

**ARIZONA GOVERNOR'S STATE  
REHABILITATION COUNCIL**



**2017**

**ANNUAL REPORT**

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# MISSION AND RESPONSIBILITIES OF THE GOVERNOR'S STATE REHABILITATION COUNCIL

The Governor's State Rehabilitation Council mission also encompasses the Council's vision, operating principles and goals:

## **Mission**

Serving all citizens of Arizona, the mission of the Arizona Governor's State Rehabilitation Council is to advise, evaluate and partner with the public vocational rehabilitation program in support of improving access to employment and promoting a diverse workforce statewide.

## **Vision**

The Arizona Governor's State Rehabilitation Council envisions a statewide workforce that values disability and diversity, and is committed to full participation of its citizens.

## **Operating Principles**

- Serve as an ally to the public vocational rehabilitation program in structuring and conducting business in ways that reflect the social, political, historical and economical experiences of individuals with disabilities.
- Collaborate with state and other non-government agencies to promote meaningful and sustainable employment for everyone.
- Foster a broad definition of diversity that honors and appreciates disability alongside race, ethnicity, gender, sexual orientation and religion as an integral part of human experience.
- Promote disability discourse, awareness and involvement; honor disability culture and pride.

## **Goals**

- Advise the Vocational Rehabilitation Program in the development, implementation, evaluation and review of innovative rehabilitation services and programs.
- Support the development of public policy that improves opportunity for full participation for all citizens in the economic life of Arizona.
- Engage business and industry statewide in the creation of inclusive environments guided by the principles of universal design.
- Increase access and employment opportunities for people with disabilities through collaboration with outside agencies, councils and community partners.
- Strengthen the VR Program through collaboration on the development of human resource infrastructure.

**The Governor's State Rehabilitation Council functions, as defined in the Title I, Part A, Section 105 of the Federal Rehabilitation Act, are as follows:**

Review, analyze and advise the Arizona Rehabilitation Services Administration (RSA) regarding the performance of its responsibilities, particularly those related to eligibility (including order of selection); the extent and scope and effectiveness of services provided; and the functions performed by State agencies that affect the ability of individuals with disabilities in achieving employment outcomes under Vocational Rehabilitation (VR) services.

Partner with RSA to develop, review and agree to State goals and priorities in accordance with the VR State Plan. The Council and RSA evaluate the effectiveness of the VR program and submit reports of progress to the RSA Commissioner.

Advise the RSA on activities authorized to be carried out under the Vocational Rehabilitation State Plan. Assist in the preparation of the VR State Plan, and Amendments to the plan, applications, reports, Needs Assessments, and evaluations.

Conduct a review and analysis of the effectiveness of Vocational Rehabilitation services and consumer satisfaction regarding functions performed, VR services provided, and employment outcomes achieved.

Prepare and submit an Annual Report to the Governor and the Federal U.S. Department of Education Commissioner of RSA on the status of Vocational Rehabilitation programs operated with the State of Arizona.

Coordinate activities with other disability related Councils with the State of Arizona.

Establish working relationships between RSA, the Statewide Independent Living Council, and Arizona Centers for Independent Living.

Perform other functions consistent with VR services deemed appropriate by the Council.

## MESSAGE FROM THE CHAIR

Daniel Martinez

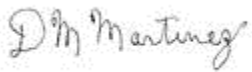
Dear Constituents and Colleagues,

The Arizona Governor's State Rehabilitation Council (SRC) is honored to serve the citizens of Arizona as your representative with the public vocational rehabilitation program in supporting and improving access to employment for people with disabilities. The Council's partnership with the Arizona Rehabilitation Services Administration (RSA) helps ensure client participants seeking to improve their employability acquire effective, individualized vocational rehabilitation services that result in employment that is meaningful and elevates each person to his or her highest level of independence and self-sufficiency.

Changes in the vocational rehabilitation program introduced by the Workforce Innovation and Opportunity Act (WIOA) invited the SRC to build stronger working relationships with Arizona businesses and our other community partners. We are doing this with great strategic urgency. Our committees are developing linkage with WIOA stakeholders and we are engaging the business community in our discourse. The result will be increased employment outcomes and a more effective use of resources.

This annual report gives you a brief overview of our activities. We invite you to join us in building a community that values diversity and applies everyone's contribution to achieve enhanced individual, social and economic fulfillment.

Respectfully,



Daniel M. Martinez  
Chair  
Governor's State Rehabilitation Council

I am pleased to join the State Rehabilitation Council (SRC) in presenting the 2017 State Rehabilitation Council Annual Report. Throughout these pages you will read about the collaboration that has occurred between SRC council members and Vocational Rehabilitation (VR) staff. Changes to the Workforce Innovation and Opportunity Act (WIOA) and subsequent regulations had a tremendous impact on how the VR program operates and the services provided to individuals with disabilities. These changes required policy revisions. VR program staff and SRC committee members worked collaboratively through a process of review and revision to ensure that the new policies adequately met the needs of the individuals we serve.

