

Governor's State Rehabilitation Council (SRC)

Full Council Meeting Minutes

February 5, 2026

Attendance

Members Present

David Carey

Janette Lopez

Lisa Livesay

Adam Robson

Paula Seanez

Lenny Ovadia

Julie Oliver

Zane Lambros

George Garcia

Jaime Gonzalez

Martin Appel

Kristen Mackey

Members Absent

Diana Gomez Reyes

Staff Present

Lindsey Powers

Guests Present

Mathew Nevarez

Crystal Poetz

Stephanie Johnson

Lindsey Stevens

Bryan Gogg

Laura Fussell

Minutes

Call to Order

David Carey, Chair, called the meeting to order at 1:02 pm. Introductions were made, and a quorum was present.

Roll Call

Lindsey Powers conducted a roll call of members, and a quorum was established.

Public Comment

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

Approval of Minutes

Paula Seanez moved to approve the minutes of the November 6, 2025, SRC Full Council meeting. Lenny Ovadia seconded the motion. The minutes were approved by a unanimous voice vote.

Member Reports

SRC Chair Report

David Carey stated that he would be providing his report as the Executive Committee report.

RSA Updates

Kristen Mackey stated Rehabilitation Services Administration (RSA) was experiencing challenges with the roles and permissions within InFormed and had requested enhancements. She noted there were also challenges with the Dashboards and the report outs for obtaining correct data. Ms. Mackey stated the Region 3 Program Manager position was still vacant, although RSA had conducted interviews for the position. Kristen Mackey stated that

Vocational Rehabilitation (VR) did not receive any additional funding, although the program would receive a cost-of-living increase. She added the government shutdown did have an impact on the program, in which RSA had submitted a corrective action plan. Kristen Mackey noted the Sunset Audit highlighted the requirement for all councils to maintain a quorum of members to continue meetings. She added that all council members would be required to complete Open Meeting Law training and sign a Conflict-of-Interest form and she would share more information regarding those efforts.

Kristen Mackey stated the VR portion of the State Plan identified 8 areas for minimal updates and she would need any feedback from the SRC quickly. Kristen Mackey stated the CSPD data included in the State Plan was the data that was reported and was correct. She noted that she was unsure where the other data came from, and that Arizona was identified as one of the states that had reported the data correctly. Kristen Mackey stated that new VRCs took Core 1 and 2 courses within the first 3 months of being hired and were able to take University of Arizona quarterly sessions. She added there was also a Supervisor's Symposium for supervisors. Kristen Mackey stated that if staff were eligible to enroll in the master's program, RSA could provide pay for school as well as reimburse for CRC training and/or testing. Janette Lopez inquired whether the council could obtain a list of training for staff. Ms. Lopez also inquired regarding any training for Rehabilitation Technicians (RT) or Purchasing Technicians (PT)s. Kristen Mackey stated the PTs were now called Accounting Specialists and noted that RTs could participate in Core training, although there was no specific training for those positions. Kristen Mackey stated the council also had a question regarding VR timelines and inquired whether that referred to information shared with clients. Janette Lopez stated that it would be helpful to have the timelines for the service providers. Kristen Mackey stated she might have information from the Managed Service Provider (MSP). She added that RSA was also working with a marketing firm to develop information to be shared with clients and that information would be shared with the council. Ms. Mackey stated that she had reached out to Human Resources regarding employee satisfaction surveys and was informed that the information was not available to the public and that VR did not perform independent employee surveys.

Mathew Nevarez provided the Ombudsman report for 2016-2025, which indicated 7 informal reviews, 8 mediations, and 4 fair hearings. He noted there had been a slight uptick in 2019 and that staff were encouraged to resolve issues at the lowest level. Mr. Nevarez noted that he would provide a half-year report at the next meeting. Mathew Nevarez stated the Ombudsman Unit continued to provide office and regional workshops and offer job aids, or checklists for what to do before a fair hearing. David Carey

inquired whether there was a reason for the decrease in the number of mediations. Mathew Nevarez stated that one of the reasons could be that clients chose an informal review. Kristen Mackey noted that staff were reminded not to be the barrier to clients concerning mediations.

Lindsey Powers provided the VR Client Satisfaction Survey report for Quarter 2. Adam Robson inquired whether RSA followed up regarding any of the lower scoring questions such as "disagree" or "strongly disagree". Kristen Mackey stated that RSA leadership reviewed any lower scoring questions during meetings. Lisa Livesay inquired whether there were any practices to reconnect with the team regarding the lower scores. Kristen Mackey stated that RSA followed up within the team and potentially followed up with a service provider if needed. Janette Lopez inquired whether the client satisfaction surveys were distributed evenly among all disability populations. Kristen Mackey stated that RSA could follow up with the Data Unit regarding their methodologies. Janette Lopez also inquired whether there was a standard practice for how clients were told about the surveys. Kristen Mackey stated there was no standard practice at this time. Lisa Livesay inquired whether RSA had explored including a link to the survey within a VRC's email. Kristen Mackey stated RSA had explored that in the past, although there would have to be software to receive that data and staff to compile the data. Adam Robson inquired whether the surveys could be sent to a random sample of clients in all disability populations. Kristen Mackey stated her concern that if the surveys were divided too many times by the counties and disability population, it could affect the validity of the data although she could follow up with the Data Unit on that.

