

Governor's State Rehabilitation Council (SRC)
Full Council Meeting Minutes
April 6, 2017

Members Present

Adam Robson, Chair
Carol Carr
Dan Martinez
Danita Applewhite
John Gutierrez
Judith Castro*
Ana Nunez
Kathy McDonald*
Jill Pleasant
Rob Crawford*
Joshua Auer*
Sheri Carparelli
Paula Seanez*
Jennifer Phillips*

Members Absent

Sandra Canchola
Rodney Thomas
Brandon Dale
Kristen Mackey

Staff Present

Lindsey Powers, Admin. Assistant
Teleconferenced*

Guests Present

Barbara Corella, AZ State Procurement

Call to Order and Introductions

Adam Robson, Chair, called the meeting to order at 1:05 pm in the RSA Videoconference Room, 515 N. 51st Avenue, Phoenix, and in the RSA Video Conference Rooms located in Tucson, Flagstaff, and Yuma, AZ.

Approval of November 17, 2016 and December 9, 2016 Meeting Minutes

Rob Crawford moved to approve the minutes of the November 17, 2016 SRC Full Council meeting. Carol Carr seconded the motion. Danita Applewhite moved to approve the minutes of the December 9, 2016 meeting minutes. Rob Crawford seconded the motion. The council approved the November 17, 2016 and December 9, 2016 minutes by unanimous voice vote.

SRC Chairperson's Report

Adam Robson stated the Employment First Committee believed that individuals with disabilities should have the same opportunities for competitive integrated employment and had developed the Employment First Strategic Plan. Mr. Robson stated the Workforce Innovation and Opportunity Act (WIOA) Partnership Committee was focusing on Section 511 and had tasked the Employment First Committee with developing an Employment First flyer that would be distributed to individuals and family members

regarding Section 511 of WIOA. Adam Robson stated the flyers offered information regarding individuals currently making subminimum wage pay, and what to expect. Adam Robson stated the WIOA Partnership Committee was also developing a joint guidance document to be distributed to all stakeholders, educators, and staff, which would offer information regarding the steps necessary for individuals to receive subminimum wage pay. Ana Nunez stated the joint guidance document was limited in space, and did not include a comprehensive outline of each agency's role. Ms. Nunez stated the Intergovernmental Service Agreement (ISA) document would offer more details regarding the Arizona Department of Education (ADE)'s role in Transition services. Rob Crawford stated the Scope of Work (SOW) for vendors was not in ProcureAZ and noted the Community of Practice indicated that the Employment First Initiative would target youth with the most significant disabilities. Mr. Crawford inquired regarding the services that would be offered to youth with the least significant disabilities. Ana Nunez stated Rehabilitation Services Administration (RSA) was developing the SOW for vendors to apply to provide Pre-Employment Services under WIOA, which would be posted in ProcureAZ. Ana Nunez noted WIOA did not offer instructions for Special Education, and the difficulty in developing accurate language to be submitted to the schools. Ana Nunez stated the ADE was in the process of developing Professional Development, to be launched at the Transition Conference, the Director's Institute, and to be offered regionally in conjunction with the partnering agencies. Adam Robson stated he attended a RSA Training regarding Pre-Employment Transition Services and noted he would like to know who was receiving that training. Ana Nunez stated the partnering agencies were developing technical assistance in order to launch the training statewide as well as the vendor contracts in ProcureAZ. Rob Crawford stated he met with different school districts, who indicated their confusion regarding the implementation of the Transition services. Ana Nunez stated WIOA was a regulation for Vocational Rehabilitation (VR) and would not affect services offered by the schools. Ms. Nunez stated VR would be responsible for collecting the appropriate documents and provide the Pre-Employment Transition Services. Ms. Nunez stated once the contracts were developed, that hopefully the contracts would generate vendor interest to provide services to school districts. She stated the ADE was also researching whether schools could apply to be vendors with the state and offer services to students directly. Danita Applewhite stated if schools could not contract with the state directly, the schools could reach out to community organizations and encourage those organizations to become vendors.

