

Governor's State Rehabilitation Council (SRC)
Full Council Meeting Minutes
July 13, 2017

Members Present

Adam Robson, Chair
Carol Carr
Dan Martinez
Danita Applewhite
Jennifer Phillips*
Paula Seanez*
Judith Castro*
Jill Pleasant*
Sheri Carparelli
Paula Seanez*
Kristen Mackey

Members Absent

Sandra Canchola
Rodney Thomas
Brandon Dale
Joshua Auer
Ana Nunez
Rob Crawford
Kathy McDonald
John Gutierrez

Staff Present

Lindsey Powers, Admin. Assistant
Teleconferenced*

Guests Present

Lynn Larson, DERS Deputy Assistant
Director,
Jeni Serrano, Epicenter IMHR

Call to Order and Introductions

Adam Robson, Chair, called the meeting to order at 1:30 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 April 6, 2017 Meeting Minutes

Danita Applewhite moved to approve the minutes of the April 6, 2017 SRC Full Council meeting. Dan Martinez seconded the motion. The council approved the April 6, 2016 minutes by unanimous voice vote.

SRC Chairperson's Report

Adam Robson stated the SRC Employment and Community Partnerships Committee would review the Self-Employment Plan Policy once the Policy Unit completed the policy. Paula Seanez inquired whether Rehabilitation Services Administration (RSA) would review the feedback from the SRC, Client Assistance Program (CAP), and the Governor's Council on Blindness and Visual Impairment (GCBV) and prepare a response. Kristen Mackey stated RSA would review the feedback, prepare a response, and hold a public forum in August for the community to offer feedback as well. Adam Robson stated the Vision Rehabilitation and Assistive Technology Expo (VRATE) would be held on November 17, 2017. Dan Martinez stated Kirk Adams, American Foundation for the Blind (AFB) would be the keynote speaker for the all-day event that individuals could

attend at no cost. Adam Robson stated the Arizona Technology Access Program (AzTAP) Conference would be held on July 24-25, 2017. Mr. Robson noted he had been asked to participate on a panel discussing Tribal collaboration with Vocational Rehabilitation (VR) services.

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.

RSA Administrator's Report

Kristen Mackey stated 220 clients had been removed from the Wait List, 130 cases had been closed, 14 cases were in plan, 9 cases were in plan development and 11 cases were in the closure process **(NOTE: Attachment A)**. Kristen Mackey stated RSA continued to release clients off of the Wait List according to the client's case dates, and anticipated releasing another group of 50 clients in August. Ms. Mackey stated the expenditures were reduced, which allowed RSA to serve more clients on the Wait List. Kristen Mackey stated 2297 clients were in Priority 2 and 466 clients were in Priority 3. Carol Carr inquired whether RSA anticipated the client cases increasing due to the referrals from other agencies. Kristen Mackey stated she did anticipate an influx in referrals, and noted clients that could receive Pre-Employment Transition services would be potentially eligible for services, but were not considered clients, and therefore were not included in the data. Kristen Mackey stated RSA was in the process of modifying Libera, the case management system, in order to accurately track the data. She added that RSA had seen an increase in referrals from different populations. Dan Martinez inquired how the changes would affect RSA's accounting process. Kristen Mackey stated RSA was required to allocate 15% of funds towards Pre-Employment Transition Services, which increased due to the re-allotment of funds and noted RSA had allocated about 12% towards Pre-ETS. Kristen Mackey stated Brandi Coffland, Policy Unit Manager, and the Policy Unit had identified key individuals throughout the state that could provide guidance regarding Section 511. Kristen Mackey stated there were 940 successful case closures and 140 individuals obtained successful outcomes. Kristen Mackey stated the eligibility timeliness rate was 89.8%, eligibility determination within 60 days was 87%. Ms. Mackey noted the eligibility compliance rate was 100%, although 92% was accepted federally. Paula Seanez inquired regarding the Scottsdale office pilot regarding the intake process. Kristen Mackey stated the Scottsdale office had a relatively low volume of clients; therefore RSA was able to meet the eligibility timelines. Ms. Mackey stated RSA would distribute surveys to the clients to obtain feedback regarding their experiences with the intake process. Kristen Mackey stated the Individualized Plan for Employment (IPE) compliance rate was 85%, which resulted when counselors did not obtain signatures for case extensions.

Kristen Mackey stated RSA's audit findings indicated that RSA's client case costs were high and the case times were long. Ms. Mackey stated the audit included 19 recommendations under that finding, in which RSA had implemented 6 and was currently working on the remaining recommendations. Kristen Mackey stated RSA had

decided not to move forward with Salesforce, and had extended the agreement with Libera for two years, with the option for two additional years. Kristen Mackey stated the Division of Employment and Rehabilitation Services (DERS) and an office in Casa Grande were participating in Arizona Management System (AMS) pilots. She noted the goal was to ensure that all clients entering an office would receive services seamlessly. Ms. Mackey stated RSA participated in the Value Stream Mapping process and had identified areas for review. Kristen Mackey stated RSA recently reviewed the client payment process and was pleased that 90% of invoices were paid within 10-13 days. Kristen Mackey stated RSA would embark on the Value Stream Mapping process regarding the referral, application, and intake process in August.

