

**Governor's Council on Blindness and Visual Impairment (GCBVI)  
Full Council Meeting Minutes**

July 21, 2017

**Members Present**

Amy Porterfield, Chair  
Ted Chittenden  
Bob Kresmer\*  
Sharonda Greenlaw  
Dan Martinez  
Nathan Pullen  
Janet Fisher  
Donald Porterfield\*  
Nikki Jeffords  
Jeff Bishop\*  
Mike Gordon\*  
Jim LaMay  
Richard Sorey  
Allan Curry

**Staff Present**

Lindsey Powers, Admin. Assistant  
Teleconferenced\*

**Members Absent**

Mike Kanitsch  
Annette Reichman  
Tom Hicks  
Bea Shapiro  
Ed Gervasoni  
Larry Wanger

**Guests Present**

Kristen Mackey, RSA Administrator  
Lisa Yencarelli\*, ASDB  
Barbara McDonald\*  
Carlos Paraskevas  
Debi Chatfield\*  
Roy Stinson  
Mary Hartle  
Tanner Gers  
Theresa Harris  
Joy Harris  
Vicki McDonald  
Kenneth Mitchell  
Gail Wilt  
Lisa Brooks  
Monica Nunez  
Joe Good  
Allison Ambrosia  
Jennifer Donovan  
Julie Urban  
Thomas Woo  
Christina Maco

Brandon Miller\*  
Julio Sevadra\*  
Stephanie Goodenov\*  
Michael Soto\*  
Daniel Green\*  
Gary Hart\*  
Justine Carlo\*  
Conrad Austin\*  
Camilla Robinson\*  
Danielle Gibson\*  
Daniel Hernandez\*  
Aaron Brown\*  
Kevin Low\*  
Jeremy Estrada\*  
Katie Gomez\*  
Patty Green\*  
Doris Waltman\*  
Shermon Lynch\*  
Jordan Lovansowksi  
Connie LaBlond\*  
Adam Robson

### **Call to Order and Introductions**

Amy Porterfield, Chair, called the meeting to order at 12:36 p.m. at the RSA Video Conference Rooms located in Phoenix and Tucson, Arizona. Introductions were made, a quorum was present, and the procedural meeting rules were explained.

### **Approval of May 19, 2017 Meeting Minutes**

Nikki Jeffords moved to approve the minutes of the May 19, 2017 GCBVI Full Council meeting as written. Bob Kresmer seconded the motion. The minutes were approved by majority voice vote.

### **GCBVI Chairperson's Report**

Amy Porterfield stated the council would be revising the GCBVI Strategic Plan, which would reflect the substantial changes occurring within the blindness community. Ms. Porterfield stated some of the changes included changes in agency leadership such as the Department of Economic Security (DES), the Division of Employment and Rehabilitation Services (DERS), Rehabilitation Services Administration (RSA), and in the Services for the Blind Visually Impaired and Deaf (SBVID). Amy Porterfield noted that new

leadership brought new changes, which were good overall, although individuals interpreted those changes differently. Amy Porterfield stated there had been significant changes within technology and Assistive Technology (AT), which impacted blind and visually impaired individuals and students. Amy Porterfield stated there had been changes within Education and the testing standards that affected students in several areas. Amy Porterfield stated the GCBVI was interested in receiving feedback from the community which would be considered when revising the council's Strategic Plan.

Amy Porterfield stated the GCBVI was created through Executive Order in 1990 in order to preserve the specialized services for blind and visually impaired individuals. Ms. Porterfield noted about half of the state agencies across the country have specialized agencies for blind and visually impaired individuals. She stated the remaining states had combined agencies, where blindness services were not separated from Vocational Rehabilitation (VR) services. Amy Porterfield stated the majority of rehabilitation occurred through medical services covered by insurance. Amy Porterfield stated individuals requiring rehabilitation for blindness or visual impairment often did not receive the same rehabilitation and required specialized services. Amy Porterfield stated within the Arizona Department of Education (ADE), there is a Low Incidence Disabilities, although the department did not include services specifically for blind and visually impaired individuals. She noted that school districts did not, therefore, have guidelines and best practices to follow for blind and visually impaired students.