Adam Robson stated the Arizona Health Care Cost Containment System (AHCCCS) was in the process of developing a workgroup of members, family members, and providers to develop Arizona's Plan of Action surrounding Home & Community Based Services (HCBS) rules. He stated in January 2014, Centers for Medicare & Medicaid Services (CMS) announced new rules that would potentially have a far reaching and positive impact on the nature of residential and day service settings funded through Medicaid as part of ACBS, the home and community based services. The final rules which took effect March 2014 required that all ACBS settings must be integrated in the community, optimized independence and making life choices be chosen by the individual, ensure the right to privacy, dignity, respect, freedom from coercion or restraint, provide an opportunity to seek competitive employment and facility choice of services. Adam Robson stated the workgroup would focus on the employment component and noted additional workgroups would focus on the residential component. Mr. Robson stated several individuals had

been identified to participate on the workgroup, which would be a small but diverse workgroup of individuals. Carol Carr stated a group in California was suing CMS, stating that CMS did not have the authority to issue the definition on the HCBS ruling. Ms. Carr stated many states were involved in lawsuits for choice, in which the recipients of services wanted to keep all of their options open and to be able to make an informed choice.

Adam Robson stated the SRC had requested client success stories from RSA as a standing agenda item at the SRC Full Council meetings. Adam Robson noted that two clients had been identified to speak at the February SRC Full Council meeting that had been rescheduled. He added that one client had agreed to speak to the council, although his work schedule did not allow him to attend the meeting. Adam Robson stated the SRC would continue to request client success stories. Adam Robson stated the SRC would also request an update regarding the Council Staff Liaison position. Adam Robson stated he participated in RSA's Value Stream Mapping process, in which RSA was identifying ways to streamline client processes. Adam Robson stated as part of the process, they were able to eliminate an unnecessary form used to provide extended supported employment and job coaching services. Adam Robson stated another positive change to come from the Value Stream Mapping required the counselor to reach out to the client for six months instead of three months to inquire whether that client was satisfied with their employment. Adam Robson stated the Division of Benefits and Medical Eligibility (DBME) had recently been able to reduce the client wait time for individuals interested in receiving services as well as changing the lines so that individuals were not waiting in line outside in the heat. Sheri Carparelli inquired whether a client that lost his or her job would have to apply for services again, or be placed back in Status 22. Adam Robson stated VR had a status, Post-Employment Services (PES), Status 32, in which the clients could receive services briefly for up to one year after the individual obtained employment. He noted if the client wanted to change their employment goal, that client would need to open a new client case.

RSA Administrator's Report

This item was tabled. **(NOTE: The RSA Administrator's Report was distributed electronically - Attachment A).**

New Business

Match Funding Presentation

This item was tabled.

Arizona Set-Aside Program Presentation

Carol Carr stated as part of the SRC Employment and Community Partnerships Committee, the committee focused on community partnerships and whether the council was performing outreach to businesses. Ms. Carr stated she was a member of the Arizona Set-Aside Program, which was developed to offer employment opportunities for individuals with disabilities.

Barbara Corella, Arizona State Procurement Office, stated she was the Chair of the Arizona Set-Aside Committee, which had been established by statute. Barbara Corella stated the Set-Aside Committee provided certified non-profit agencies (CNA)'s, Arizona Correctional Industries (ACI) and Arizona Industries for the Blind (AIB) the opportunity to enter into contracts for services and goods which were made or performed by individuals with disabilities or people participating in the state prison inmate work program. Ms. Corella stated those agencies could apply to the state without undergoing the complete bid process. Barbara Corella stated the purpose of the Set-Aside Program was to advance the social and economic goals of individuals with disabilities while satisfying the procurement needs of state and local governments. She noted the Legislation required the Director of the Arizona Department of Administration (ADOA) appoint the Set-Aside Committee members, which included representation from ACI, AIB, CNA's, RSA, and private sector businesses.

