



ARIZONA STATE  
REHABILITATION COUNCIL

2022  
ANNUAL REPORT

Mission and Responsibilities of the Council

A Message from the Chair of the SRC

Council Committees

Council Membership

Arizona Vocational Rehabilitation Program Basics

SRC Highlights

Client Satisfaction Survey Results

Statewide Directory

## Mission and Responsibilities of the Governor's State Rehabilitation 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 Governor's 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 economical experiences of individuals with disabilities.
- 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 VR 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.

Dear Constituents,

The mission of the State Rehabilitation Council (SRC), in partnership with the Arizona Rehabilitation Services Administration (RSA) and in collaboration with disability groups, is to ensure quality vocational rehabilitation services for eligible individuals as they make informed choices to achieve employment. This mission is accomplished by reviewing programs, analyzing service delivery processes, and advising on policies and procedures.

As the 2022 elected Chair of the Arizona State Rehabilitation Council (SRC), Lisa Livesay is honored to present this year's Annual Report. This past year, council members worked to support RSA leadership in identifying critical need areas related to building agency-wide capacity for timely and effective service delivery. Council members continued to evaluate and provide recommendations for specific programmatic outcomes associated with client access and use of available services like Pre-Employment Transition Services and prioritized navigation of agency policies and procedures. Efforts continue towards adjusting how council members interact with one another in response to the COVID-19 health crisis and its unique and significant impact on Arizonans. The Council remains dedicated to providing collaborative effectiveness as RSA works to provide quality services to vocational rehabilitation clients. Within the last year, the Council dedicated efforts to membership recruitment and retention. Work in preserving high member engagement will continue for 2023. All council members are eager and prepared to tackle new challenges and opportunities to support the efforts of RSA staff and leadership in the new year.

*Lisa Livesay*

## Council Committees

### Employment and Community Partnerships Committee

The goal of the **Employment and Community Partnerships Committee** is to focus on the competitive integrated employment of individuals with disabilities and the Arizona Rehabilitation Services Administration/Vocational Rehabilitation Program (AZRSA/VR). This committee advises RSA on the marketing of the VR program, and develops collaborative relationships with the community, advocacy groups, employers, and other councils as related to employment activities and initiatives.

### Executive Committee

The goal of the **Executive Committee** is to provide leadership to the SRC in furthering its mission, vision, and goals. It is composed of all SRC Committee Chairs. This committee monitors the AZRSA achievement related to the Federal Performance Measures, provides feedback and input into Corrective Action Plans, advises AZRSA on strategic plans and initiatives, and focuses on diversity efforts within AZRSA and SRC. This committee will follow up on any membership and/or recruitment efforts on behalf of the council.

### Program Review Committee

The goal of the **Program Review Committee** is to focus on the following issues as it relates to the competitive integrated employment of individuals with disabilities and the Rehabilitation Services Administration/Vocational Rehabilitation Program (RSA/VR): Youth and Transition services, the VR section of the Arizona State Workforce Development Plan, Client Satisfaction Survey data, the RSA Comprehensive System of Personnel Development, and RSA employee satisfaction.

## 2022 Governor's State Rehabilitation Council (SRC) Membership

Lisa Livesay, Chair  
ADE Representative, Special Education  
Term: 2021-2023  
City: Phoenix

Melissa Wojtak  
Business Industry/Labor Representative  
Term: 2019-2021 (reappointment pending)  
City: Phoenix

Adam Robson  
Specific Disability Representative  
Term: 2021-2024  
City: Phoenix

David Carey  
Statewide Independent Living Council Representative  
Term: 2022-2023  
City: Phoenix

Scott Lindbloom  
Specific Disability Groups Representative  
Term: 2020-2023  
City: Show Low

Paula Seanez  
121 Project Director's Representative  
Term: 2022-2025  
City: Window Rock

Judith Castro  
Vocational Rehabilitation Supervisor  
Term: No limit  
City: Yuma

Ceci Hartke  
Parent Training and Information Center Representative  
Term: 2021-2024  
City: Phoenix

Diana Meza  
Specific Disability Groups Representative  
Term: 2021-2023  
City: Yuma

David Cheesman  
Program Manager  
Term: 2018-2021 (reappointment pending)  
City: Tucson

Kristen Mackey  
VR State Agency, Ex-Officio  
Term: No limit  
City: Phoenix



## Arizona Vocational Rehabilitation Program Basics

The mission of the Arizona Vocational Rehabilitation Program (VR) is to work with individuals with disabilities to achieve 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, and emotional impairments that create barriers to employment.

