

Governor's State Rehabilitation Council (SRC)
Full Council Meeting Minutes
September 14, 2017

Members Present

Adam Robson, Chair
Carol Carr
Dan Martinez
Danita Applewhite
Paula Seanez*
Judith Castro*
Sheri Carparelli
Kristen Mackey
Ana Nunez
Kathy McDonald*
John Gutierrez*

Members Absent

Sandra Canchola
Rodney Thomas
Brandon Dale
Joshua Auer
Jennifer Phillips
Jill Pleasant

Staff Present

Lindsey Powers, Admin. Assistant
Teleconferenced*

Guests Present

Melissa Wojtak
Larry Wanger, SILC

Call to Order and Introductions

Adam Robson, Chair, called the meeting to order at 1:15 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 July 13, 2017 Meeting Minutes

Adam Robson moved to approve the minutes of the July 13, 2017 SRC Full Council meeting. Danita Applewhite seconded the motion. The council approved the meeting minutes by unanimous voice vote.

SRC Chairperson's Report

Adam Robson stated the any individual eligible for services through the Arizona Health Care Cost Containment System (AHCCCS) could receive Pre-Employment services and Post-Employment services. Adam Robson stated job training had been moved to Pre-Employment services and language had been added that allowed clients to attend Job Fairs. Adam Robson stated that language was eliminated that required new contractors work for one year before billing for employment services. Adam Robson stated AHCCCS added a modifier to Job Coaching, which allowed the individual to provide services over the phone.

Mr. Robson stated in January 2014, the Centers for Medicare and 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 Home and Community Based Services (HCBS). He added the final rules, which took effect in March 2014, require that all HCBS settings must provide an opportunity to seek competitive employment. Members would receive services in the most integrated setting to the same degree of access as individuals not receiving HCBS for Center-Based Employment Programs and Group-Supported Employment Programs.

Adam Robson stated AHCCCS had developed a transition plan that would be implemented and was currently available on the AHCCCS website. AHCCCS submitted their plan to CMS in October, 2015 and made revisions in August, 2016. Adam Robson noted that all HCBS residential and non-residential settings must come into compliance by the end of a five-year transition period, which was recently extended to March, 2022. On September 6th, CMS granted initial approval on the Plan and AHCCCS would continue to reach out to CMS to discuss next steps.

RSA Administrator's Report

Kristen Mackey stated the Workforce Innovation and Opportunity Act (WIOA) required some reports be reported according to Federal Fiscal Years and some reports were reported according to State Fiscal Years. Ms. Mackey stated RSA would continue to receive funds according to the Federal Fiscal Year, although the program year would align with the State Fiscal Year. Kristen Mackey stated RSA reserved about a third of the program's budget to bridge the gap between the state and federal reporting timelines.

Kristen Mackey stated as of July 2017 the total number of open cases was 16,164, the total VR clients that obtained employment was 120, and there were 32 Business Enterprise Program (BEP) operators currently **(NOTE: Attachment A)**. Kristen Mackey stated there were 2,767 individuals on the Order of Selection (OOS) Wait List, 2,290 were in Priority Two and 477 were in Priority Three. Kristen Mackey stated RSA continued to remove clients from the Wait List due to the date of the individual's application and the level of severity of the individual's disability. Kristen Mackey stated Priority One was open, although Priority Two had been open since 2009. She added that all individuals on the OOS from 2009 had been served, and RSA had started contacting individuals on the OOS from 2010. Kristen Mackey stated RSA released 50-100 individuals from the OOS monthly based on the application date as well as the location of the client, in order to not inundate one office with clients. Ms. Mackey stated since November 2016, RSA released 421 individuals from the OOS. Kristen Mackey stated RSA wrote 39 Individualized Plans for Employment (IPE), 50 clients were receiving guidance towards their IPEs, and 65 cases were pending closure. Kristen Mackey stated RSA's goal was to release an additional 500 individuals from the OOS by the end of the State Fiscal Year (SFY). Kristen Mackey stated in State Fiscal Year (SFY) 16, there were 1,158 successful employment outcomes, which had been increased by 94 outcomes.

