



# annual report **2008**

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arizona governor's state rehabilitation council





## Governor's State Rehabilitation Council (SRC) 2008 Annual Report

### Table of Contents

Mission and Responsibilities of the Council .....	2
A Message from the SRC Chair .....	4
SRC Input and Recommendations to the VR State Plan.....	5
The Council in Action .....	7
The SRC Strategic Plan for State Fiscal Year 2008.....	9
Council Membership .....	12
Recognizing Success.....	13
The Vocational Rehabilitation Program .....	16
Consumer Satisfaction Survey.....	17
VR Program Highlights.....	18
Arizona Rehabilitation Services Administration Statewide Directory .....	22
Governor's State Rehabilitation Council (SRC) Membership .....	back cover



**About the cover artist:** Brian Murphy has attended Valley of the Sun School & Habilitation Center since February, 1996. He has participated in the Valley sponsored art program since its inception. Brian's creativity is not hindered by his vision impairment, and he continues to produce amazing art. Several of Brian's paintings were featured in the May, 2001 issue of Arizona Highways magazine.



## Mission and Responsibilities of the Council

The Governor's State Rehabilitation Council mission also 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

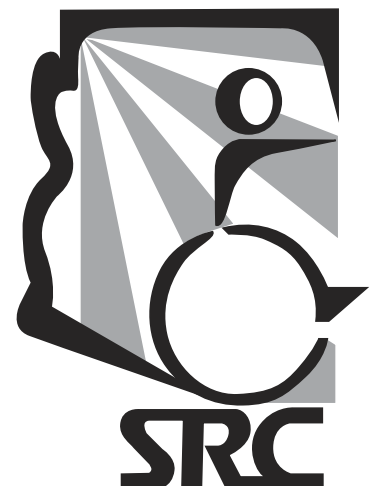
The Arizona Governors State Rehabilitation Council envisions a statewide workforce that values disability and diversity, and is committed to full participation of its citizens.

### 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 economical 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 the 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.



*The Governor's State Rehabilitation Council, 2008*



## A Message from the SRC Chair 2007-2008

### Paula S. Seanez



**A**s the Chair of the State Rehabilitation Council, I am pleased to share the 2008 SRC Annual Report. At the national level, budget reductions and state financial short falls were challenges faced by Rehabilitation Services Administration (RSA) and the Council. The Rehabilitation Act remained at a standstill within the legislative process. The Council, however, was instrumental in assuring full state match funding opening up all categories in the Arizona RSA Order of Selection. While there continues to be budget issues, the council remained forward moving in working on its Strategic planning goals.

The year was filled with the Council's committees hard at work in carrying out the goals and objectives of the Strategic Plan. The redefining of the council mission, vision and goals directed the committees in focusing on key areas. Each committee worked many hours in partnering with the state VR agency and I would like to highlight a few accomplishment areas of each committee. The Program Planning Committee worked many hours in developing the recommendations to the State Plan Amendments. The Access and Employment Committee participated in the marketing aspect of the Vocational Rehabilitation Program by attending disability related conferences to provide information to employers and others as well as reviewing RSA's client satisfaction survey results to plan for future public input activities of the SRC. The Business and Community Partnership Committee reached out to many of the community partners, including a Military Workgroup which developed processes for returning Wounded Warriors. These activities have framed the SRC's priorities for furthering partnership with RSA. I appreciate the time and energy of the SRC committee chairs and their committees in increasing the awareness of vocational rehabilitation services within communities, especially in rural Arizona. The council developed ways to increase collaboration and support of RSA by remaining involved at various levels of policy development.

Much time was spent this year in working with federal RSA, who conducted a site visit to Arizona in May, 2008. The State Rehabilitation Council was instrumental in gathering partnering agencies and consumers with disabilities to provide input into the review process. As I reflect back on the important work of the Arizona Governor's State Rehabilitation Council, I appreciate the talents and personal passion that each member brought to the circle. I encourage the council to continue to embrace the mission and vision to guide the work of the Council as well as to remain committed to the disability and diversity initiatives.

Ahe'hee (thank you in Navajo) for the opportunity to serve as the Chair of the SRC.

Paula S. Seanez, Chair  
Arizona Governor's State Rehabilitation Council



## **SRC Input and Recommendations to the VR State Plan**

1. SRC recommends that AZRSA keep SRC apprised through written or verbal means, on a quarterly basis, of progress regarding SRC VR State Plan Input and Recommendations including providing feasibility of recommendations made.
2. SRC recommends that AZRSA continue efforts to improve and expand marketing and outreach of the Vocational Rehabilitation Program.
3. SRC recommends AZRSA analyze the data obtained from the client satisfaction survey, the employee satisfaction survey, focus groups, public input hearings, and the Triennial Statewide Needs Assessment Project (SNAP) and develop an action plan to address the strengths and weaknesses identified. In addition, it is recommended that AZRSA provide data results to SRC, RSA staff statewide and VR Program participants including clients, providers, and other stakeholders.
4. SRC recommends that AZRSA consider the development and implementation of a mentoring program to assist field staff at all levels in achieving consistent, quality service delivery statewide.
5. SRC recommends that AZRSA obtain public input regarding the Arizona RSA Strategic Plan as well as communicating the Plan goals, objectives and action steps to all staff levels.
6. SRC recommends that AZRSA take steps to ensure that counselors are providing informed choice in regards to service providers and service provision including clearly defining the nature of the relationship between counselors and service providers and service providers and clients.