The VR program continues to place individuals with disabilities into competitive, integrated employment at a pace that exceeds previous years. You will see within this document that 1,510 individuals received an employment outcome after participating in VR services, which are 34 more than the previous year. These steady increases can be attributed in part to the strategic initiatives developed by the members of the State Rehabilitation Council. Council members have been integrally involved with VR staff and other community stakeholders to develop and advance the Arizona Employment First initiative, develop strategies and interventions to meet the needs of youth with disabilities, and advise on the development of policies and procedures.

I look forward to the continued partnership with the members of the SRC as we work together to increase the opportunities for individuals with disabilities to gain competitive and integrated employment.

Sincerely,

*Kristen Mackey*

Kristen Mackey  
Administrator  
Rehabilitation Services Administration

# COUNCIL COMMITTEES

## **Employment and Community Partnerships Committee**

The goal of the **Employment and Community Partnerships Committee** is to create and foster business and community partnerships and increase employment opportunities for people with disabilities through collaboration with the Rehabilitation Services Administration/Vocational Rehabilitation Program (RSA/VR) clients, outside agencies, councils and community partners. It is the Committee's vision to enhance SRC relationships with these partners, to expand employment opportunities, encourage involvement in policy development, promote advocacy for service provision, and economic self-sufficiency for individuals with disabilities.

## **Executive Committee**

The goal of the **Executive Committee** is to provide leadership to the SRC in furthering its mission, vision, and goals. The Committee also seeks to recruit new members from the community who will represent, and be representative, of individuals with disabilities, specific disability groups, business and labor, rehabilitation program providers, disability advocates, the Statewide Independent Living Council, the State Workforce Investment Board, and American Indian Rehabilitation Programs. The Council accepts nominations at any time throughout the year when vacancies occur and submits candidates to the Governor, who makes the final appointment of members to SRC.

## **Program Review Committee**

The goal of the **Program Review Committee** is to advise, evaluate, and collaborate with the Rehabilitation Services Administration/Vocational Rehabilitation Program to improve the quality and efficiency of VR services, including transition services, Order of Selection, RSA employee capacity building via the Comprehensive System of Personnel Development, increasing employee satisfaction, and reviewing implementation of VR State Plan.

## 2017 Governor's State Rehabilitation Council (SRC) Membership

Kristen Mackey, RSA Administrator  
VR State Agency, Ex-Officio  
Term: No Limit City: Phoenix

Daniel Martinez  
Specific Disability Groups Rep.  
Term: 2015-2017 City: Phoenix

Sandra Espinosa-Canchola  
Disability Advocacy Rep.  
Term: 2012-2017 City: Rio Rico

Brandon Dale  
Specific Disabilities Groups Rep.  
Term: 2016-2018 City: Paradise Valley

John Gutierrez  
Client Assistance Program Rep.  
Term: 2006-2018 City: Phoenix

Joshua Auer  
Community Rehabilitation Program  
Service Provider Rep.  
Term: 2016-2018 City: Mesa

Rodney Thomas  
VR Services  
Term: 2013-2017 City: Yuma

Judith Castro  
Vocational Rehabilitation Supervisor  
Term: No Limit City: Yuma

Jennifer Phillips  
Specific Disability Groups Rep.  
Term: 2016-2017 City: Phoenix

Sandra Espinosa-Canchola  
Disability Advocacy Representative  
Term: 2015-2017 City: Rio Rico

Danita Applewhite  
SILC Representative  
Term: 2014-2017 City: Mesa

Katherine McDonald  
Parent Training and Information  
Term: 2016-2018 City: Phoenix

Adam Robson  
Specific Disability Rep.  
Term: 2011-2017 City: Phoenix

Carol Carr  
Specific Disability Groups Rep.  
Term: 2015-2017 City: Yuma

Sheri Carparelli  
Business Industry/Labor Rep.  
Term: 2016-2018 City: Phoenix

Paula Seanez  
121 Project Director's Rep.  
Term: 2002-2017 City: Window Rock

Jill Pleasant  
Specific Disability Groups Rep.  
Term: 2016-2018 City: Scottsdale

Ana Nunez  
ADE Rep. Special Education  
Term: 2015-2017 City: Phoenix

Larry Clausen  
Specific Disabilities Groups Rep.  
Term: 2013- 2017 City: Phoenix