Kristen Mackey stated RSA continued to receive training from the Arizona Management System (AMS), in which the Pinal County pilot was complete and the 51st Avenue Job Center would begin AMS training. Ms. Mackey stated RSA counselors were not co-located at that location, although RSA counselors would go to that job center and

utilized the LEAN training methods. Kristen Mackey noted the Chandler office was also receiving LEAN training through the Department of Economic Security (DES), which included huddle boards that allowed an individual to walk up the board and see the office's metrics. She added that the weekly huddles discussed the current metrics lead by the Supervisor. Ms. Mackey stated flow boards were also developed, which outlined a counselor's case load, and could be viewed by the supervisor. She added that part of the training was to teach staff to problem solve at the counselor level and not require their supervisor's approval or input.

Kristen Mackey stated 47 cases were solved by informal resolution, in which two cases were carried over from 2016, 18 cases were upheld and 21 cases were reversed. She added that 39 cases were in mediation, in which 12 met an agreement or withdrew prior to mediation, 12 cases received written mediation agreements, and two cases moved to Fair Hearing Trials. Kristen Mackey stated there were 40 Fair Hearing Trials, in which 11 were carried over from 2016, 13 cases were pending, 4 cases were on hold with the Office of Appeals, 18 cases settled or withdrew, and 2 cases were in favor of the opponent, and 3 cases were in favor of the department. Kristen Mackey stated the majority of areas for appeals were in eligibility, services, and closures and noted that RSA was reviewing the cases to identify the reason for the increase in appeal cases.

Kristen Mackey stated the national VR budget for 2018 was slightly higher than the current year due to WIOA requirements, although each VR entity would receive fewer funds in order to account for the 15% of funds allocated for Pre-Employment Transition Services (Pre-ETS). Ms. Mackey stated the agency was required to spend the 15% allocated funds for Pre-ETS in order to retain those funds. Kristen Mackey stated Arizona spent about 87% of the Pre-ETS allocated funds and anticipated the new contracts would allow RSA to spend the remaining funds. Kristen Mackey stated RSA had to budget the remaining 85% of funds towards general VR clients. Carol Carr inquired regarding the average client case cost. Kristen Mackey stated the average client case cost was \$14,000 although clients receiving blind and visually impaired comprehensive services and individuals with traumatic brain injuries typically had higher case costs. Kristen Mackey stated 2018 Appropriation Bill was complete and the VR budget remained stable, although Supported Employment budget was eliminated. She noted that 50% of the Supported Employment Budget was reserved for youth client services, in which 10% required a match. Kristen Mackey stated RSA was not permitted to spend Supported Employment funds until the individual was employed. Adam Robson inquired whether RSA would be able to provide job coaching services to clients. Kristen Mackey stated RSA could provide job coaching, although RSA was unsure regarding the long term supported employment services. She added that the Department of Labor Workforce Programs had been cut by 65% in the 2018 budget.

Dan Martinez inquired whether the two budget fiscal years would affect the Legislative budget sweeps. Kristen Mackey stated that RSA was fortunate to have the match rate of 4:1, and a reduction in federal funds would impact match funds and therefore services to clients. Carol Carr stated the council could potentially share information with the Legislature regarding the value added benefits of the VR program and client employment. John Gutierrez inquired regarding the types of jobs that VR clients were obtaining. Kristen Mackey stated about 44% of clients received customer service jobs, and other individuals received employment as social workers, substance abuse workers,

janitors, IT Project Managers with an average wage of \$11.00.

Adam Robson inquired regarding the Council Liaison position. Kristen Mackey stated the Council Liaison position had been posted, although the position was posted incorrectly and she was working with HR on the posting. She added that she anticipated that interviews would be scheduled soon.

New Business

SRC Involvement with Underserved Veterans

Danita Applewhite stated she worked with individuals that came to White Apple Institute, who were feeling hopeless, had dropped out of school, and were unable to juggle work, school and parenting schedules. Ms. Applewhite stated she met a veteran at the VA Stand Down event, where veterans were able to shower, get new clothes, haircuts, and receive information. Danita Applewhite stated the veteran, Barbara, had transformed after six months of receiving services.