7. SRC recommends that AZRSA pursue the continuous monitoring and improvements outlined in the Federal Corrective Action Plan.
8. SRC continues to strongly recommend that AZRSA continue collaborative efforts regarding the provision of services, including promising practices, to transitioning youth in order to refine and expand service delivery options as it relates to the VR Program and the Department of Education policy/procedures. This should include BIA funded schools, charter schools and any other applicable entities.
9. SRC recommends that AZRSA outreach to other disability populations, outside of existing third party agreements, to ensure that VR services are distributed more equitably statewide.
10. SRC recommends that AZRSA continue its efforts to increase employee satisfaction and reduce staff turnover.
11. SRC recommends that AZRSA continue efforts to implement and evaluate Performance Based Contracting to determine the impact it has on system outcomes in comparison to current contracting methodology.
12. SRC recommends AZRSA ensure that Federal Standards and Indicators related to employment outcomes are passed per federal guidelines.







## The Council in Action

### Access and Employment Committee

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 Program (RSA/VR) clients, outside agencies, councils and community partners.



*The Accessibility and Employment Committee is: (front row) John Gutierrez, Don Price; (back row) David Hirsch, Dr. Bill Downey, Dr. Alan Strauss, Eric Stark. Not pictured: Steven King.*

### Business and Community Partnerships Committee

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 Business and Community Partnerships Committee is: (front row) Erika Fillman; (back row) Paige Finely, Michael Duncan, Gretchen Evans, Liz Toone. Not Pictured: Valerie Lintz, Amina Kruck.*

## Executive Committee

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

## Membership and Nominating Committee

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.

## Program Planning Committee

The goal of the Program Planning Committee is to advise, evaluate, and collaborate with the Rehabilitation Services Administration/Vocational Rehabilitation 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.



*The Program Planning Committee is : (front row) Wendy Dewey, John Gutierrez, April Reed, Paula Seanez; (back row) Ethan Orr, Mary Boegemann, Bob Blaylock. Not pictured: Wendy Collison.*



# The SRC Strategic Plan for Fiscal Year 2008

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

*Objective 1:* Utilize client satisfaction data to frame priorities for further discussion and partnership with RSA.

*Objective 2:* Facilitate public input regarding the Arizona Vocational Rehabilitation Program.

*Objective 3:* To promote and ensure that all VR Program clients are provided with services regardless of level of disability.

*Objective 4:* Promote a better understanding of statewide and local issues regarding access to transportation by VR clients and individuals with disabilities within the community.

*Objective 5:* 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, encourage involvement in policy development, promote advocacy for service provision, and economic self sufficiency for individuals with disabilities.**

*Objective 6:* Promote the development of a significant relationship with the Governor's Council on Workforce Policy (GCWP) for mutual understanding of SRC and GCWP priorities/concerns and expand SRC's involvement with this entity.

*Objective 7:* Examine One-Stop physical and programmatic accessibility statewide to focus on better access to job development services and provision of better services to individuals with disabilities.





**Objective 8:** Educate SRC members about legislative issues that have the potential to impact VR and individuals with disabilities; as well as be informed about priorities of other disability organizations within the community, including membership in the Arizona Disability Advocacy Coalition (AzDAC).

**Objective 9:** Establish a relationship with the RSA Employer Services Coordinator and encourage RSA's marketing efforts to expand business and employment opportunities for individuals with disabilities.

**Objective 10:** Educate employers and the self-employed regarding the abilities of individuals with disabilities.

**Goal 3: The SRC Executive Committee will provide leadership to the SRC in furthering its mission, vision, and goals.**

**Objective 11:** Maintain fiscal accountability for the SRC.

**Objective 12:** Update the SRC Full Council on RSA status and progress with the Federal Standards and Indicators.

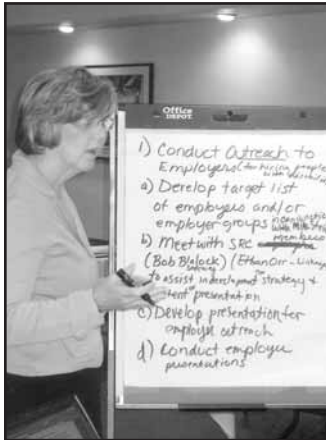
**Objective 13:** Update the SRC Full Council on RSA progress with the Federal Corrective Action Plan (FCAP).