Amy Porterfield stated GCBVI developed some positions to be included in the GCBVI Annual Report:

The GCBVI appreciates the Governor and the Legislature for increasing the line item for VR by 2.7 million. Amy Porterfield stated that many different groups and organizations advocated for the increase in VR funds. Ms. Porterfield stated 2.7 million in state allocated funds would bring in additional federal funds, in order to provide services to individuals on the Order of Selection (OOS) Wait List. Amy Porterfield noted individuals applying for VR services had to complete an assessment indicating that individual's barriers or limitations. She explained that Category One was the only category open and referred to individuals with the most significant limitations. Amy Porterfield stated that individuals in Category Two and Three had fewer limitations and were placed on the OOS. Amy Porterfield stated the GCBVI was interested in collaborating with VR and develop an outcome based approach for clients through best practices. She noted that best practices referred to a partnership with the GCBVI, the community and RSA to determine the most effective methods for individuals to obtain the

skills necessary to become employed. Amy Porterfield stated that blindness services benefited from public and private partnerships for services and for providing donations for specialized services.

Amy Porterfield stated the GCBVI appreciated the line item for \$190,000 for Support Service Providers (SSP) who provided services for deaf-blind individuals. Ms. Porterfield stated SSPs allowed deaf-blind individuals to receive information received during doctor appointments, at the grocery store, or the bank. Amy Porterfield stated that SSP services were only currently offered in metropolitan areas of Phoenix and Tucson and did not include rural areas. Amy Porterfield stated the council would continue to work with the Legislature and the Governor's Office to identify a funding area that could provide SSP services.

Amy Porterfield stated DES was following LEAN Management, which was designed to eliminate unnecessary processes and barriers to providing services to the consumer. She noted that DES consumers were the most valued part of the process and their needs should come first. Amy Porterfield stated the council supported the philosophy of LEAN and in providing services to individuals. Amy Porterfield stated the council was interested in reviewing the processes and ensuring the processes followed best practices.

Amy Porterfield stated the GCBVI was interested in ensuring that all educational materials were available and accessible for all blind and visually impaired youth and students. She noted the council would partner with the policy makers within ADE and identify best practices for school districts to follow to ensure that educational materials and online platforms were available and accessible for all students.

Amy Porterfield stated the GCBVI supported the continued growth and sustainability within the Business Enterprise Program (BEP), which created employment opportunities for blind and visually impaired entrepreneurs. Ms. Porterfield stated the council encouraged BEP to continue to increase job opportunities in different communities and types of environments.

Amy Porterfield stated the GCBVI supported the privatization of the Arizona Industries for the Blind (AIB), which had great potential for job creation for blind and visually impaired individuals. Ms. Porterfield stated the council hoped to partner with AIB to continue to expand job growth for individuals.

## **RSA Administrator's Report**

Kristen Mackey, RSA Administrator, stated all Arizona state government agencies were following the LEAN management system, Arizona Management System (AMS). Kristen Mackey stated DERS was participating in a pilot program to test the AMS processes and noted that all agencies would implement AMS at different stages to allow time to address any issues prior to moving to another agency. Ms. Mackey stated the theory behind LEAN was to continuously review and evaluate the processes and adjust if necessary. Kristen Mackey stated that a One-Stop location in Pinal County included every provider of employment services funded through the federal government. She noted the location included all Workforce Innovation and Opportunity Act (WIOA) partners: Title One; Adult Dislocated Worker and Youth Program, Title Two: Adult Education, Title Three: Wagner Peyser Employment Services Provider, and Title Four; RSA. Kristen Mackey stated the WIOA partners also met in small meetings, or huddles, similar to RSA's huddles where information could be passed up to the Executive Team and then disseminated to Field Offices. Kristen Mackey stated RSA would begin reviewing the VR application and referral process in order to identify any unnecessary processes.

Kristen Mackey stated the total number of open VR cases were 16,222, the total individuals on the OOS was 2,772, which was 4,700 in 2015. Ms. Mackey stated 271 individuals had been removed from the wait list, in which 208 had been closed due to non-participation, 25 IPEs were written, 21 clients were in the career planning process and 17 cases were pending closure. Kristen Mackey stated an additional fifteen individuals had been removed from the wait list that week and RSA would continue to try to serve individuals while managing the funds and staff resources appropriately. Kristen Mackey stated for State Fiscal Year (SFY) 2016, 1,377 individuals obtained employment and 1,577 in SFY2017.