Barbara Corella stated the committee met quarterly to review applications from businesses and review existing state contracts. She stated the Legislation indicated that all state units should endeavor to set aside at least one percent of their new purchases from set aside providers. Ms. Corella stated the Set-Aside Committee discussed touchable spend, or the categories of products and services that could become state contracts, which equaled about 3.6 million. Barbara Corella stated the Set Aside Committee was interested in working with state agencies to make those agencies aware of the available contracts. Barbara Corella stated ACI provided furniture, linens, cardboard boxes and AIB provided invoice processing services. Ms. Corella stated some organizations such as Beacon Group and The Centers for Habilitation (TCH) provided shredding services and Quality Connections obtained an office supply business.

Barbara Corella stated the Set Aside Committee ensured that all businesses seeking a set aside contract, were non-profit agencies employing individuals with disabilities. Barbara Corella stated the committee discussed ways to reach out to businesses and to attract new businesses. She stated the materials provided needed to be manufactured, produced or offered from sale by ACI, AIB, and the CNA's. Ms. Corella noted the Fair Market Price of the products or services must cover the costs of the raw materials, labor, overhead, and delivery cost. She added the businesses must develop prices that would compare to other products and services offered through comparable businesses. Barbara Corella stated all businesses must have the capacity to meet the needs of the state. She noted that Beacon Group and TCH, for example, were unable to provide shredding services to the state, and entered into a joint contract to provide services statewide. Barbara Corella stated businesses were able to buy products in bulk, and break down the products into smaller packaging, which was a value added service.

Barbara Corella stated a Certified Non-Profit Agency that served Individuals with Disabilities (CNAID) could apply for a state set aside contract. Barbara Corella stated agencies would first complete a Feasibility Form, which would then be reviewed by Barbara Corella, who would determine whether the Set Aside Committee should review the application. Barbara Corella stated if the committee approved of the agency application, the CNAID would then present to the Set Aside Committee. Ms. Corella stated the committee could vote to move the application forward, request some additional changes, or deny the application. She noted if the committee voted to move the application forward, the agency would complete the Proposal Form, which required

additional information from the CNAID. Barbara Corella stated the agency would present the final presentation to the Set Aside Committee. Barbara Corella stated if the committee voted to approve the application, the CNAID would then be awarded a state contract. She noted all agencies would need to perform their own marketing in order to obtain sales from state agencies.

Barbara Corella stated any organizations interested in obtaining set aside contracts with the state can visit the ProcureAZ at <http://procure.az.gov/bsa/> for descriptions of the current state contracts. She added the website; <https://spo.az.gov/> listed all of the Set Aside resources and links to the CNAID application, proposal and feasibility form. Barbara Corella stated the Set Aside Committee was always interested in offering more set aside contracts to CNAIDs. Ms. Corella stated that state agencies were also encouraged to purchase products and services from set aside contracts, which supported individuals with disabilities.

Danita Applewhite inquired whether the Set Aside Program offered contracts to organizations that employed disabled veterans. Barbara Corella stated each year, Legislation was proposed for veteran owned businesses or disabled veteran owned businesses to be given a preference. Ms. Corella stated the preference would either be a price preference, which would offer preference to a veteran or disabled veteran owned business if the prices were within 5%, or would include veteran or disabled veteran owned businesses into the set aside statute. Barbara Corella stated that a bill supporting veteran or disabled veteran owned businesses had not passed. Ms. Corella stated the bills did not pass because the state had not performed a Disparity Study, which would indicate the disadvantage to a specific demographic or population. Carol Carr stated several non-profit agencies did employ veterans or disabled veterans in an effort to employ all individuals with disabilities. Barbara Corella stated the Set Aside Committee would not be opposed to a veteran or disabled veteran owned business set aside contract, and noted all contracts had to be feasible. Carol Carr stated that agencies could partner with other businesses in the community to develop a contract, which would offer gainful employment to individuals with disabilities. Barbara Corella agreed and noted each contractor had the ability to subcontract business to individuals with disabilities. Jill Pleasant inquired whether the set aside contracts offered competitive pay to the employees. Barbara Corella stated the statute did not discuss the wages. She added the Feasibility Form did require funding and wage information, which would be subject to change with the increase in minimum wages.