**Objective 14:** Advise RSA on their Strategic Plan.

**Objective 15:** Partner with the National Coalition of State Rehabilitation Councils.

**Objective 16:** Partner with RSA regarding the Triennial Statewide Needs Assessment Project.

**Objective 17:** Promote diversity within the VR service delivery system, RSA staff composition, and the SRC.



**Goal 4:** Advise, evaluate, and collaborate with Rehabilitation Services Administration/Vocational Rehabilitation (RSA/VR) 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 (CSPD), increasing employee satisfaction, and reviewing VR State Plan implementation.

**Objective 18:** Improve the quality, continuity, and standardization of VR service delivery as it relates to transition aged youth, including increased communication and collaboration with school partners.

**Objective 19:** Advise, evaluate and partner with RSA in the review and implementation of the VR State Plan.

**Objective 20:** Assess the adequate preparation of, and continued professional development opportunities for, RSA staff.

**Objective 21:** Analyze and strategize on methods to increase employee morale and decrease turnover of RSA/VR staff.





## Council Membership

**Katharine M. Levandowsky,**

**Administrator**

VR State Agency, Ex-Officio

Term: No Limit City: Phoenix

**Robert Blaylock**

Business, Industry and Labor Rep.

Term: 2007-2009 City: Mesa

**Mary Boegemann**

Disability Advocacy Rep.

Term: 2005-2008 City: Tucson

**Wendy Collison**

Specific Disability Group Rep.

Term: 2002-2008 City: Mesa

**Wendy Dewey**

Disability Advocacy Rep.

Term: 2004-2008 City: Tucson

**William Downey**

Disability Advocacy Rep.

Term: 2005-2008 City: Tucson

**Michael Duncan**

Community Rehabilitation Program

Service Provider Rep.

Term: 2006-2009 City: Phoenix

**Gretchen Evans**

Disability Advocacy Rep.

Term: 2006-2008 City: Phoenix

**Erika Fillman**

Vocational Rehabilitation Counselor Rep.

Term: 2005-2008 City: Tucson

**Paige Finley**

Disability Advocacy Rep.

Term: 2007-2010 City: Phoenix

**John Gutierrez**

Client Assistance Program Rep.

Term: 2006-2009 City: Phoenix

**David L. Hirsch**

Specific Disability Group Rep.

Term: 2006-2008 City: Flagstaff

**Ken Jacuzzi**

Statewide Independent Living Council

Term: 2005-2008 City: Phoenix

**Valerie Lintz**

Specific Disability Rep.

Term: 2003-2009 City: Phoenix

**Ethan Orr**

Business, Industry and Labor Rep.

Term: 2007-2010 City: Tucson

**Donald P. Price, Vice-Chair**

Current/Former Recipient of VR Serv. Rep.

Term: 2005-2008 City: Tempe

**April Reed**

Specific Disability Rep.

Term: 2005-2008 City: Buckeye

**Paula Seanez, Chair**

121 Project Director's Rep.

Term: 2002-2007 City: Window Rock

**Eric Stark**

Specific Disability Rep.

Term: 2007-2008 City: Tucson

**Alan L. Strauss**

Disability Advocacy Rep.

Term: 2003-2008 City: Tucson

**Elizabeth Toone**

Disability Advocacy Representative

Term: 2007-2008 City: Prescott

**Council Support:**

Carolyn Maciel, Council Liaison

Nancy Kimball, Administrative Secretary



## Recognizing Success

**Zachary Landis** became involved with the Vocational Rehabilitation Program based on a neuro-psychological evaluation with a diagnosis of Learning Disorder NOS and Borderline Intellectual Functioning with focus on moderate to severe impairment in inferential and deductive reasoning. Based on his challenges, Zach was initially non-competitive for employment in several areas such as clerical, manipulation of objects, and mechanical ability as he had several negative experiences and lost jobs due to incidents connected to his limited ability for insight and information processing.

Zach was enrolled in Work Adjustment Training at the local Goodwill Industries Store when VR started working with him. In cooperation with Zach's mother and Dee, the Employment Specialist at Goodwill, needs and supports were determined and provided until Zach was ready to face job searching within the community once again. He had to overcome severe anxiety based on his past, but consistently showed a great attitude. Zach's 'award-winning' smile and his willingness to give it his all, with his team's encouragement, enabled Zach to benefit from the Goodwill Program in not just work skills but real-life practicing and improving of his skills in social interaction and communication situations, as well as re-building his self-confidence and belief in himself. Zach was also referred by VR to a Speech and Language Therapist who recommended ongoing speech and language therapy, as well as Cognitive Retraining to support Zach in overcoming his challenges.