Danita Applewhite stated the purpose of White Apple Institute was to connect, educate and support underserved veterans challenged by disabilities. Ms. Applewhite stated White Apple Institute provided services to veterans with learning and mental disabilities. She noted that the resources were from community agencies, faith-based agencies, and VR. Danita Applewhite stated a goal was to change the perception of the definition of disabled. She added that VR and Independent Living (IL) wanted to change the individual's perception of themselves in order for that individual to change the way that others view that individual. Danita Applewhite stated White Apple Institute also wanted to change the perceptions of VR and IL counselors and to be able to reach individuals that needed services. Carol Carr stated that many people thought that disabilities should be physical or visual and noted that at Achieve Human Services, she continuously had to educate the community regarding the different types of disabilities. Carol Carr noted the majority of individuals with disabilities were not seeking employment, because they had faced scrutiny when applying for employment. Danita Applewhite stated the community needed to be educated on the different types of disabilities. Danita Applewhite stated the White Apple Institute Talk Show taped the show at different locations, such as homeless shelters, churches, colleges, and disability resource centers to recruit and identify students that needed services. She added that many veterans did not qualify for services through the U.S. Department of Veteran's Affairs (VA) and she sought to connect those veterans with resources, such as services through DES. Kristen Mackey stated that Title 1 and Title 3 programs offered services to veterans, although the services were not well known in the general community. Sheri Carparelli stated the WIOA funds had been reduced, although the WIOA training grant would focus on training veterans, providing Food Nutrition Services (FNS) and individuals with disabilities. Ms. Carparelli stated the grant would offer short-term vocational training to veterans.

Danita Applewhite stated her goal to talk to different councils and organizations regarding service to underserved veterans and to provide outreach to the community. Ms. Applewhite noted that approximately 85% of veterans that she saw had education or some type of training but experienced hopelessness or homelessness. Paula Seanez

inquired whether the agreement between the VA and RSA would address some of the areas of services to veterans. Danita Applewhite stated the Memorandum of Understanding (MOU) between the VA and RSA had been developed, although the MOU was not widely publicized. She added that the VA and RSA would develop an updated and better MOU that explained the services offered.

New SRC Membership

Adam Robson stated the SRC received an application for membership from David Cheeseman. Mr. Robson stated David Cheeseman was a Vocational Rehabilitation (VR) Counselor Supervisor in Tucson and was an exceptional counselor. Judith Castro stated that David Cheeseman was always willing to help other staff and was an advocate for individuals with disabilities.

Dan Martinez motioned that David Cheeseman's application be moved forward to the Office of Boards and Commissions for SRC membership. Carol Carr seconded the motion. The motion was approved by unanimous voice vote.

Ana Nunez inquired regarding Melissa Wojtak's application for SRC membership. Lindsey Powers stated she would follow up on the submission of Ms. Wojtak's application. Melissa Wojtak stated she would resubmit her application for SRC membership.

Old Business

Officer Elections

Adam Robson stated at the previous SRC Full Council meeting, John Gutierrez nominated Dan Martinez as the new SRC Chair of the council. Dan Martinez stated that he accepted the nomination as Chair of the SRC. Adam Robson stated he would accept any nominations from the council.

Adam Robson motioned that nominations cease and for Dan Martinez to be elected as the SRC Chair. Danita Applewhite seconded that motion. The motion was approved by unanimous voice vote.

Dan Martinez stated the SRC would need to generate enthusiasm within the council, to hold members accountable, and to have full active meetings of the council. Carol Carr inquired whether the SRC Bylaws included a rule requiring council attendance at meetings and to include stronger language when members do not attend meetings regularly. Adam Robson stated the SRC Bylaws did include language indicating that a council member could be recommended that a member be removed from the council if that individual missed three consecutive meetings. Carol Carr stated all council members had a responsibility to attending council meetings as all members applied for council membership. Danita Applewhite suggested the SRC emphasize the importance of attending meetings and the importance of the SRC's activities. Carol Carr stated a strong council was critical in order to complete the tasks and goals necessary in the continually changing landscape.

Adam Robson stated that Dan Martinez had nominated Danita Applewhite to continue as

the Vice Chair of the SRC. Danita Applewhite accepted the nomination. Adam Robson accepted nominations from the council.

Dan Martinez motioned that nominations cease and that Danita Applewhite be elected by acclamation as the Vice Chair of the SRC. Paula Seanez seconded that motion. The motion was approved by unanimous voice vote.

Adam Robson stated that Danita Applewhite had nominated Jill Pleasant as the Sergeant at Arms. Mr. Robson stated that Ms. Pleasant was unable to attend the meeting, although she indicated that she still accepted the nomination. Adam Robson stated he would accept nominations from the floor.

Paula Seanez motioned that nominations cease and that Jill Pleasant be elected as the Sergeant at Arms of the SRC. Danita Applewhite seconded the motion. The motion was approved by unanimous voice vote.

Membership Process Discussion

Adam Robson stated the SRC had previously discussed the current SRC membership process, which was an informal approval process. Mr. Robson noted the Governor's Council on Blindness and Visual Impairment (GCBVI) used a more stringent membership approval process and the SRC could determine the membership approval process going forward.