Old Business

Member Recruitment Strategies

Adam Robson stated council members should continue to recruit new members. Mr. Robson stated he recommended his colleague, Bill Kennard, VR Counselor Supervisor, Dave Cheeseman, and Michael Leyva apply for membership. Ana Nunez stated she encouraged one of her contacts with the Peoria School District apply for SRC membership as well. Adam Robson noted that anyone could attend the SRC meetings as members of the public. Dan Martinez stated individuals could serve on SRC Committees as committee members and would not need to be council members. Adam Robson noted that John Gutierrez had previously suggested the council recruit VR clients

as potential SRC members and indicated the council could continue those efforts.

Committee Reports

Program Review Committee

This item was tabled.

Employment and Community Partnerships Committee

Carol Carr stated as part of the employment component, the committee was interested in learning more about self-employment plans as possible employment outcomes for clients. Carol Carr stated the committee had reengaged with the Chamber of Commerce on how to partner with businesses and non-profits for individuals with disabilities. Carol Carr stated the committee continued to discuss WIOA, and how the regulations affected the agency providers. Ms. Carr stated the committee would continue to perform outreach to the various Chambers of Commerce.

SILC Report

Danita Applewhite stated the State Independent Living Council (SILC) had some challenges with RSA funding, although a resolution had been identified. Danita Applewhite stated the Arizona Leadership and Empowerment Academy had been developed to prepare individuals with disabilities to serve on boards and councils, and become knowledgeable about Legislation and advocacy. Ms. Applewhite stated the 4th Arizona Youth Leadership Forum would take place and noted the youth were very excited for the forum. Ana Nunez stated one of the youth alumni had joined the Arizona Community of Practice on Transition (AzCOPT) to discuss and troubleshoot Transition issues. Ms. Nunez stated the youth would be participating on the AzCOPT Strategic Plan as well. Danita Applewhite stated SILC continued to reach out to non-traditional young adults with mental and physical challenges. Danita Applewhite stated SILC would be at the Arizona State University (ASU) Downtown campus to recruit attendees to attend the SILC Conference. Danita Applewhite stated SILC was developing a five-year contract with the Arizona Department of Health Services to actively support the emergency preparedness plan, to ensure that individuals with disabilities have access and are included in the plan for Disaster Relief. Ana Nunez stated any young adults that participated in the AzCOPT, would be compensated for their time, which would entice more youth to participate on the committee. Danita Applewhite stated the 2018 State Plan for Independent Living (SPIL) would include resource development for veterans that did not qualify for VR services through the U.S. Department of Veteran's Affairs (VA).

Agenda and Date for Next Meeting

The next meeting of the SRC Full Council will be on June 8, 2017 from 1:00 pm to 4:00 pm. in the Video Conference Room, at 515 N. 51st Avenue, Phoenix, AZ.

- Membership Recruitment and Discussion
- Strategic Plan Goals

Announcements

Jill Pleasant stated she received some currency readers for blind and visually impaired individuals and would offer them to any interested council members.

Ms. Pleasant announced the Arizona Technology Access Program (AzTAP) Conference would be held on July 23-25, 2017 at the Hyatt at Gainey Ranch in Scottsdale. She stated the conference would focus on Assistive Technology (AT), Evidence-Based Practice and Disability Disciplines, which would focus on employment, literacy, and community living. She added the third component would be Native American VR Technical Assistance training.

Public Comment

A call to the public was made with no responses forthcoming.