Zach Landis is currently working as a courtesy clerk with Fry's Grocery Stores in Prescott, Arizona, working 28-34 hours per week and receiving an hourly wage equal to that of other employees in that position. His duties are bagging groceries, arranging carts, stocking, and customer service. Zach was also honored by Goodwill of Central Arizona as the Adult Participant of the Year at their awards banquet on March 11, 2008. He received the award because of his significant improvements personally and vocationally as well as his employment success. In addition, Zach earned a Fry's Grocery Store "Employee of the Month" designation for his customer service efforts and was recently selected to serve on the Employee Council at the Fry's store where he works.



*Zachary Landis*



**Donald Lee**, 58, was referred to the Vocational Rehabilitation (VR) Program by the Industrial Commission of Arizona. Donald had experienced a work injury to his lower back along with pain in his lower legs, and right hip and he uses a cane to ambulate. Donald was also diagnosed with post traumatic stress disorder (PTSD) related to his work injury trauma.

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***Donald says  
VR gave him  
hope and  
encouragement  
to achieve his  
vocational goal.***

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At the time of his injury, Donald was working as a truck driver. He had some work experience in the social services profession but had left the field for a higher paying job as a truck driver. He was interested in returning to the social service occupation since he enjoys helping people and his disability would not be exacerbated by his work activities. Donald was close to completing his AA degree in chemical dependency. A Vocational Rehabilitation counselor worked with Donald, and together they determined he might be successful as a Human Service Worker. VR paid for Donald to complete his AA degree. Donald also participated in psychotherapy services with a psychologist of his choice to address his PTSD issues.

Donald graduated with his AA degree and began an active job search with a job development agency entitled Working Solutions. Donald was very pro-active in his job search. He initially obtained a job at a social service agency working with juvenile delinquents but the job ended up not being suited for his personality and disability. Without getting discouraged, he continued to participate in interviews and actively pursued his job search. Donald was offered a job position as a group facilitator at a private organization, Arizona Behavioral Counseling. His job position is to facilitate anger management, DUI, domestic violence and substance abuse groups. Donald gets paid a competitive wage and receives full medical benefits. The VR counselor also assisted Donald in obtaining his license as a substance abuse counselor.

Donald told his counselor that his employer is really impressed with his job performance and commitment to the agency. Donald disclosed that he came to VR feeling discouraged and hopeless about his future. He says that VR gave him hope and encouragement to achieve his vocational goal. Donald shared that his experience in VR was life changing, he feels like a valuable member of society, and knows that he has a bright future ahead of him.





**Deborah Peters** was employed at a school for deaf and blind students as a reading specialist and was working as a reading teacher for deaf students only. Due to Ocular Histoplasmosis and macular damage to her central vision, she could no longer communicate easily with deaf staff and students who used sign language. Deborah did not realize that with proper training, she could remain successful at her job.

A co-worker told Deborah about the Vocational Rehabilitation Program. She contacted VR, but was initially in denial about her vision loss and its impact on her life. Although the VR counselor recommended many avenues to improve her status, she participated minimally in services offered to her. Transportation

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*Deborah's self-confidence increased with the understanding that she could function as a low-vision / legally blind individual.*

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issues were also a barrier to Deborah maintaining her independence. She had some difficulty adjusting to alternative modes of transportation, and chose not to venture out into the community other than for work and grocery shopping. As her vision loss progressed, she began counseling that helped her accept and adjust to her disability.

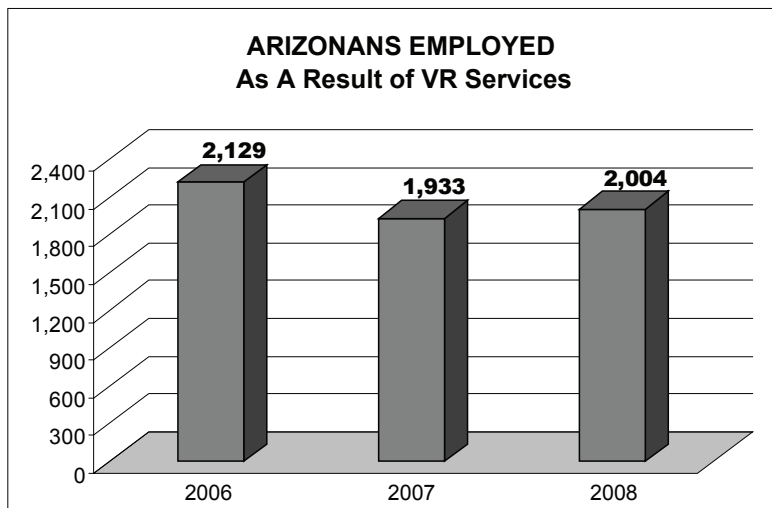
Deborah's self confidence began to increase as she gained an understanding and acceptance that she could function well as a low vision/legally blind individual. Deborah received vocational counseling, a vision evaluation, low vision devices, orientation and mobility training, an assistive technology evaluation for a scanning device, adapted computer access training, an office scanner, JAWS and ZOOMTEXT software, and a PAC MATE from VR. New glasses and other tools made it possible for her to continue working at her job. Deborah's employer agreed to allow modifications to her worksite and workplace environment. Deborah continues to enjoy her full time job with benefits and a retirement package.