Committee Reports

Executive Committee

David Carey stated the Executive Committee requested that any corrections to the Annual Reports be reported to the council prior to the corrections being made. Mr. Carey stated the committee also recommended the council liaison position's roles be identified and added to the new member training materials. Paula Seanez stated that it was also important for the council to have a resource plan in order to carry out the council's duties, which included any travel. Kristen Mackey stated that she continued to inquire about travel reimbursement for non-state staff and had been told twice that the Department of Economic Security (DES) would not reimburse travel for

council members. David Carey stated the committee had also discussed reviewing the SRC bylaws and then reviewing the new member manual for any updates as well. David Carey stated the Executive Committee had also discussed the dissolution of the Employment Committee and was bringing the item to the Full Council for a vote. Adam Robson stated the biggest item to come out of the Employment Committee was the Employer Handbook, although many of the links and information in the handbook were outdated and were included in other employer resources. Zane Lambros stated the committee met but could not contribute towards advancing employment initiatives and felt the committee could be dissolved. Kristen Mackey stated that RSA could provide updates to the council regarding any employment related activities at future meetings. Zane Lambros motioned to dissolve the Employment Committee. Janette Lopez seconded the motion. The motion was approved by unanimous voice vote. David Carey stated the committee had also discussed moving the Nominating Committee from the Executive Committee and allowing members to assist with recruitment efforts of the council. Adam Robson motioned moving the Nominating Committee from the Executive Committee. Lenny Ovadia seconded the motion. The motion was approved by unanimous voice vote. Zane Lambros, Lenny Ovadia and Janette Lopez agreed to participate on the Nominating Committee. Mr. Carey stated the committee discussed offering a one-hour orientation for new members, and that Adam Robson had compiled several resources to be distributed to new members. David Carey stated the committee had also discussed reviewing the council by-laws. Janette Lopez stated that she could split up the bylaws among council members for review. David Carey agreed and stated the Executive Committee could discuss that at the next meeting.

Employment Committee

Zane Lambros stated the Employment Committee had put forth a recommendation to dissolve the committee and had not met further.

Program Review Committee

Julie Oliver stated the Program Review Committee had discussed the employee satisfaction surveys, which had been addressed. Ms. Oliver noted the committee had also discussed implementing a tracker sheet to track the activities or follow up information requests of the committee and would discuss it at the next committee meeting. Adam Robson noted that not all committee members were able to use Google and were trying to find an

alternate document tracking. Lisa Livesay stated the Department of Education did not use Google, but staff could utilize a standard document for tracking if necessary.

SILC Report

David Carey stated SILC continued to provide emergency preparedness planning for successful outcomes in an emergency. He noted that SILC would be participating in the Disability Advocacy Coalition Day at the Capitol on February 18th and anyone was welcome to attend.

American Indian VR Project Report

Paula Seanez stated the Navajo Nation was in its 5th year of funding and continued to work to review grant outcomes and budgets to meet its goals and objectives. She noted the RSA Request for Proposals (RFP) had not been released and the Navajo Nation, Hopi and Tohono O'odham Nation were in their fifth year and would be submitting new grants. Ms. Seanez stated the Tribal Consultation was scheduled for tribal leadership and state partners public comment could be submitted during the consultation dates of February 10th or March 12th. Paula Seanez stated that most vacancies had been filled except for 2 VRCs.

She noted the Navajo Nation continued their partnership with Sonoran Center for Excellence in Disabilities on Transition initiatives and collaboration on the Customized Employment Pilot. She added that the Sonoran Center's proposal for the FY2025 Innovative Rehabilitation Training grant was funded. For building VR capacity for self-employment: training, policy reform, and tribal partnership initiative. Paula Seanez stated the grant overview: We All Work Arizona was a three-year systems transformation project that would make competitive integrated employment the expected outcome for people with significant disabilities in Arizona. She noted that instead of defaulting to day treatment or segregated programs after high school, the initiative would change policies, contracts, training, and governance so the system consistently supported real jobs in the community. Ms. Seanez stated that by centering self-advocates, families, and tribal partners in decision-making, the project aimed to improve health, reduce family stress, and create lasting equity across the state.

Paula Seanez stated the AIVRTACC and University of Boston (UMASS)/Institute for Community Inclusion (ICI) would be hosting an

AIVRS/iGREET professional development opportunity on November 19-20, 2025. The iGREET (Innovative Guided Rehabilitation Employer Engagement Training) training provided employer engagement staff with foundational and advanced knowledge of the principles of effective employer engagement as well as strategies for partnering with businesses to promote employment opportunities for people with disabilities.

CAP Report

Lindsey Stevens stated that CAP had participated in 5 mediations and the agreements ranged in issues from clients. Ms. Stevens stated CAP had reviewed VR policies and provided feedback. She noted CAP continued to support individuals with disabilities and to assist with any barriers to obtaining VR services. She noted CAP had also provided a presentation regarding CAP's services and was appreciative of the opportunity to share the perspective of CAP. David Carey inquired whether Lindsey Stevens and/or Bryan Gogg were based out of Phoenix or Tucson. Lindsey Stevens stated that she and Bryan Gogg were based out of Phoenix, and staff members could travel as needed.

Announcements

Lisa Livesay announced the IHD Conference would be held June 23-24 and there would be several tracks offered such as Assistive Technology and American Indian VR. Ms. Livesay stated the IDEA Conference was accepting proposals for presentations until March 4th if anyone had an area of interest for a presentation.

Council Meeting Dates and Adjournment

The next meeting of the SRC Full Council will be on May 7th, 2026 from 1:00 to 4:00 pm.

Adjournment of Meeting

Lisa Livesay motioned to adjourn the meeting. Zane Lambros seconded the motion. The meeting was adjourned at 3:22 pm.