Adjournment of Meeting

Danita Applewhite motioned that the meeting be adjourned. Paula Seanez seconded the motion. The meeting stood adjourned at 3:30 pm.

Vocational Rehabilitation Scorecard for SRC- November 2016 – January 2017

Measure	Goal for "Green"	Actual
Total Number of Individuals Served in VR program	N/A	16,060
Total Number of Individuals in OOS	N/A	2,821
Total Number of Individuals in Priority 2	N/A	2,356
Total Number of Individuals in Priority 3	N/A	465
Number of Applications VR	115-143	1,716
Average number of days from application to eligibility	Less than 60 days (Federal requirement)	38.8 days
Median number of days from application to eligibility	Less than 60 days (Federal requirement)	34 days
Eligibility Determination Compliance – within 60 days	96-100% compliance (Federal requirement)	91.6%
Number of New plans written	24	1,218
Average number of days from eligibility to IPE implementation	Less than 90 days (Federal requirement)	74.7 days
Median number of days from eligibility to IPE implementation	Less than 90 days (Federal requirement)	59 days
IPE Implementation Compliance – within 90 days	96-100% compliance (Federal requirement)	87.8% within 90 days
Average hourly wage of successful employment outcomes	\$10.06	\$11.72
Number of Clients Placed	32-39	449
Number of Clients Closed Successful	25-30	401

2017 FIRST QUARTER - RSA UPDATES FOR THE COUNCILS

- Salesforce is on hold at this time due to complexity of VR, BEP, Older Individuals who are Blind
 - Decision was made to let some of the other divisions/administration who are less complex work out the kinks and then explore moving into Salesforce at a less critical time (VR Federal reporting for WIOA starts in July 2017)
 - Extending agreement to continue to use Libera
- Released a total of 170 clients from the waitlist since November
 - 80 cases closed
 - 7 in plan
 - 13 in plan development
 - 26 in closure process
- Year to date 660 individuals in employment
 - Last week closed 31 individuals (average 30-45 a week)
 - Last month closed 131 individuals (average 113-151 per month)
- Total open cases is 16,301
 - 4.5% increase over last year at this time
- Total wait list 2830
 - 2365 (2)
 - 465 (3)
 - 33.3% decrease over last year
- Averaging about 4% increase in expenditures over last year – in line with number of new clients
- Staffing
 - continue to experience a 18-22% vacancy rate with counselors; posting jobs on CRCC Aspire website; using career builder
 - only 2 supervisor positions open currently – had 9 open a few months ago
 - Statewide Transition Coordinator hired – Abel Young
 - He has experience with youth and DDD
- Budget
 - Fully matched for 2017
- Arizona Management System
 - Using lean management tools to evaluate the way we do business; eliminating waste and streamlining systems
 - DERS pilot office is in Casa Grande – all partners are involved in process improvement in the Pinal County, Arizona@Work site. Will translate items learned from the pilot into other VR offices
 - Have a process mapping scheduled for the second week in May to complete the process map of the authorization, payment process for VR

- Sunset Audit
 - Finding: The department should enhance processes for managing rehabilitation service costs and clients' progress
 - Nine recommendations with 18 subcategory recommendations
 - Establish reasonable expenditure and time limit thresholds
 - Establish management reports to monitor cases relative to the expenditure and time limits
 - Improve guidance for counselors on conducting assessments
 - Thoroughly research and document the search for comparable benefits throughout the life of the case
 - Enhance policies defining satisfactory progress in educational or vocational training
 - Enhance training opportunities for counselors and supervisors
- Section 511 – sub minimum wage career counseling
 - Brandi Coffland and Vanja Pasalic have presented to 800 individuals statewide – around 2000 individuals need the counseling in the state
 - Currently identifying staff from around the state who can receive the training to complete the career counseling on going
- Pre-ETS
 - Conducting workshops to our staff – train the trainer
 - This will allow staff to provide workshops to students and parents on the five required areas
 - Solicitation for Pre-ETS contract should be out by the end of April