Deborah has built confidence in her new abilities, including navigating public transportation without apprehension. She donated her car to a charity organization, and became comfortable with making arrangements for others to drive her for shopping, appointments, and work. She has created a more satisfying home and social life for herself and is involved in community activities. Deborah now prepares for classes, has reorganized her library of books, and manages her schedule with ease.

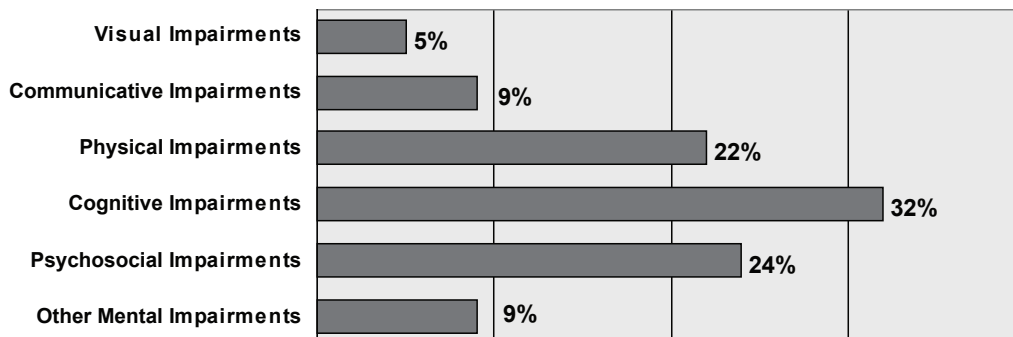


# The Vocational Rehabilitation Program

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.



**State Fiscal Year 2008  
Individuals Receiving VR Services, By Disability  
Total Served: 21,771**





## Consumer Satisfaction Survey

Consumers whose cases closed during SFY2008 reported high levels of satisfaction with Rehabilitation Services Administration services, with 79% of respondents indicating they were satisfied or very satisfied with services received. Year on year comparisons\* between SFY2007 and SFY2008 show improvement in satisfaction level for each survey question posed. Of particular note, 69% of respondents reported that they were currently working in SFY2008, compared to 64% of respondents in SFY2007. Additionally, 77% of respondents reported being satisfied with their current job versus 60% satisfaction reported in SFY2007. Open-ended responses for SFY2008 indicate ongoing consumer frustration with service provision timelines (also reported in SFY2007) and impacts of RSA staff changes on service continuity and quality.

	SFY 2007 Responses		SFY 2008 Responses	
	Satisfied / Very Satisfied	Neutral	Satisfied / Very Satisfied	Neutral
Overall satisfaction with services provided by VR staff directly, especially your VR Counselor	<b>77%</b>	<b>8%</b>	<b>79%</b>	<b>11%</b>
Satisfaction with the last job obtained as a result of receiving VR services	<b>53%</b>	<b>16%</b>	<b>64%</b>	<b>18%</b>
Currently working (Y/N)	<b>64% Y</b>	<b>—</b>	<b>69% Y</b>	<b>—</b>
If yes, satisfaction with this job?	<b>60%</b>	<b>9%</b>	<b>77%</b>	<b>14%</b>

\* Note: Prior year statistics included "neutral" responses together with "satisfied" and "very satisfied" responses. These figures have been amended to reflect industry reporting standards which do not include "neutral" responses in reported levels of overall satisfaction. This chart provides a comparison of SFY2007 and SFY 2008 survey scaled responses.



## **VR Program Highlights**

### **Awards Ceremonies**

A celebration sponsored by the Rehabilitation Services Administration (RSA) took place on October 24, 2007 to honor clients achieving employment and outstanding employers. RSA Districts II and VI conducted the 21st Annual Client and Employer Awards Ceremony. For this event, each VR Counselor in the districts chose one client that they considered to have excelled in becoming employed and the clients chosen were recognized at the ceremony. In addition, each office in the districts identified one employer that they have worked with that has made an effort to support VR clients in becoming employed and in maintaining employment. The ceremony took place in the El Pueblo Center gymnasium in Tucson. On hand to present the awards was Representative Olivia Cajero Bedford, Senator Jorge Luis Garcia, Senator Victor Soltero, and Representative Jonathan Paton of the Arizona State Legislature. Each VR Counselor composed a short written description of their client's achievements regarding obtaining employment and the account was read aloud by one of the legislators. The process was repeated to honor employers. Awards were given to forty nine RSA clients, and to six employers. Friends and family of those being recognized were encouraged to attend. Approximately 250 people attended this event and local agencies that provide services to persons with disabilities had informational tables set up to converse with the celebration participants about what they do.