Kristen Mackey stated there were 1,024 blind and visually impaired individuals in the VR program, in which 37 individuals were veterans. There were 105 individuals on the wait list, 218 applications, number of days to eligibility was 44, the eligibility compliance rating was 83.5%, and the IPE compliance rating was 76.1%. Kristen Mackey stated there were 49 deaf-blind individuals in the VR program, 1 veteran, the eligibility compliance rate was 100% and the IPE compliance rate was 60%.

Amy Porterfield requested clarification on WIOA for the community members not familiar with the Act. Kristen Mackey stated WIOA was federal law created in 2014 and RSA had been developing methods to implement the law. Kristen Mackey stated WIOA had been modified from the previous law, Workforce Investment Act (WIA) and included several changes. Kristen Mackey stated that WIOA required that all four Titles of the Act work

together to provide seamless services. Ms. Mackey stated all of the partners met frequently to ensure that VR was part of the process in ensuring that individuals with disabilities obtained employment. She stated the brand name was Arizona@Work, and individuals could locate all 12 areas through the website <https://arizonaatwork.com/>. Kristen Mackey stated WIOA also included requirements for Pre-Employment Transition Services (Pre-ETS), which referred to services to youth, ages 14-24. Kristen Mackey stated WIOA also required that individuals obtain competitive integrated employment. She stated if an individual wanted to work in a sub-minimum wage program, that individual would be required to go through the VR program first, which would determine whether the individual could obtain competitive integrated employment with VR services. Kristen Mackey stated RSA provided career counseling to about 2,000 individuals statewide regarding sub-minimum wage.

Amy Porterfield inquired regarding the strengths and challenges that RSA could face in the upcoming year. Kristen Mackey stated the strength was that RSA had a cohesive team dedicated to implementing the requirements of WIOA as well as a cohesive team within DERS. Ms. Mackey stated RSA's challenge would be the agency's capacity to serve individuals eligible and potentially eligible for Pre-ETS and individual in a subminimum wage program seeking VR services. Kristen Mackey stated WIOA required RSA contribute to the twelve local areas, and noted RSA was unsure regarding the funds allocated to each area. Jim LaMay inquired regarding the process for individuals in Category Two. Kristen Mackey stated if individuals had not received an employment outcome from RSA, they would go through the application process, and if their cases were closed with an employment outcome, they could receive additional skills or training. Nikki Jeffords inquired whether the AMS was developed internally within Arizona, and whether the system included proprietary software. Kristen Mackey stated AMS was the branded name and the system did not include proprietary software. Amy Porterfield inquired whether RSA would be open to community development and best practices as the council developed best practices to serve blind and visually impaired individuals. Kristen Mackey stated one of the principles of the AMS was to inquire for community feedback and to ensure that those concepts were built into the best practices.

### **SBVID Program Manager's Report**

Rich Sorey, Services for the Blind Visually Impaired and Deaf (SBVID) Program Manager stated SBVID developed a BEP Training position that would be responsible for training BEP operators. Mr. Sorey stated SBVID strived to continue to expand the BEP program and encourage counselors to

recruit potential clients that could participate in the BEP program. Rich Sorey stated one of his long-term goals was to provide work experience for Transition age youth during summers and to offer that valuable experience and skills. Rich Sorey stated Independent Living Blind (ILB) reduced the wait list and hired Rehabilitation Services Instructors and SBVID would continue to reduce the wait list and potentially hire more instructors. Rich Sorey stated one of the challenges was to fill staff vacancies and to streamline the hiring process. He noted that he was able to fill the vacant positions at the 16<sup>th</sup> Street office in Phoenix as well as the SBVID Administrative Assistant position. Rich Sorey stated RSA wanted to develop an Internship program where individuals could be trained and potentially hired as counselors. Mr. Sorey stated SBVID intended to fill Diane McElmury's previous position as the SBVID Operations Manager and noted SBVID had sufficient work for two individuals.