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 to obtain employment.

The number of Arizonans employed because of VR Services:

FFY 2022 - 1611

FFY 2021 - 3459

FFY 2020 – 2147

The total individuals receiving VR Services by Disability:

1,305 with an Auditory and Communicative impairment for 9%

5,166 with an Intellectual and Learning disability for 37%

1,470 with a Physical impairment for 10%

5,195 with a Psychosocial impairment for 37%

871 with a Visual impairment for 6%

Grand total – 14,007

## **SRC Highlights**

### [Arizona's 2022 IDEA Conference](#)

SRC Chair, Lisa Livesay, was instrumental in the planning for the Arizona Department of Education (ADE)/Exceptional Student Services (ESS) held Arizona's 2022 IDEA Conference from September 7–9, 2022 at the JW Marriott Desert Ridge in Phoenix.

This year's theme was Rise Up: Reimagining and Transforming Educational Practices. This cross-stakeholder event included special education administrative staff, youth and young adults with disabilities, family members and caregivers, state agency staff, educators, service providers, and community members who share a commitment to student success.

The event featured over 75 professional learning opportunities, including IDEA legal issues, instructional practices, national trends and hot topics, special education compliance, preschool and secondary transition, social/emotional learning, and new this year, a strand for Early Childhood Special Education.

### [Institution for Human Development Virtual Mini Conference](#)

SRC members participated in the Institute for Human Development Evidence for Success Hybrid Disability Conference in June. The speakers included the Commissioner for the Administration on Disabilities, Jill Jacobs, and disability advocate Emily Ladau. There were over 45 diverse breakout sessions from local and nationally known experts. Conference attendees could also visit vendors of Assistive Technology companies and disability organizations.

### [SRC Recruitment Document](#)

The SRC Executive Committee developed a SRC recruitment document that can be shared with community stakeholders and council members' contacts and networks. The SRC continues recruitment efforts to develop an inclusive council that represents all disability populations and communities and continues a collaborative partnership with RSA.

## Client Satisfaction Survey Results FFY2022

In SFY2013, the RSA Client Satisfaction Survey was revised incorporating input from the SRC to survey clients throughout the vocational rehabilitation process. The same survey instrument was used throughout SFY2019. As part of a larger initiative to evaluate and improve customer service within the VR program, the VR Client Satisfaction survey has undergone revision and a new method of collecting and sharing survey results began on April 1, 2020. Revised survey questions are attached, and highlights of the new methodology are as follows:

- Surveys are distributed via Survey Monkey during the first week of every quarter (survey is sent via email during week 1 of the quarter and will remain open for completion throughout the quarter).
- Surveys will be sent to a randomized sample of individuals with email addresses on file with VR every quarter as follows:
  - Clients who, as of the first day of the quarter, have active VR cases in IPE development through job placement (status 10, 13, 20, and 22); and
  - Clients who, within 2 weeks prior to the start of the quarter, had their VR case closed with and without employment (status 26 and 28).
  - Survey respondents can now provide their name and contact information at the bottom of each survey if they would like to share additional information about their VR experience.

### **1. I was treated with courtesy and respect by staff in the VR office:**

20 individuals responded with Strongly Agree  
10 individuals responded with Agree  
3 individuals responded with Disagree  
6 individuals responded with Strongly Disagree  
39 individuals responded to this question

### **2. I am satisfied with the amount of contact I had with my VR counselor:**

15 individuals responded with Strongly Agree  
10 individuals responded with Agree  
4 individuals responded with Disagree  
10 individuals responded with Strongly Disagree  
39 individuals responded to this question

### **3. My counselor provided me with assistance relevant to my situation:**

17 individuals responded with Strongly Agree  
10 individuals responded with Agree  
4 individuals responded with Disagree  
8 individuals responded with Strongly Disagree  
39 individuals responded to this question