Committee Reports

Employment and Community Partnerships Committee

Carol Carr stated the Employment and Committee Partnerships Committee would meet on September 25, 2017 and would discuss the updated Self-Employment Policy. Carol Carr stated the committee would make recommendations regarding the policy, which would then be sent to the SRC Full Council for review. Kristen Mackey noted that the Self-Employment Policy would be distributed to the SRC and CAP for federal purposes and to the GCBVI for review as well. Carol Carr stated the Arizona Association of Providers for People with Disabilities help a panel with VR, AHCCCS, and the Division of Developmental Disabilities (DDD) at the Transition Conference and had a rich discussion. Ms. Carr stated she also served on the State Set-Aside Committee, which welcomed a new Chair, who intended to connect with the various agencies and enhance the opportunities for non-profit agencies that employed individuals with disabilities. Carol Carr stated the committee continued to communicate with the Arizona Chamber of Commerce and Goodwill in an effort to partner with business communities.

SILC Report

Danita Applewhite stated the Arizona Community Leadership Academy held a series of six-week classes for adults with disabilities to learn advocacy skills and leadership skills. Danita Applewhite stated the academy was offered by the Centers for Independent Living (CIL) s in Arizona. She added that the fourth annual Arizona Youth Leadership Forum was held in which the majority of individuals would go onto higher education.

Ms. Applewhite stated participants learned about IL, career planning and received support through mentors. Danita Applewhite stated the 2018 SILC budget included several cuts to funding and programs, which would have a significant impact on individuals with disabilities. She added that the proposal eliminated all Part B funding and required that counselors be combined. Danita Applewhite stated the SILC reached out to the Legislature and was ensured that IL funding would not be eliminated, although SILC could face funding cuts in the future. Danita Applewhite stated SILC continued to work to ensure that individuals with disabilities were included in Emergency Preparedness planning and that shelter locations were accessible to individuals with all types of disabilities.

Agenda Items and Date for Next Meeting

The next meeting of the SRC Full Council will be on November 16, 2017 from 1:00 pm to 4:00 pm. in the Video Conference Room, at 515 N. 51st Avenue, Phoenix, AZ.

Announcements

Adam Robson announced that Nicholas Love from WIIN/Ability 360 was no longer working with Ability 360 and that Mr. Love was now working for World Institute on Disability (WID), the group that created DB101. Nicholas Love would be responsible for the current nine states that have DB101 and would encourage additional states to offer DB101.

Adam Robson stated the next DB101 Train the Trainer would be on September 28, 2017 from 8:30-12:30 at Ability 360.

Adam Robson announced that the US Business Leadership Network (BLN) granted two new state BLNs and Arizona (Untapped Arizona) had been accepted as part of the USBLN. The USBLN served as the collective voice of nearly fifty BLN affiliates across the United States, representing more than 5,000 businesses. Additionally, Untapped Arizona would be revamping their website, <http://untappedarizona.com/>.

Danita Applewhite thanked Adam Robson for his dedication and hard work to the SRC as the SRC Chair.

Public Comment

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

Adjournment of Meeting

Adam Robson motioned to adjourn the meeting. Danita Applewhite seconded the motion. The meeting stood adjourned at 3:35 pm

Vocational Rehabilitation Scorecard - 8/27/17 – 9/2/17

Measure	Goal for "Green"	Actual
Total Number of Individuals Served in VR program	N/A	16,092
Total Number of Individuals in OOS	N/A	2,677
Total Number of Individuals in Priority 2	N/A	2,195
Total Number of Individuals in Priority 3	N/A	482
Number of Applications VR	115-143	103
Average number of days from application to eligibility	Less than 60 days (Federal requirement)	37.5 days
Median number of days from application to eligibility	Less than 60 days (Federal requirement)	31 days
Eligibility Determination Compliance – within 60 days	96-100% compliance (Federal requirement)	93%
Number of New plans written	24	92
Average number of days from eligibility to IPE implementation	Less than 90 days (Federal requirement)	70.4 days
Median number of days from eligibility to IPE implementation	Less than 90 days (Federal requirement)	67 days
IPE Implementation Compliance – within 90 days	96-100% compliance (Federal requirement)	86.1% within 90 days
Average hourly wage of successful employment outcomes	\$10.06	\$12.00
Number of Clients Placed	32-39	33
Number of Clients Closed Successful	25-30	23