Rich Sorey stated a challenge would be to continue to build relationships with counselors, managers, and community partners. He added that he would like to meet regularly with the contract providers to discuss any issues or challenges. Rich Sorey stated SBVID continued to struggle with accessibility for staff members. Rich Sorey stated SBVID needed to focus more on employment based outcomes for clients and enhance the collaboration with community partners. He noted SBVID would continue to increase eligibility timeliness and IPE compliance ratings and develop strategies to improve those timelines. Rich Sorey stated SBVID and community partners had to work together to ensure that clients received services in order to become employed. Amy Porterfield inquired whether the GCBVI should include strategies to increase ILB funds in the council's Strategic Plan. Rich Sorey stated SBVID should focus on IL instruction and less on purchasing for clients, which would allow for more ILB program funds.

## **ASDB Report**

Lisa Yencarelli, Arizona State Schools for the Deaf and Blind, ASDB, stated ASDB provided services to blind and visually impaired students statewide. Ms. Yencarelli stated there was an ASDB campus in Phoenix, two campuses in Tucson and regional co-operatives statewide. Lisa Yencarelli stated ASDB's strengths were the dedicated staff that believed in work of the schools and the challenges were in obtaining sufficient resources to serve the students. She noted that ASDB had a 70% increase in the number of families served and the agency had not received an increase in revenue. Amy Porterfield stated the GCBVI was interested in addressing some issues within education and inquired whether ASDB would be willing to be transparent in building a relationship with the agency. Lisa Yencarelli stated

ASDB would make every effort for Annette Reichman to attend GCBVI Full Council meetings and to build a relationship with the council.

## **BEP Program Update**

Nathan Pullen, Business Enterprise Program (BEP) Manager, stated was part of the RSA/SBVID program and operated under the Randolph Sheppard Act. Nathan Pullen stated BEP provided training, ongoing consultation, equipment and maintenance to individuals interested in becoming vending service entrepreneurs. Mr. Pullen stated the BEP operators met as the Arizona Participating Operators Committee (APOC), which provided guidance on program operations. Nathan Pullen stated a portion of BEP operators' income went to the set-aside, which was used to purchase more equipment and develop more employment opportunities for operators. Nathan Pullen stated BEP recently updated the organization's Strategic Plan, and discussed potential changes to set-aside. Nathan Pullen stated BEP placed a bid for a concession stand at Katherine's Landing, at Lake Mohave Marina, which would offer five million a year for fifteen years. Nathan Pullen stated BEP was also interested in an Army Base in Yuma.

Nathan Pullen stated BEP's strengths were the operators ran profitable businesses and the granters, which were pleased with BEP services and requested additional services, such as the U.S Department of Veteran's Affairs (VA) in Tucson. Nathan Pullen some of BEP's challenges would be to revise the training program and to identify operators that would be willing to work or relocate to the rural areas. Nathan Pullen stated BEP would review the set-aside rate and potentially change the set-aside amount, which would require Legislative approval and BEP would seek council support in that effort. Nikki Jeffords inquired regarding the number of BEP operators and the median operator income. Nathan Pullen stated there were 29 operators operating 38 facilities and the median operator income was \$68,000. Dan Martinez inquired whether BEP was fully staffed. Nathan Pullen stated BEP did not have any current vacancies although the program was interested in hiring an individual to handle equipment maintenance in the future and consultants as the program grows. Donald Porterfield stated the cost of sugar would increase and inquired whether BEP would consider cost changes within the program. Nathan Pullen stated he had not researched the price of sugar specifically, although markets would continue to be volatile in prices. He stated the set-aside had been established, so operators would likely increase prices to account for any increase in food prices.