### **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 vocational rehabilitation services to allow them to go back to work. There are two categories of agencies which can provide services under the TTW program; Employment Network's (EN) or State Vocational Rehabilitation (VR) agencies. The program is voluntary, thus enabling persons to choose whether or not they are ready to participate. It is the expectation of Social Security and Maximus that recipients will "shop around" to find out which agency can best server their particular needs.

The Social Security Administration has promulgated new regulations for the TTW program, which went into effect on July 21, 2008. The most significant changes center on the payment structures to ENs (or VR agencies acting as ENs). The changes make payments to the ENs

easier for services provided and are designed as part of the marketing plan to enroll more agencies as ENs nationally. The regulation changes affect State VR programs in several ways. The first change, as Arizona RSA has decided to continue with Cost Reimbursement as their method of payment, is the 1365 Ticket Assignment Form will no longer be used. The new regulations indicate that under cost reimbursement, the ticket is no longer assigned to VR, instead designated as “in service.” Arizona RSA will send to Maximus on a monthly basis a listing of all SSI/SSDI clients in the VR system as ticket holders. Designation of assignment or “in service” is important as it begins the process of CDR Protection, which prevents Social Security re-determination reviews as long as the client is making timely progress on their plans. The second change for VR is notification at closure to ticket holders to contact Maximus for updated EN information, and a reminder that they have 90 days to assign their ticket to an EN for further services. Arizona RSA is in the process of developing this notification letter. The final major change for VR is that Maximus will be conducting yearly reviews to check on the status of clients in plan. This process has not been fully developed, and the first reviews will not be taking place until 2009.

## **Self-Employment**

Self employment is an employment opportunity option to assist eligible individuals with disabilities to establish their own business. Vocational Rehabilitation Program clients interested in self employment attend small business training and develop complete, thorough business plans. All self employment business plans of \$2,500 or more are reviewed for approval by the Arizona Rehabilitation Services/Vocational Rehabilitation Program Self Employment Review Committee (SERC). The SERC, which formerly met on an as needed basis, began meeting on the first Friday of the month in SFY2008 which provided a better structure for consumers and counselors completing business plans. Additionally, the SERC instituted a new procedure to provide review results and recommendations the same day of a consumer’s presentation. This allows consumers the opportunity to receive immediate feedback from the committee, or question the committee on their recommendations, funding procedures etc. In SFY2008, 14 business plans were submitted and 13 were approved by the SERC. Since the inception of the committee in 2000, 81 individuals have received funding for their small business and have been provided with the opportunity to use self-employment as a means to a more independent life.

## **2008 Transition Conference**

The eighth annual Transition Conference entitled “Transforming Visions to Realities” supported the commitment of Arizona stakeholders to provide effective transition opportunities for youth and young adults with disabilities to help prepare them for productive and independent adult life. The Transition Conference was held at the Radisson Fort McDowell Resort on September 22nd and 23rd, 2008. Conference participants had the opportunity to attend sessions representing fresh perspectives from national, state, and local experts in the areas of youth and young adult empowerment, family voice, community partnerships, legal

implications, accessing community resources, assistive and instructional technology, and secure care education. For the third consecutive year, the Conference also highlighted the creativity of youth and young adults with disabilities through displays of their creative artwork, entertainment performances, and their participation as session presenters. The theme of the Conference reflected the determination and collaboration through intra and interagency efforts to improve post-secondary opportunities for youth and young adults with disabilities in the areas of employment, education, training, and adult living.

## **Arizona Industries for the Blind**

Aizona 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. AIB paid approximately \$2.4 million in wages and benefits to over 70 employees, who are blind, visually impaired, deaf-blind, and multiple disabled Arizonans during SFY2008. During SFY 2008, AIB achieved total sales of \$16 million, representing an 8% decrease compared to the prior year. The reduction in sales was attributed to decreased demand for products sold to the military. AIB continues to pursue growth opportunities for employment and training in Document Conversion Services, Call Center Operations, Production Services and Warehousing & Distribution.

The AIB Rehabilitation Services Unit (RSU) has provided support services to the Rehabilitation Services Administration and the community as well as to 214 blind and visually impaired individuals. These 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. Along with this service provided to individuals, the AIB Rehabilitation Services Unit assisted employers and RSA providers with training and consultation statewide.

## **Business Enterprise Program**

The Arizona Business Enterprise Program (BEP) trains and places qualified individuals who are legally blind as operators of food service operations, full service cafeterias, snack bars, gift shops, and attended or unattended vending operations. During SFY2008, BEP concentrated its efforts on improving the profitability of facilities, restructuring basic program functions, improving operator accountability through financial reviews of program facilities, and revising program policy. In addition to these activities, BEP has instituted a new six-month training program. Two new operators were initially trained and the program currently has four trainees

participating in the training process. The program has been working on, and developing plans to, open two upscale non-cooking snack bars in 2008. One of the new snack bars will be located at the Paradise Valley Community Center in Paradise Valley known as 'Phoenix Perks' and the grand opening is scheduled to occur on October 30, 2008. The second snack bar will be located at the Burton Barr Library in central Phoenix with a tentative opening date in January, 2009. BEP is also in the initial planning stages to remodel the Arizona Department of Revenue cafeteria in November of 2008 as well as installing new vending machines in several locations in SFY2009. In addition, BEP completed two new Grantor Agreements in 2008; one with the City of Apache Junction, and another with the City of Glendale. Efforts continue by BEP to discover other vending locations, such as in the Flagstaff area, where an operator/vendor could successfully install vending machines or a food service facility.

