

AZ ABLE Oversight Committee Meeting Minutes

November 6, 2018

10:00am-11:00am

Location: 1789 W. Jefferson St.

Phoenix, AZ 85007

3rd Floor, SE DBF Conference Room

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

Meeting number/Access Code: **803 146 765**

Meeting link: [Join WebEx meeting](#)

Meeting password: **AZABLE**

Meeting called to order at 10:03am by Robert Fleming

In Attendance:

Brittaney Chipley – Executive Director

Robert Fleming - Committee Chair (via WebEx)

Grahame Richards - Committee Member (via WebEx)

Joyce Millard-Hoie - Committee Member (via WebEx)

Karla Phillips - Committee Member (via WebEx)

Jason Snead – Committee Member (via WebEx)

Mark Swenson – Committee Member (via WebEx)

Debra Peterson - Arizona Department of Economic Security, Assistant Director

Wendy Wilda - Arizona Department of Economic Security, Executive Assistant

1. Welcome and Introductions – Chairman Robert Fleming completes a roll call
2. Minutes Approval – 8/21/18
 - a. Robert Fleming motioned to approve the last meeting minutes. There were none opposed, and the motion carried unanimously.
3. Customer Service Survey (Brittaney Chipley)
 - a. Brittaney presented a sample customer service survey to committee members. There were many suggestions including:
 - i. Adding a disclaimer about what the information will be used for.
 - ii. Making question 10 optional and using a pre-determined list for the answers; more than one option can be selected.
 - iii. Include an open-ended question for comments and note that this information may be used in promotional materials.
 - iv. Use less questions.
 - b. Brittaney will edit and circulate the revisions to the Committee for approval
4. Reports Review (Brittaney Chipley)
 - a. Month End (Aug-18, Sept-18) & Transaction reports
 - b. Outreach Report
 - i. Brittaney reviewed all the reports and asked committee members if there were any questions. She has three presentations this week.
 - ii. Joyce Millard-Hoie had a question about the current total number of accounts.

5. Website Updates (Brittaney Chipley)
 - a. FAQ's; New Resources
 - i. The FAQ's have been moved to the top of the web page. They have also added the brochure, fact sheet, and Power of Attorney, in both English and Spanish.
 - b. Forthcoming Updates – OH is redesigning the 4-page brochure

6. Newsletter Idea (Brittaney Chipley)
 - a. Brittaney reported that some states send Newsletters to their account owners. Are we interested in providing a newsletter to the members? Joyce Millard-Hoie said that they should have an opt out option. Brittaney has asked for some samples and will share them with the Committee when she receives them. Members will decide later, after reviewing the samples.

7. AZ ABLE Ads (Brittaney Chipley)
 - a. *Raising Arizona Kids (RAK) & LivAbility Magazine Ad*
 - i. The Committee is still interested in advertising in the magazines. Debra Peterson asked for Brittaney to track how outreach presentations, newsletters, and advertising, impacts the enrollment numbers. Brittaney also reported that no other state has utilized magazine advertising. We may be able to capture the data by adding a question when a new member enrolls in the program. Brittaney will propose this to OH.
 - ii. Debra Peterson reviewed the current expenses for the AZ ABLE program.
 - iii. Mark Swensen looked at the advertising rates and motioned to approve Brittaney to develop a plan and spend, at her discretion, up to \$4,000.00 for these two magazines advertisements. Jason Snead seconded the motion. There were none opposed, and the motion carried unanimously.

8. STABLE Partner State Advisory Board Meeting Updates (Brittaney Chipley)
 - i. National Updates
 1. Nationally they are pushing to increase the age to 46 years old. OH supports the age increase and have provided the number of opened accounts to NAST (National Association of State Treasurers)
 - ii. Program Updates
 1. They have fully implemented the ABLE to Work in the system.
 2. There is a new debit card service. It has changed from Mastercard to Visa and will only be sent after the initial deposit is made.
 - iii. SSA Information Sheet
 1. Brittaney will send out the information sheet that was sent to the STABLE Partner states as a resource for SSA case managers.
 - iv. Upcoming Webinars
 1. OH will be holding webinars on enrollment and portal demonstration.

9. Upcoming Year-End Report (Brittaney Chipley)
 - a. The Year End report is due on or before 12/31/18. Brittaney is working with Ohio to ensure that they have the report completed. Debra Peterson suggested that she work with our Policy unit to create the draft.

- b. Grahame Richards stated he would like a copy of the draft sent to the Committee before it is submitted.
- 10. Open Forum & Call to the Public (Robert Fleming)
 - a. No public comments
- 11. Meeting adjourned at 10:42am (Robert Fleming)