**4. I participated in the development of my Individualized Plan for Employment:**

19 individuals responded with Strongly Agree  
12 individuals responded with Agree  
3 individuals responded with Disagree  
5 individuals responded with Strongly Disagree  
39 individuals responded to this question

**5. I received VR services in a timely manner:**

14 individuals responded with Strongly Agree  
8 individuals responded with Agree  
2 individuals responded with Disagree  
15 individuals responded with Strongly Disagree  
39 individuals responded to this question

**6. Based on my experiences, I would recommend the VR program to another person:**

18 individuals responded with Strongly Agree  
7 individuals responded with Agree  
3 individuals responded with Disagree  
11 individuals responded with Strongly Disagree  
39 individuals responded to this question

**7. I am open to being contacted regarding my experiences in the VR program:**

53 individuals responded with Yes  
13 individuals responded with No  
66 individuals responded to this question, and 1 individual skipped it

**The average hourly wage of cases closed with employment (Status 26)**

SFY 2019 - \$13.31  
SFY 2020 - \$13.92  
SFY 2021 - \$15.28

## RSA Offices Region I Offices

RSA Administration Office  
1789 W. Jefferson Street  
Phoenix, AZ 85007  
602-542-3332  
AZ Relay 711

Region I Administration Office  
3221 N. 16<sup>th</sup> Street, Suite 200  
Phoenix, AZ 85016  
602-266-9206  
AZ Relay 711

19<sup>th</sup> Avenue Office  
11420 N. 19<sup>th</sup> Avenue  
Phoenix, AZ 85029  
602-774-9430  
AZ Relay 711

16<sup>th</sup> Street Office  
3221 N. 16<sup>th</sup> Street, Suite 200  
Phoenix, AZ 85016  
602-266-6752  
AZ Relay 711

95<sup>th</sup> Avenue Office  
1850 N. 95<sup>th</sup> Avenue, Suite 192  
Phoenix, AZ 85037  
602-771-6680  
AZ Relay 711

7<sup>th</sup> Street Office  
2455 S. 7<sup>th</sup> Street  
Phoenix, AZ 85034  
602-774-5442  
AZ Relay 711

Chandler/Mesa Office  
125 E. Elliot Road  
Chandler, AZ 85225  
602-771-6500  
AZ Relay 711

Chandler/Gilbert  
125 E. Elliot Road  
Chandler, AZ 85225  
602-771-5949  
AZ Relay 711

Chandler/Tempe  
125 E. Elliot Road  
Chandler, AZ 85225  
602-771-6500  
AZ Relay 711

Scottsdale Office  
3221 N. 16<sup>th</sup> Street, Suite 200  
Phoenix, AZ 85016  
480-387-5330  
AZ Relay 711

Van Buren Office  
3425 E. Van Buren Street, Suite 102  
Phoenix, AZ 85008  
602-774-9149  
AZ Relay 711

Surprise Office  
11526 W. Bell Road  
Surprise, AZ 85378  
602-771-1850  
AZ Relay 711

Cottonwood Office  
1500 E. Cherry Street, Suite H  
Cottonwood, AZ 86326  
928-649-6873  
AZ Relay 711

Washington Office  
5328 E. Washington Street, Bldg. C  
Phoenix, AZ 85034  
602-470-1802  
AZ Relay 711

Flagstaff Office  
1701 N. 4<sup>th</sup> Street  
Flagstaff, AZ 86004  
928-779-4147  
AZ Relay 711

Show Low Office  
2500 E. Cooley Street, Suite 410  
Show Low, AZ 85901  
928-532-4300  
AZ Relay 711

Prescott Valley Office  
3262 Bob Drive, Suite 12  
Prescott Valley, AZ 86314  
928-759-1654  
AZ Relay 711

Kingman Office  
519 E. Beale Street, Suite 130  
Kingman, AZ 86401  
928-753-5105  
AZ Relay 711

Bullhead City Office  
2601 Highway 95  
Bullhead City, AZ 86442  
928-704-7726  
AZ Relay 711

Lake Havasu Office  
2031 Spawr Circle Lake  
Havasu City, AZ 86403  
928-854-0377  
AZ Relay 711