## **Navigator Grant**

In its fifth year, the Disability Program Navigator (DPN), through the Department of Labor, has focused on providing resources and referral support to One-Stop and community partners serving people with disabilities in Arizona. The DPN has maintained a key focus on systems change, removing barriers, resource building, and increasing the participation of people with disabilities in the employment community. In addition, Navigators have continued to educate and improve services across the state as each individual Navigator has essential skills and knowledge necessary for their respective locations throughout the state and work collaboratively as a team to ensure all available resources are accessible statewide. Navigators and employers coordinate with various county, city, state, and Jobing.com staff to put on local Job fairs twice a year in both Phoenix and Tucson. Each Jobing.com fair has maintained registrations of at least seven thousand, and the DPNs work diligently to ensure disabilities are not a barrier to employment. The 'Think Accessibility' program's outreach and awareness educates employers on Assistive Technology and provides services to job seekers at the job fairs. Meetings occur with Employment Network Teams on a monthly basis and Navigators assist with presentations for each weekly Job Seekers Employment Network (JSEN-a mini job fair). Navigators also provide assistance at general job fairs as requested by the One-Stop Business Development Staff and every One-Stop job fair, and all partner fairs in the community, have interpreters available. As a team, the Navigators continue to strive towards greater diversification and expansion throughout the state including educating various agencies and state, county, and city departments regarding accommodations and accessibility. Navigators also conduct workshops to partnering agencies about disability related services and One-Stop Career Center resources as well as meeting with business development staff to provide information on tax credits and tax incentives for businesses who hire individuals with disabilities. Navigators are also in the process of developing relationships with banks, restaurants and some of the new markets opening in the Phoenix area.

# ARSA Statewide Directory

## Administrative Offices

**RSA ADMINISTRATION**  
 1789 W. Jefferson St.  
 Phoenix, AZ 85007  
 (602) 542-3332  
 1-800-563-1221 (AZ only)  
 TTY (602) 542-6049  
 Katharine Levandowsky,  
*Administrator*  
 Bertha Villegas-Kinney,  
*Deputy Administrator*

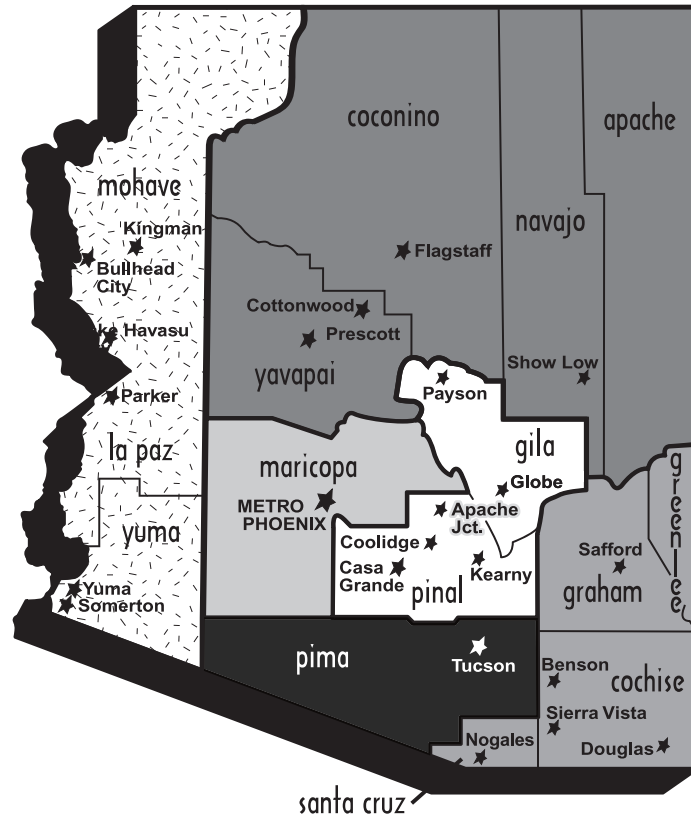
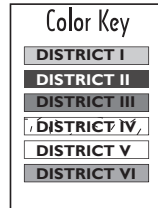
**DISTRICT I ADMIN**  
 3221 N. 16th St., Ste. 200  
 Phoenix, AZ 85016-7159  
 (602) 266-6752  
 TTY (602) 241-1048  
 Michael Scione,  
*Program Manager*