## **GCBVI Committee Reports**



### ***Assistive Technology Committee***

Amy Porterfield stated the AT Committee was responsible for keeping the council and community up-to-date on technology trends. Ms. Porterfield stated some of those trends included the increased use of Google Chrome in classrooms, Amazon, and Fusion. Amy Porterfield stated the AT Committee presented at the Vision Rehabilitation and Assistive Technology Expo (VRATE). She stated the committee continued to discuss the use to Google Chromebooks in schools, which were not fully accessible to students. Amy Porterfield stated the AT Committee met with Google developers and the ADE to discuss the best practices to ensuring all students received accessible school materials. She stated the AT Committee invited representatives from Microsoft to discuss the most accessible version, Office 365, which could not be purchased as a subscription. Amy Porterfield stated she met with the Office of Procurement to identify the roadblock within the Procurement Policy which did not allow subscription software purchases.

### ***Public Information***

Ted Chittenden stated the Arizona Technology Access Program (AzTAP) Conference would be held on July 24-25, 2017 and he and Janet Fisher would assist in staffing the council table at that event. He noted that any GCBVI council member was welcome to staff the table at the event. Ted Chittenden stated the Public Information Committee was in the process of developing the GCBVI Annual Report, which would be submitted to the Full Council for approval at the September meeting. Mr. Chittenden stated through a partnership with the Secretary of State Office, the Public Information Committee was able to develop EyeKnow.AZ, a database of resources for blind, visually impaired, and individuals with combined vision and hearing loss (CVHL) as well as their family members and ophthalmologists. He stated the Public Information Committee developed a GCBVI Facebook page recently and would continue to promote the council through social media. Mr. Chittenden stated the committee would also support events such as VRATE and the White Cane Safety Day.

### ***Education Committee***

Bob Kresmer stated the Education Committee had reached out to the community seeking individuals concerned about education to students and had broken into three workgroups to address the stages of education.

### ***Committee on Deaf-Blind Issues***

Mary Hartle stated the Committee on Deaf-Blind Issues had been working on developing statewide SSP services to deaf-blind individuals and individuals with CVHL. Ms. Hartle stated the Committee on Deaf-Blind Issues developed a Statewide Services SSP Task Force, which created a non-profit organization, Deaf-Blind Connections in Arizona Inc. Mary Hartle stated the committee supported the efforts of the Arizona Commission for the Deaf and Hard of Hearing (ACDHH) for increased funding for SSP services through the Arizona Health Care Cost Containment System (AHCCCS) program. Mary Hartle stated the committee was monitoring the development of a SSP Training Program, and the I Can Connect Program, which distributed AT equipment and training to deaf-blind individuals and individuals with CVHL through the Community Outreach Program for the Deaf (COPD)

### ***Employment Committee***

Nikki Jeffords stated the Employment Committee had identified the date for the next E75 Diversity Builder Award Event on January 27, 2017, which would be held at Ability 360. Ms. Jeffords stated the Employment Committee requested that each GCBVI council member reach out to five employers and invite them to attend the event.

### ***Executive Committee***

Amy Porterfield stated the Executive Committee explored issues surrounding council membership processes. Amy Porterfield stated the Executive Committee received the applications from individuals interested in serving on the council and then requested the individuals complete a Skills Matrix identifying their skills. The Executive Committee would interview the potential members, bring any recommended applications to the Full Council for approval, and forward the applications to the Governor's Office of Boards and Commissions. Amy Porterfield stated the council needed representation from the Blinded Veteran's Association (BVA) and an individual in the policy making level within the Department of Education.

### ***Legislation and Public Policy Committee***

Amy Porterfield stated Legislation and Public Policy Committee continued to monitor Legislation impacting blind and visually impaired individuals. Ms. Porterfield stated the committee could provide information or advice on any items the Governor was neutral on or supported. She added that if the Governor opposed any items, the committee would not advocate for those items, as the council members served at the pleasure of the Governor.

### **GCBVI Town Hall**

Gail Wilt inquired whether the GCBVI had notified ophthalmologists and their staff about the EyeKnow.AZ database. Ted Chittenden stated the Public Information Committee considered attending an Ophthalmologist Conference, although the conference fee was rather expensive and the council would have limited time at a table. Janet Fisher stated the Arizona Braille and Talking Book Library attended the Ophthalmologist Conference and distributed information about the database and outreach library staff continued to distribute information about the database at events. Gail Wilt inquired regarding recent Legislation that did not require local businesses to ensure their websites were accessible. Donald Porterfield stated any ruling from the Federal Court would trump and State rulings and noted the council was, therefore, limited in action.