Globe Office  
605 S. 7<sup>th</sup> Street  
Globe, AZ 85501  
928-425-3101  
AZ Relay 711

Apache Junction Office  
11518 E. Apache Trail, Suite 110  
Apache Junction, AZ 85120  
480-983-0427  
AZ Relay 711

Payson Office  
216 E. State Highway  
Payson, AZ 85541  
928-468-9829  
AZ Relay 711

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

Pinetop Office  
20 E. White Mountain Blvd., Suite C-1  
Pinetop, AZ 85929  
928-532-4300  
AZ Relay 711

## Region II Offices

Administration Office  
400 W. Congress, Suite 420  
Tucson, AZ 85701  
520-628-6810  
AZ Relay 711

Alvernon TSW Office  
1455 S. Alvernon Way, Suite 201  
Tucson, AZ 85711  
520-872-9120  
AZ Relay 711

Alvernon Way  
1455 S. Alvernon Way, Suite 201  
Tucson, AZ 85711  
520-872-9070  
AZ Relay 711

East 22<sup>nd</sup> Street Office  
5441 E. 22<sup>nd</sup> Street, Suite 101  
Tucson, AZ 85711  
520-790-0787  
AZ Relay 711



Mona Lisa Office  
7225 N. Mona Lisa, Suite 202  
Tucson, AZ 85741  
520-544-8618  
AZ Relay 711

Wilmot Office  
899 N. Wilmot, Suite C7  
Tucson, AZ 85711  
520-790-0107  
AZ Relay 711

Yuma Office  
1800 E. Palo Verde Street  
Yuma, AZ 85364  
928-247-8880  
AZ Relay 711

Casa Grande Office  
401 N. Marshall Street  
Casa Grande, AZ 85122  
520-426-3529  
AZ Relay 711

Coolidge Office  
1155 N. Arizona Boulevard  
Coolidge, AZ 85128  
520-723-5351  
AZ Relay 711

Benson Office  
595 S. Dragoon Street  
Benson, AZ 85602  
520-586-8331  
AZ Relay 711

Douglas Office  
615 E. 2<sup>nd</sup> Street  
Douglas, AZ 85607  
520-364-4446  
AZ Relay 711

Nogales Office  
610 N. Morley Avenue  
Nogales, AZ 85621  
520-375-8010  
AZ Relay 711

Safford Office  
333 N. 8<sup>th</sup> Avenue  
Safford, AZ 85261  
928-428-3005  
AZ Relay 711

Sierra Vista Office  
2600 E. Wilcox  
Sierra Vista, AZ 85635  
520-458-9309  
AZ Relay 711

### Region III Offices

OIB Central  
3443 N. Central Avenue, Suite 110  
Phoenix, AZ 85012  
480-463-3733  
AZ Relay 711

OIB Coolidge  
1155 N. Arizona Boulevard  
Coolidge, AZ 85128  
520-723-5351  
AZ Relay 711

OIB Tucson  
5442 E. 22<sup>nd</sup> Street, Suite 101  
Tucson, AZ 85711  
520-308-7993  
AZ Relay 711

SBVID 19<sup>th</sup> Avenue  
11420 N. 19<sup>th</sup> Avenue  
Phoenix, AZ 85029  
602-542-8210

SBVID Central  
3443 N. Central Avenue, Suite 101  
Phoenix, AZ 85012  
480-364-4588

SBVID Chandler  
125 E. Elliot Road  
Chandler, AZ 85225  
602-771-6500  
AZ Relay 711

SBVID Flagstaff  
1701 N. 4<sup>th</sup> Street  
Flagstaff, AZ 86004  
928-779-4147  
AZ Relay 711

SBVID Prescott Valley  
3262 Bob Drive, Suite 12  
Prescott Valley, AZ 86314  
928-759-1654  
AZ Relay 711

SBVID Yuma  
1800 E. Palo Verde Street  
Yuma, AZ 85364  
928-247-8880  
AZ Relay 711

BEP  
3425 E. Van Buren, Suite 102  
Phoenix, AZ 85008  
602-774-9103  
AZ Relay 711