2010 Responses	
	Satisfied / Very Satisfied	Neutral	Satisfied / Very Satisfied	Neutral	Satisfied / Very Satisfied	Neutral
Overall satisfaction with services provided by VR staff directly, especially your VR Counselor	79%	11%	75%	10%	76%	8%
Satisfaction with the last job obtained as a result of receiving VR services	64%	18%	47%	10%	51%	32%
Currently working (Y/N)	69% Y	—	59% Y	—	51% Y	—
If yes, satisfaction with this job?	77%	14%	50%	5%	75%	6%

NOTE: The survey results should be viewed within an overall continued economic context for SFY2010. State budget and economic impacts affected both the job development process for clients as well as delays and interruptions in service due to staff vacancies that could not be filled due to hiring freezes. In addition, priority categories under the Order of Selection remained closed thru SFY2010. Given these impacts, some decline in client satisfaction might reasonably be expected.



Statewide Directory

RSA and One-Stop Offices

RSA Administration

1789 W. Jefferson St., 2NW
Phoenix, AZ 85007
(602) 542-3332
1-800-563-1221 (AZ only)
TTY (602) 542-6049
Katharine M. Levandowsky,
Administrator

District I Administration

3221 N. 16th St., Ste. 200
Phoenix, AZ 85016
(602) 266-6752
TTY (602) 241-1048

District I Offices

NORTH 16TH STREET

4620 N. 16th St., Ste B-106
Phoenix, AZ 85016
(602) 266-9206
TTY (602) 266-9579

MESA

163 N. Dobson Rd.
Mesa, AZ 85201
(480) 890-7537

GILBERT – TEMPE

2328 W. Guadalupe Rd., Bldg. 1
Gilbert, AZ 85233
(480) 820-5629

SURPRISE

11526 W. Bell Rd.
Surprise, AZ 85374
(602) 771-1850

SCOTTSDALE

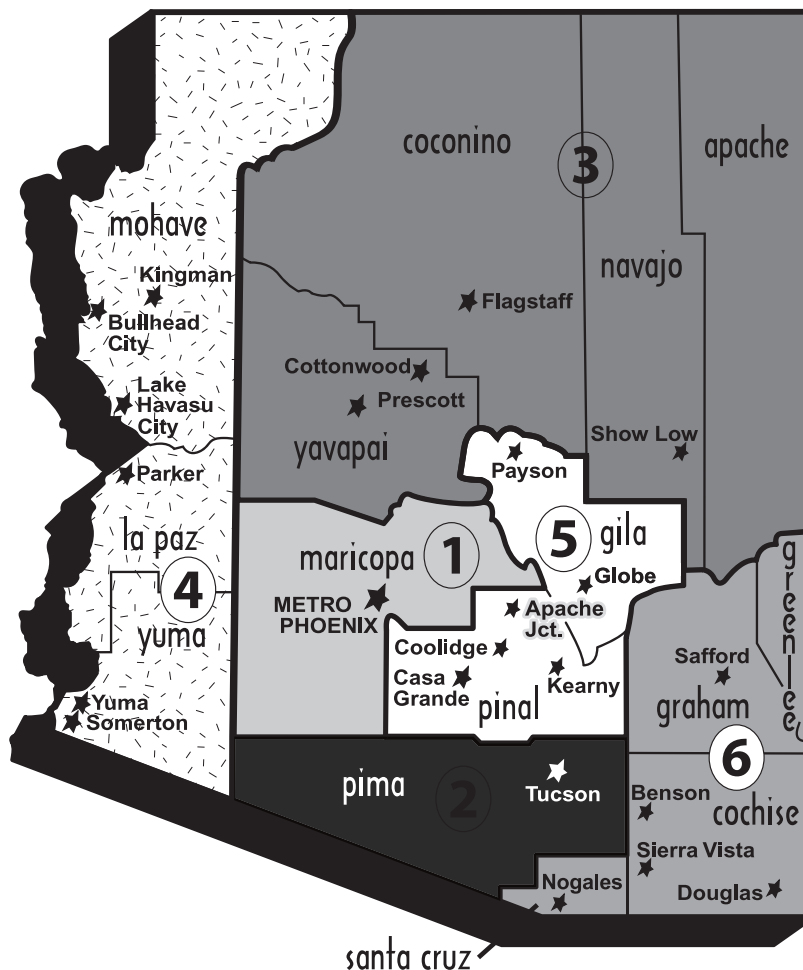
10900 N. Scottsdale Rd., Ste 401
Scottsdale, AZ 85254
(480) 948-3819
TTY (480) 948-3819