Danielle Gibson stated she was interested in obtaining a Master's degree and noted that VR would only pay for one application to a Master's program, which limited her options of being accepted into a graduate program. Kristen Mackey stated the policy did indicate that VR would pay for one graduate program application to prevent individuals from applying to multiple programs. Ms. Mackey stated any client could request an exception to a policy and she suggested Ms. Gibson request that exception through her counselor.

Jordan Lovansowski stated his concern regarding the requirement on employment applications to indicate the possession of a driver's license. Mr. Lovansowski inquired whether the GCBVI could propose a Legislation change that would align with the Americans with Disability Act (ADA) requirements when completing a job application. Amy Porterfield stated the council could review that Legislation and the interpretation of the Legislation.

Tanner Gers stated several schools were offering online materials such as electronic books and testing materials that were not accessible and inquired regarding the GCBVI's approach to holding state schools responsible for offering accessible materials. Amy Porterfield stated the council worked with the Legislature to develop Legislation that would require schools to only purchase from vendors that created accessible materials. Ms. Porterfield stated the council discussed the issue with Governor's Office, which agreed that schools should purchase from publishers that created accessible materials. She stated the AT Committee met with colleges and universities to discuss the issue as well. Amy Porterfield stated the National Federation of the Blind (NFB) was developing national Legislation that would create guidelines for schools. Amy Porterfield noted the difficulty in creating a mandate when there were no guidelines. Donald Porterfield stated the council was encouraging the Arizona Legislature to approach the

Congressional Representatives Senators to obtain Federal support in developing the standard. Amy Porterfield stated there was no regulation or standard for ensuring that individuals received accessible materials therefore each school developed their own standards. Amy Porterfield stated the Governor has not indicated whether the council should pursue the issue, although the Governor's Office was interested in receiving information. Tanner Gers stated the Web Content Accessibility Guidelines 2.0 (WCAG) offered international standards that could be followed by state entities. Amy Porterfield stated the WCAG standards indicated how an entity could provide accessible information, but the guidelines did not serve as a mandate by the federal government that entities had to follow the guidelines in order to be compliant with the ADA. Amy Porterfield noted the importance of the community in advocating for accessible materials with the Legislature.

Julie Urban stated the Education Committee was addressing the issue of the Arizona Merit testing accessibility issues and she anticipated having more information prior to the next testing session. Amy Porterfield stated web-based technology concept under the ADA was not comprehensive and noted it did not include online or web-based information.

Connie LaBlond stated there was the need for discussion regarding ILB services and noted the benefits to seniors having the opportunity to come together and meet as groups. Rich Sorey stated SBVID could explore alternative options such as support groups or peer mentoring groups when moving forward with the program.

Mary Hartle stated her concern regarding ILB services and services to individuals with CVHL and the lack of funds for those services. Ms. Hartle stated clients would benefit from additional instruction in the areas of tactile sign language and cane travel for individuals with CVHL. Mary Hartle stated RSA developed a Deaf-Blind, CVHL Needs Assessment, which identified the largest group of individuals with CVHL was individuals ages 70-80 and suggested the council try obtain more funding for ILB services and for individuals with CVHL.

Barbara McDonald suggested the council provide outreach regarding the types of services available to blind and visually impaired individuals, parents and teachers. Barbara McDonald inquired whether state agencies were required to develop accessible websites. Donald Porterfield stated government agencies were required under Section 508 to comply with the ADA and develop accessible websites. Mr. Porterfield noted the guidelines had not been developed thus far for agencies to follow. Amy Porterfield stated the consumer groups needed to advocate for issues nationally and

then the council could present language to the Governor's Office for a potential bill.

Joy Harris stated her concern that clients participating in the Comprehensive Program were asked to identify target completion dates, although some individuals might not complete their classes by those dates due to medical issues. Ms. Harris noted that clients were also required to have technology in order to complete the Comprehensive Program, although individuals often received the technology prior to the end of the class. Kristen Mackey stated all clients identified target completion dates, although clients could work with their counselors to amend the IPEs as needed. Rich Sorey stated he appreciated Joy Harris's feedback and welcomed the feedback from individuals, which could identify areas for improvement. Joy Harris stated technology was an important component to her training and she expressed her concern that she would not have adequate time to use the technology prior to completing the program.