New Business

Early Psychosis Intervention Center

Jeni Serrano stated she had recently been hired as an Outreach/Vocational Coordinator at the Institute for Mental Health Research (IMHR) Epicenter. Jeni Serrano stated the IMHR Epicenter opened in 2016 and currently had 100 clients with the capacity to serve 200 clients. Ms. Serrano stated the center was designed for teens and young adults, which included colorful furniture and décor, computers, and video games. Ms. Serrano stated some clients would arrive prior to their appointments to play games and socialize. The IMHR Epicenter utilized a rapid response with a variety of supports to reduce the intensity of symptoms and dramatically improve treatment. Jeni Serrano stated the IMHR Epicenter accepted referrals from hospitals. She stated the programs were developed from worldwide research showing that early intervention dramatically improved results over conventional treatment. Jeni Serrano stated the center would consider partnerships with agencies such as RSA if a client was interested in going to school, and for support. Jeni Serrano noted the services were based on the individual goals, and the staff support team would assist that client in reaching those goals. She stated the ideal candidate for services was between the ages of 15-35, and had their first episode of psychosis within the past five years and could understand the role of the IMHR Epicenter services. Ms. Serrano stated the center would provide services to anyone and noted that data would only be collected for a specific population of clients. Jeni Serrano stated the IMHR Epicenter was currently looking for peer supports, or individuals 18-24. Dan Martinez inquired whether the center received referrals for clients that were in crisis. Jeni Serrano stated the IMHR Epicenter did receive referrals from hospitals and clinics and the IMHR Epicenter would coordinate with those entities to provide services. Mr. Martinez inquired regarding the other referral sources. Jeni Serrano stated the IMHR Epicenter received referrals from Mercy Maricopa Integrated Care (MMIC), school districts, probation officers, and anyone that worked with the youth population.

Dan Martinez inquired whether the center intended to perform outreach services to increase the number of clients. Jeni Serrano stated the center had recently hired the Outreach/Vocational Coordinator and would likely increase clients through outreach efforts. Dan Martinez inquired whether the client case costs would decrease if the center reached full capacity of 200 clients. Jeni Serrano stated her understanding that client case costs would not decrease. Judith Castro inquired whether the IMHR Epicenter was designed to offer different services compared to other behavioral health agencies. Jeni

Serrano stated that IMHR Epicenter was not a behavioral health agency, and was a specialized contract provider and targeted young adults experiencing psychosis. Ms. Serrano stated the program was designed to be 18-24 months, although clients could receive continue to receive services if necessary. Jeni Serrano stated the center had received positive feedback from the clients.

Danita Applewhite inquired whether the IMHR Epicenter had a wait list for clients wanting to receive services. Jeni Serrano stated the center did not have a wait list. Adam Robson inquired whether the center would start a wait list once the center had reached the 200 client capacity. Jeni Serrano stated the IMHR Epicenter would request additional funds in order to provide services and noted the center had room to grow. Danita Applewhite inquired whether the center would include a Vocational Rehabilitation (VR) component. Jeni Serrano stated if a client identified a VR goal, the center would refer the individual to agencies such as RSA. Danita Applewhite inquired regarding the demographics of the clients. Jeni Serrano stated the center served individuals from different backgrounds and ages. Danita Applewhite inquired whether the center provided services to veterans. Jeni Serrano stated the IMHR Epicenter did not have a U.S. Department of Veteran Affairs (VA) contact, although the center would serve anyone eligible for services. Jeni Serrano stated the center was in the process of working with insurance companies to accept insurance from clients.

Old Business

Officer Nomination Discussion

Adam Robson stated the SRC will hold an Officer Election at the next SRC Full Council meeting on September 14, 2017. Mr. Robson stated the council would need to elect a new Chair, as his term would be ending on October 1, 2017, a Vice-Chair, currently held by Danita Applewhite and a Sergeant at Arms, currently held by Dan Martinez. Dan Martinez nominated Carol Carr to serve as the Chair of the SRC. Carol Carr stated she could not accept the nomination at the time and nominated Danita Applewhite as the Chair. Danita Applewhite stated she could not accept the nomination at the time. Adam Robson stated John Gutierrez, who could not attend the Full Council meeting, wanted to nominate Dan Martinez as Chair of the SRC. Dan Martinez stated he if he was nominated as the Chair of the council, he would accept the nomination. Carol Carr inquired whether the Officers could continue their positions in their second membership terms. Adam Robson stated the Officers could continue their positions if elected during their second term. Dan Martinez nominated Danita Applewhite to continue as Vice-Chair of the SRC. Danita Applewhite accepted the nomination as Vice-Chair of the council. Danita Applewhite nominated Jill Pleasant as the Sergeant at Arms. Jill Pleasant accepted the nomination. Adam Robson stated any council members could nominate other council members, or council members could nominate themselves.