**DISTRICT II ADMIN**  
 400 W. Congress St., Ste. 420  
 Tucson, AZ 85701-1363  
 (520) 628-6810  
 1-800-835-2100  
 TTY (520) 628-6864  
 Joyce Choate,  
*Program Manager*

**DISTRICT III ADMIN**  
 419 N. San Francisco St.  
 Flagstaff, AZ 86001  
 (928) 637-7960  
 TTY (928) 774-1941  
 Phil Clayton,  
*Program Manager*

**DISTRICT IV ADMIN**  
 3780 S. 4th Ave.  
 Yuma, AZ 85365  
 (928) 247-8880  
 Darryl Long,  
*Program Manager*

**DISTRICTS V and VI ADMIN**  
 120 E. 1st St.  
 Casa Grande, AZ 85222  
 (520) 316-9311  
 Brent Emery,  
*Program Manager*



## District I Offices

**WEST HIGHLAND**  
 103 W. Highland Ave., Ste 202  
 Phoenix, AZ 85013  
 (602) 274-0132

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

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

**TEMPE**  
 1270 E. Broadway, Ste. 120  
 Tempe, AZ 85282  
 (480) 350-9746

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

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

**CHANDLER**  
 2018 N. Arizona Ave., Ste. D116  
 Chandler, AZ 85225  
 (480) 917-0493  
 TTY (480) 899-5001



**7TH STREET – ONE STOP**

9801 N. 7th St.  
Phoenix, AZ 85020  
(602) 861-0208  
TTY (602) 870-3118

**EAST INDIAN SCHOOL**

1430 E. Indian School Rd., Ste 100  
Phoenix, AZ 85014  
(602) 212-0068  
TTY (602) 255-5641

**TLAQUEPAQUE**

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

**51ST AVENUE**

3406 N. 51st Ave.  
Phoenix, AZ 85031  
(602) 247-3304

**AVONDALE**

290 E. La Canada Blvd.  
Avondale, AZ 85323  
(623) 929-5200

**WEST VALLEY – ONE STOP**

9770 W. Peoria Ave.  
Peoria, AZ 85345  
(623) 934-3231

**SOUTHWEST**

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

**METRO CENTER**

10640 N. 28th Dr., Ste. B-106  
Phoenix, AZ 85029  
(602) 789-9129  
TTY (602) 789-9129

**JUVENILE PROBATION AND PAROLE**

22 E. Mitchell Dr., Ste. 104  
Phoenix, AZ 85012  
(602) 604-8835  
TTY (602) 604-8835

**SOUTH PHOENIX**

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

**GILBERT – ONE STOP**

735 N. Gilbert Rd., Ste. 134  
Gilbert, AZ 85234  
(480) 497-0350

**District II Offices****TUCSON – ONE STOP**

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

**NORTH STONE**

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

**KINO SERVICE CENTER**

2797 E. Ajo Way  
Tucson, AZ 85713  
(520) 243-6776

**District III Offices****FLAGSTAFF**

1510 S. Riordan Ranch St.  
Flagstaff, AZ 86001  
(928) 779-4147  
TTY (928) 779-4147

**COCONINO WORKFORCE CONNECTION**

397 S. Malpais Ln., #9  
Flagstaff, AZ 86001  
(928) 774-4557

**PRESCOTT VALLEY**

8128 E. Hwy 69, Ste. 201  
Prescott Valley, AZ 86314  
(928) 775-0163

**PAGE**

1057 Vista Ave.  
Page, AZ 86040  
(928) 645-8103

**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

**ARIZONA WORKFORCE CONNECTION**

8128 E. Hwy 69, Ste 211  
Prescott Valley, AZ 86314  
(928) 445-5100

**COTTONWOOD**

1500 E. Cherry St., Ste. H  
Cottonwood, AZ 86326  
(928) 649-6800  
TTY (928) 649-6877

**District IV Offices****KINGMAN**

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

**SAN LUIS AND SOMERTON**

663 N. 1st St.  
San Luis, AZ 85349  
(928)722-5545

**BULLHEAD CITY**

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

**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

**YUMA – ONE STOP**

3826 W. 16th St.  
Yuma, AZ 85364  
(928) 329-0990

**MOHAVE – ONE STOP**

201 N. 4th St.  
Kingman, AZ 86401  
(928) 753-0723

**District V Offices****CASA GRANDE**

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

**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**

122 E. Hwy 260, Ste. 110  
Payson, AZ 85541  
(928) 474-0784  
TTY (928) 474-0784

**District VI Offices****DOUGLAS**

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

**BENSON**

543 W. 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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# **Governor's State Rehabilitation Council Membership**

- ◆ 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

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**E-mail our Council Liaison!** [CMaciel@azdes.gov](mailto:CMaciel@azdes.gov)

**Write Us!**

Site Code 930A

1789 W. Jefferson Street, 2nd Flr NW

Phoenix, AZ 85007



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DEPARTMENT OF ECONOMIC SECURITY

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