Tanner Gers inquired whether the GCBVI or the Governor's Office felt that individuals should receive additional training after completing comprehensive programs in order to assist blind and visually impaired individuals for employment. Amy Porterfield stated every Comprehensive Program offered different training, which was included in the Scope of Work (SOW) of the provider's contracts. Ms. Porterfield noted the GCBVI did track the numbers of blind and visually impaired individuals that obtained employment. Kristen Mackey stated as of June 30, 2016, 45 blind and visually impaired individuals obtained employment and 28 individuals were successfully closed. Ms. Mackey stated Year to Date for FFY17, 48 individuals were placed in employment and 28 were successfully closed. She noted that RSA had recently started tracking client retention rates as part of WIOA. Amy Porterfield stated the numbers indicated the numbers of individuals that had closed or obtained employment and noted that the rest of the individuals were still in plan. Ms. Porterfield noted that the Comprehensive Program was successful and blind and visually impaired individuals were successful in obtaining employment.

Bianca Penantell stated she was informed that an individual in the Supported Education Program could not receive training that clients received in the Comprehensive Program due to policy. Kristen Mackey suggested Ms. Penantell contact her counselor or the supervisor and noted there was no policy that would preclude Bianca Penantell from receiving additional training. Bianca Penantell stated she contacted her counselor. Kristen Mackey stated any client that was denied a service should receive a Service Denial letter, which could then be appealed within fifteen days of receiving the letter. Bianca Penantell stated she requested the Service Denial letter

from her counselor. Rich Sorey asked that Bianca Penantell contact him and he would review her case with her.

Cheryl inquired whether the GCBVI could provide assistance in AT and in utilizing different technologies. Amy Porterfield stated the AT Committee did not have a Chair currently, although Cheryl could contact Lindsey Powers at [lpowers@azdes.gov](mailto:lpowers@azdes.gov) and request guidelines from the AT Committee.

### **Date and Agenda Items for Next Meeting**

The next meeting of the GCBVI Full Council will be on September 22, 2017 from 12:00 pm to 3:00 pm. in the Video Conference Room, at 515 N. 51st Avenue, Phoenix, AZ.

### **Announcements**

Nikki Jeffords announced that VRATE was scheduled for November 17, 2017 at the Glendale Civic Center and the VRATE Committee was in the process of updating the website.

### **Call to the Public**

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

### **Adjournment**

Dan Martinez moved to adjourn the meeting. Nikki Jeffords seconded the motion. The meeting was adjourned at 3:26 pm.

As of June 30, 2017:

The total number of individuals in the VR program was 1,024  
The total number of Veterans in VR Program was 37  
The total number of individuals in the OOS was 105  
The total number of individuals in Priority Two was 85  
The total number of individuals in Priority Three was 20  
The number of VR applications was 218  
The average number of days from application to eligibility was 44.3  
The median number of days application to eligibility was 36.5  
The eligibility determination compliance within 60 days was 83.5%  
The number of new plans written was 194  
The average number of days from eligibility to IPE implementation was 84.2  
The median number of days from eligibility to IPE implementation was 70  
The IPE implementation compliance within 90 days was 76.1%  
The highest hourly wage of successful employment outcomes was \$50.00  
The average hourly wage of successful employment outcomes was \$15.85  
The number of clients placed was 48  
The number of clients closed successfully was 28

As of June 30, 2017 the Deaf Blind Population statistics:

The total number of individuals in the VR program was 49  
The total number of Veterans in VR program was 1  
The total number of individuals in the OOS was 1  
The total number of individuals in Priority Two was 1  
The total number of individuals in Priority Three was 0  
The number of VR applications was 3  
The average number of days from application to eligibility was 2  
The median number of days from application to eligibility was 2  
The eligibility compliance within 60 days was 100%  
The number of new plans written was 6  
The average number of days from eligibility to IPE implementation was 163  
The median number of days from eligibility to IPE implementation was 172  
The IPE Implementation Compliance within 90 days was 60%  
The number of clients placed was 2