

## **AZ ABLE Oversight Committee Meeting Agenda**

February 12, 2019

10:00am-11:00am

Location: 1789 W. Jefferson St.

Phoenix, AZ 85007

3rd Floor, SE DBF Conference Room

Call-In Number: **240-454-0879**

Meeting number/Access Code: **806 872 029**

Meeting link: [Join Webex meeting](#)

Meeting password: **AZABLE**

### In Attendance:

Brittaney Chipley – Executive Director

Robert Fleming - Committee Chair (via WebEx)

Grahame Richards - Committee Member (via WebEx)

Joyce Millard-Hoie - Committee Member

Karla Phillips - Committee Member (via WebEx)

Jason Snead – Committee Member

Mark Swenson – Committee Member (via WebEx)

Debra Peterson - Arizona Department of Economic Security, Assistant Director

1. Meeting is called to order at 10:06am by Chairman Robert Fleming.
2. Welcome and Introductions –Mr. Fleming and ED Brittaney Chipley completes a roll call.
3. Minutes Approval – 11/6/18
  - a. Mr. Fleming motions to approve the last meeting's minutes. There are none opposed, and the motion carries unanimously.
4. Customer Service Survey
  - a. Brittaney asks if there are any concerns/questions for her or any that the Committee would like for her to take back to OH after reviewing the survey.
    - i. Mr. Fleming states that there were about 10% of individuals who felt that they were ill-served, but overall the survey was generally positive. Mr. Fleming suggests having OH send a "Welcome" message of some sort to account holders. Brittaney will discuss it with OH.
    - ii. Debra Peterson comments on the numerous neutral answers.
    - iii. Joyce Millard-Hoie highlights the comment regarding Arizona's involvement. Brittaney states that she speaks about OH's and AZ'S partnership in her presentations.
    - iv. Mr. Fleming and Ms. Peterson both suggests a yearly survey. Ms. Peterson further suggests sending a different survey every 6 months to new account enrollees. The Committee will send a yearly survey, and Brittaney will work with OH to see if it is possible to send a different survey to new enrollees.

5. Reports Review
  - a. Monthly & Transaction Reports (Oct 2018 – Dec 2018) – Ms. Chipley asks if there are any questions regarding the reports.
  - b. Outreach Report
    - i. Ms. Chipley highlights the newly added account-balances graph.
    - ii. Ms. Chipley highlights last week’s account sign-ups. It is the largest weekly increase thus far (37) which increases accounts to 511.
6. National Association of State Treasurers (NAST) ABLE Committee Updates
  - a. Ms. Chipley asks if there are any questions about NAST ABLE Committee’s 2019 Outreach Initiatives.
  - b. Housing and Urban Development (HUD) ABLE
    - i. Ms. Chipley states the NAST ABLE Committee is working on getting HUD and the Dept. of Education (i.e. FAFSA) to issue some guidance and/or a POMS because ABLE administrators across the country are receiving numerous complaints that these agencies are counting ABLE monies against beneficiaries.
    - ii. Ms. Millard-Hoie highlights her personal experience.
  - c. ABLE Age of Adjustment Act – states that the legislation will be reintroduced in the 116th Congress.
  - d. National Council on Disability (NCD) - Ms. Chipley discusses NCD purpose and its involvement with ABLE.
7. Partner States Newsletter Examples – ABLE newsletters are discussed. Suggestions from the Committee include keeping it brief, high impact content, including an opt-out and paper edition option, and issuing the newsletter quarterly. Ms. Chipley will work with OH on AZ ABLE’s newsletter implementation.
8. AZ ABLE Ad Design Review
  - a. Ms. Peterson states that the ad budget can be increased to advertise in 4 editions of LivAbility (the original, agreed amount was \$4,000), and none opposed; the total cost of both the Raising Arizona Kids and LivAbility magazine ads will approximately be \$4,200.
  - b. Ms. Millard-Hoie states her concerns regarding the OH submitted ad draft and volunteers to work with Ms. Chipley with its revisions. Mr. Fleming proposes a working group for the ad; however, Ms. Chipley and Ms. Millard-Hoie agrees to work one-on-one. Ms. Chipley will submit the final ads; thus, there will be two different target audience ads.
9. AZ ABLE/STABLE Program Updates
  - a. New STABLE Director – Ms. Chipley highlights that Zach Haughawout is OH’s new STABLE Director.
  - b. Account Changes for 2019 – Ms. Chipley highlights new account changes:
    - i. The website, resources, and the plan disclosure statement have been updated with the new work contribution limit of \$12,140 and lifetime contribution limit of \$468,000.
  - c. Mr. Fleming discusses the proposed HB 2564
10. Open Forum & Call to the Public (Robert Fleming) – There are no public comments.
11. Adjournment (Robert Fleming) – The meeting adjourns at 10:38am.