

# **Governor's State Rehabilitation Council (SRC)**

## **Full Council Meeting Minutes**

March 4, 2024

### **Attendance**

#### **Members Present**

Lisa Livesay, Chair  
Adam Robson  
David Carey  
Melissa Wojtak  
Kristen Mackey

#### **Members Absent**

Diana Meza  
Paula Seanez  
Ceci Hartke

#### **Staff Present**

Lindsey Powers

#### **Guests Present**

Linda Fischer  
Mathew Nevarez  
Crystal Poetz  
Stephanie Johnson  
Meghan Logan  
Kyra Climbingbear

### **Minutes**

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

Lisa Livesay, Chair, called the meeting to order at 1:01 pm. Introductions were made, and a quorum was present.

## **Approval of November 21, 2023 Meeting Minutes**

Adam Robson moved to approve the minutes of the November 21, 2023 SRC Full Council meeting. David Carey seconded the motion. The minutes were approved by unanimous voice vote.

## **SRC Chairperson's Report**

Lisa Livesay stated the council continued to focus on membership and that committees would work on activities as they were able to. Ms. Livesay stated the Ombudsman Unit had provided additional Fair Hearing decisions for the Program Review Committee to review as well. She added that Rehabilitation Services Administration (RSA) had recently met with the Federal audit team and the SRC would continue to support RSA regarding that visit. Lisa Livesay stated the Executive Committee had also compiled materials for new council members that had been distributed to council members to review. Adam Robson stated the new member materials included information such as the SRC Manual, a New Member Manual, Rosenberg's Rules of Order, and an introductory email.

## **RSA Administrator's Report**

Kristen Mackey stated that RSA still hoped to implement the new case management system, inFormed in October, and continued to meet with the vendor to discuss any challenges. Ms. Mackey stated the RSA 911 report that previously required 400 data elements, now required 397, and RSA staff were being trained on the new data elements. Kristen Mackey stated that RSA exceeded the Federal performance measures for 2022 by 98% or more and would be negotiating new performance measures in March/April. Kristen Mackey stated RSA just underwent Federal monitoring which included a deep dive of the organizational structure, fiscal activities, and data integrity. She noted she did not expect a report for about 6-8 months, although she would share that information with the council. Lisa Livesay inquired whether RSA would work with staff on how to enter data into the system. Kristen Mackey stated RSA was offering training to staff on data entry as well to provide instruction on the required supporting documents. Kristen Mackey stated that RSA had interviewed Central Purchasing Unit Supervisors and Central Purchasing Specialists as well as an Employment Unit Supervisor. Lisa Livesay inquired whether the increase in pay for staff had assisted with job retention. Kristen Mackey stated the increase in pay to

Rehabilitation Technicians had helped with job recruitment and retention.

Ms. Mackey stated RSA would be working with a marketing firm for Vocational Rehabilitation (VR), Older Individuals who are Blind (OIB), and the Business Enterprise Program (BEP). She noted that RSA would be working with focus groups to identify how to reach out to the community. Kristen Mackey stated RSA was planning for an annual staff conference in July, although she hoped to schedule the conference annually in October in the future. She noted the event would be one day, and would include a keynote speaker, breakout sessions and would focus on Employment First. Kristen Mackey stated RSA was working with the University of Arizona Sonoran Center for Excellence in Disabilities (UCEED) to provide customized employment to 3-6 clients that were DDD and VR clients in June.

David Carey inquired whether RSA had a specific number of vendors that could provide home modifications for clients. Kristen Mackey stated there was not a specific number of vendors, although the Division of Developmental Disabilities (DDD) had the home modification contract, therefore RSA did not have oversight on that contract. She noted her understanding that the contract would open in one year. Lisa Livesay inquired whether RSA had reached out to the Governor's Office of Boards and Commissions regarding council membership. Kristen Mackey stated she had, and her understanding was that they were interviewing each prospective member and were also short-staffed.

Mathew Nevarez stated that he had a brief report and would give a full report at the May Full Council meeting. Mr. Nevarez stated that in 2022, there were 35 informal reviews, 15 mediations, 14 fair hearings, and 3 Director's reviews. He noted that in 2023, there were 30 informal reviews, 26 mediations, 16 fair hearings, and 0 Director's reviews. Mathew Nevarez stated that was glad to see more informal reviews compared to fair hearings, although clients were always offered the option for a fair hearing if they did not agree with the mediation. Adam Robson inquired whether the council had received additional fair hearing decisions. Lisa Livesay stated the Ombudsman Unit had sent more fair hearing decisions for the Program Review Committee to review as they had time. Mathew Nevarez stated that if the Program Review Committee needed any additional fair hearing decisions, the Ombudsman Unit could provide that information. Lisa Livesay inquired regarding the full report that would be provided in May. Mathew Nevarez stated the report would have similar information, although he could add additional information regarding the reasons services were denied. Lisa Livesay inquired whether there were any trends according to region or certain staff. Mathew Nevarez stated that he did capture the cases according to regions and staff, although with smaller numbers, it was difficult to

identify any trends. He noted the Ombudsman Unit continued to meet with RSA leadership and the Policy Unit regularly and would identify any trends or regions that could benefit from additional training.

## **Committee Reports**

### **Executive Committee**

Lisa Livesay stated the Executive Committee continued to discuss any pending member applications as well as discussing the roles of council members. Lisa Livesay stated that she would be unable to participate in any council meetings April – July and that Ceci Hartke or Adam Robson would be able to fill in as the Chair temporarily. Lisa Livesay stated that she would confirm whether Ceci Hartke could fill in as the Chair, although Adam Robson had agreed to be the Acting Chair if needed. Lisa Livesay stated the Executive Committee had also discussed RSA's Service Threshold document and that the term "average" could be used instead of threshold. Adam Robson stated that RSA had recently changed the document language to "guidelines". Lisa Livesay stated the council could continue to support RSA and would notify the program of any feedback from the community.

## **Membership Organization Updates**

### **SILC**

David Carey stated SILC continued to provide Emergency Preparedness training across the state and provided monthly webinars. Mr. Carey stated SILC members were also sharing information regarding safe travelling and offering advice to the community. Mr. Carey stated the organization was currently developing best practices for increasing the quality and diversity of the workforce.

### **American Indian VR Project**

Kristen Mackey stated there were discussions about the 121 program potentially being consolidated. Ms. Mackey noted the 121 award had recently opened, and some tribes had reached out for updated support letters from RSA.

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

The next meeting of the SRC Full Council will be on May 6, 2024 from 1:30 to 4:00 pm.

## **Announcements**

There were no announcements.

## **Public Comment**

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

## **Adjournment of Meeting**

David Carey motioned to adjourn the meeting. Lisa Livesay seconded the motion. The meeting was adjourned at 2:52 pm.