NORTH CENTRAL

3839 N. 3rd St., Ste. 303
Phoenix, AZ 85012
(602) 266-4434
TTY (602) 266-6716

VETERANS PROJECT

4150 W. Peoria Ave., Ste. 125
Phoenix, AZ 85029
(602) 564-1812
TTY (602) 548-0308



GILBERT – CHANDLER

2328 W. Guadalupe Rd., Bldg 1
Gilbert, AZ 85233
(480) 926-5100

TLAQUEPAQUE

4150 W. Peoria Ave., Ste 125
Phoenix, AZ 85029
(602) 564-1812
TTY (602) 548-0308

SOUTHWEST

4622 W. Indian School Rd., Ste. D12
Phoenix, AZ 85031
(623) 873-4310
TTY (623) 873-4310

SOUTH PHOENIX

4411 S. 40th St., Ste. D-12
Phoenix, AZ 85040
(602) 470-1802
TTY (602) 470-8056

District II Administration

400 W. Congress St., Ste. 420
Tucson, AZ 85701
(520) 628-6810
1-800-835-2100
TTY (520) 628-6854

**District II Offices
NORTH STONE**

100 N. Stone Ave., Ste 500B
Tucson, AZ 85701
(520) 629-0225
TTY (520) 388-9003

TUCSON ONE-STOP

100 N. Stone Ave., Ste 500B
Tucson, AZ 85701
(520) 629-0225
TTY (520) 388-9003

ONE STOP CAREER CENTER

340 N. Commerce Park Loop
Tucson, AZ 85701
(520) 798-0546

EASTSIDE

899 N. Wilmot Rd., Ste. D3
Tucson, AZ 85711
(520) 790-4715
TTY (520) 790-8131

NORTHWEST

7225 N. Mona Lisa Rd., Ste 202
Tucson, AZ 85741
(520) 544-8618
TTY (520) 575-0295

SOUTHSIDE

195 W. Irvington
Tucson, AZ 85714
(520) 741-7188
TTY (520) 889-6829

**COMMUNITY RESOURCE
CENTER**

4710 E. 29th St., Bldg. 8
Tucson, AZ 85711
(520) 790-0787
TTY (520) 790-5674

District III Administration

2323 N. Walgreens St., Ste. 104
Flagstaff, AZ 86004
(928) 779-4147
TTY (928) 779-4147

**District III Offices
FLAGSTAFF**

2323 N. Walgreens St., Ste. 104
Flagstaff, AZ 86004
(928) 779-4147
TTY (928) 779-4147

PAGE

1057 Vista Ave.
Page, AZ 86040
(928) 645-4273

SHOWLOW

2500 E. Cooley, Ste. 410
Showlow, AZ 85901
(928) 532-4300

PRESCOTT

1519 W. Gurley St., Ste. 12
Prescott, AZ 86305
(928) 277-2788

COTTONWOOD

1500 E. Cherry St., Ste. H
Cottonwood, AZ 86326
(928) 649-6873
TTY (928) 649-6877

District IV Administration

(602) 266-6752
TTY (602) 241-1048

**District IV Offices
KINGMAN**

518 E. Beale St., Ste. 130
Kingman, AZ 86401
(928) 753-5105
TTY (928) 753-8812

BULLHEAD CITY

2601 Highway 95
Bullhead City, AZ 86442
(928) 704-7776
TTY (928) 704-7713

LAKE HAVASU CITY

232 London Bridge Rd.
Lake Havasu City, AZ 86403
(928) 680-6007

YUMA

1310 S. 3rd Ave.
Yuma, AZ 85364
(928) 329-9462
TTY (928) 329-9553

District V Administration

318 N. Florence St.,
Casa Grande, AZ 85222
(520) 836-6388
TTY (520) 426-3963

**District V Offices
COOLIDGE**

1155 N. Arizona Blvd.
Coolidge, AZ 85228
(928) 723-5351

APACHE JUNCTION

11518 E. Apache Trail, Ste. 110 & 111
Apache Junction, AZ 85220
(480) 983-0427
TTY (480) 288-0697

GLOBE

605 S. 7th St.
Globe, AZ 85501
(928) 425-3101

PAYSON

100 N. Tonto St., Ste. 100
Payson, AZ 85541
(928) 468-9829
TTY (928) 468-9832

District VI Administration

120 E. 1st St.
Casa Grande, AZ 85222
(520) 316-9311

**District VI Offices
DOUGLAS**

1140 F Ave.
Douglas, AZ 85607
(520) 364-4446
1-800-670-2028

BENSON

534 West 4th St.
Benson, AZ 85602
(520) 586-3520
1-877-402-8800

SAFFORD

1938 W. Thatcher Blvd.
Safford, AZ 85546
(928) 428-7700
TTY (928) 428-7700

SIERRA VISTA

820 E. Fry Blvd.
Sierra Vista, AZ 85635
(520) 459-7196

2981 E. Tacoma
Sierra Vista, AZ 85635
(520) 459-7063

NOGALES

480 N. Grand Avenue
Nogales, AZ 85621
(520) 287-6538
TTY (520) 287-6538



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Do you have ideas that may improve employment opportunities?

Would you like to be an advocate for improving the delivery of Vocational Rehabilitation Program services in Arizona?

Would you enjoy working with other stakeholders from around the state?

Become a member of the Governor's State Rehabilitation Council (SRC)!

Get more information by contacting the SRC:

Call Us! 602-364-1773, TTY 602-542-6049

Fax Us! 602-542-3778

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E-mail our Council Liaison! CMaciel@azdes.gov

Write Us!

Site Code 930A

1789 W. Jefferson Street, 2nd Flr NW

Phoenix, AZ 85007



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