Membership Process Discussion

Adam Robson stated that currently, individuals could submit their membership applications to Lindsey Powers, who would submit the applications to the SRC Chair, and the Chair would submit the applications to the Full Council for a vote. Adam Robson stated the GCBVI performed a more stringent application process. Mr. Robson stated

the GCBVI requested individuals complete a Skills Matrix, which identified the individuals' skills. He noted the GCBVI Executive Committee would then interview the prospective council members and recommend individuals for appointment at the Full Council meetings. Adam Robson stated the SRC could consider a similar membership process or develop a process including some items from the GCBVI. Mr. Robson suggested the SRC move forward with the vote on the three pending applications and consider modifying the membership process for the future. Adam Robson stated the SRC Executive Committee could develop some questions to ask prospective members to gauge their interest in joining the council. The SRC agreed to continue with reviewing and nominating individual's applications to move forward to the Governor's Office of Boards and Commissions. Ms. Applewhite stated the benefit to talking to prospective council members prior to their appointment and ensure the individuals could commit to attending council meetings.

SRC Membership Election Discussion

Adam Robson stated the SRC received an application from Vanessa Zueber with the United Cerebral Palsy of Southern Arizona. Adam Robson stated Ms. Zueber was the Director of Employment Services at Workability with the United Cerebral Palsy of Southern Arizona. Dan Martinez motioned to move Vanessa Zueber's application forward to the Governor's Office of Boards and Commissions for appointment. Carol Carr seconded the motion. The motion was approved by unanimous voice vote.

Adam Robson stated the SRC received an application from Hailey Thoman with Linkages in Tucson. Carol Carr stated Hailey Thoman was instrumental in coordinating the Dream Job Fairs in various counties and brought several businesses to the fair. Danita Applewhite motioned to move Hailey Thoman's application forward to the Governor's Office of Boards and Commissions for appointment. Paula Seanez seconded the motion. The motion was approved by unanimous voice vote.

Adam Robson stated the SRC received an application from Susan Voirol, with University of Arizona Sonoran Center on for Excellence in Developmental Disabilities (UCEDD). Adam Robson stated Ms. Voirol was the Phoenix Program Manager and the facilitator for the Employment First Initiative. Paula Seanez motioned to move Susan Voirol's application forward to the Governor's Office of Boards and Commissions for appointment. Carol Carr seconded the motion. The motion was approved by unanimous voice vote.

Adam Robson stated the Executive Committee would develop a member election process and submit to the Full Council for review.

SRC Membership Terms Discussion

Adam Robson stated Danita Applewhite, Carol Carr, Dan Martinez, Ana Nunez, and Jennifer Phillips's first membership terms would end on October 1, 2017. Adam Robson stated council members could fill out a one-page application to apply for membership renewal and submit to Lindsey Powers. Adam Robson stated that his and Sandra Espinosa-Canchola's second term would also end on October 1, 2017, concluding their memberships as part of the SRC. Mr. Robson inquired when he could reapply as a SRC

member. Dan Martinez stated Adam Robson could reapply for membership after one term, or one year.

Committee Reports

Employment and Community Partnerships Committee

Carol Carr stated the Employment and Committee Partnerships Committee continued to focus on Self-Employment Plans and would review the Self-Employment Plan Policy. Ms. Carr suggested Hailey Thoman be a member of the committee, as the committee would benefit from Ms. Thoman's engagement with employers.

SILC Report

This item was tabled.

Agenda and Date for Next Meeting

The next meeting of the SRC Full Council will be on September 14, 2017 from 1:00 pm to 4:00 pm. in the Video Conference Room, at 515 N. 51st Avenue, Phoenix, AZ.

- SRC Officer Elections
- Non-Profit Presentation – Danita Applewhite
- Chamber of Commerce Presentation

Announcements

Dan Martinez announced that the Arizona Industries for the Blind (AIB) had separated from the state of Arizona and was a private non-profit organization as of July 1, 2017.

Public Comment

There was no call to the public.

Adjournment of Meeting

The meeting stood adjourned at 3:45 pm

Vocational Rehabilitation Scorecard – July 5, 2017

Measure	Goal for "Green"	Actual
Total Number of Individuals Served in VR program	N/A	16,226
Total Number of Individuals in OOS	N/A	2,763
Total Number of Individuals in Priority 2	N/A	2,297
Total Number of Individuals in Priority 3	N/A	466
Number of Applications VR	115-143	131
Average number of days from application to eligibility	Less than 60 days (Federal requirement)	41.2 days
Median number of days from application to eligibility	Less than 60 days (Federal requirement)	36 days
Eligibility Determination Compliance – within 60 days	96-100% compliance (Federal requirement)	89.8%
Number of New plans written	24	102
Average number of days from eligibility to IPE implementation	Less than 90 days (Federal requirement)	89.6 days
Median number of days from eligibility to IPE implementation	Less than 90 days (Federal requirement)	79.5 days
IPE Implementation Compliance – within 90 days	96-100% compliance (Federal requirement)	85.1% within 90 days
Average hourly wage of successful employment outcomes	\$10.06	\$12.46
Number of Clients Placed	32-39	44
Number of Clients Closed Successful	25-30	40