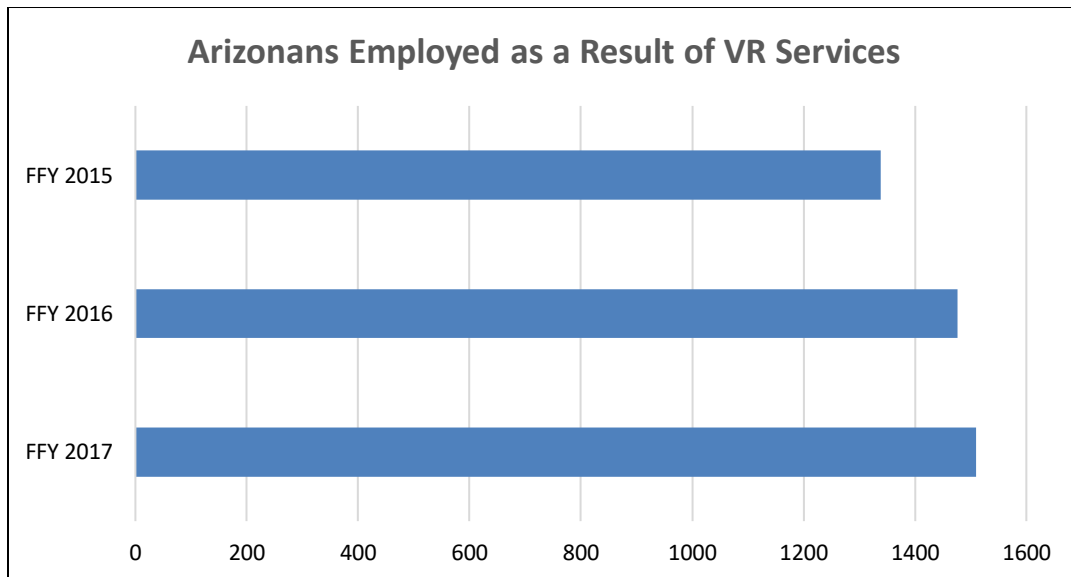
Council Staff:  
Council Liaison

Council Staff:  
Lindsey Powers, Administrative Assistant

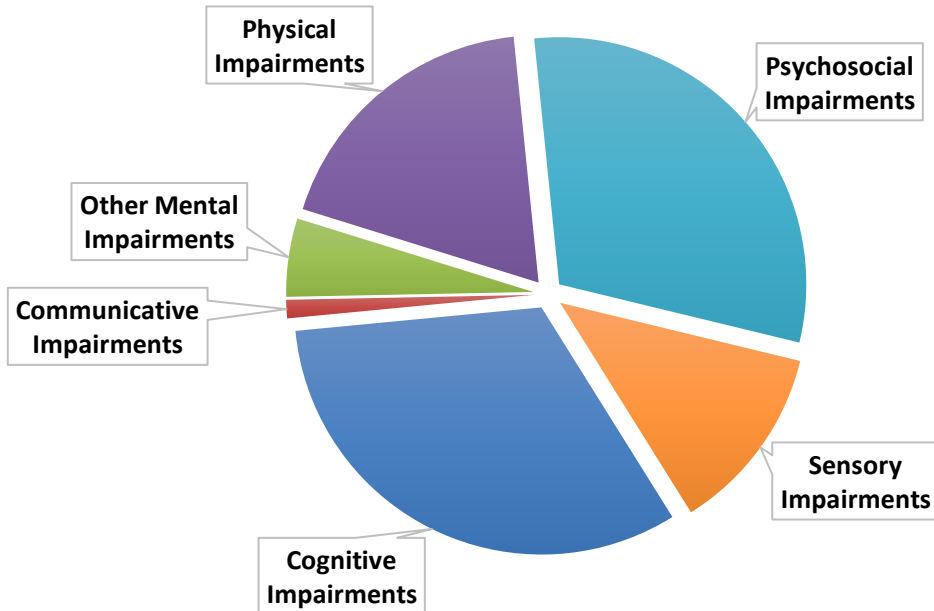
# Arizona Vocational Rehabilitation Program Basics

The mission of the Arizona Vocational Rehabilitation Program (VR) is to work with individuals with disabilities to achieve gainful employment through the provision of comprehensive rehabilitative and employment support services in a partnership with all stakeholders. The VR Program provides a variety of specialized services to individuals who have physical, mental emotional impairments that create barriers to employment.

Eligibility for the VR program is determined by the following: an individual wants to become or remain economically independent through work; an individual's disability is serious enough to make it hard to get or keep a job; available services can help the individual get or keep a job; the VR Program is the only or best place to provide the individual with the help he or she may need to obtain employment.



## FFY 2017 Total Individuals Receiving VR Services by Disability



Impairment	Total	Percent of
Cognitive	7304	32.4%
Sensory	2781	12.3%
Communicative	272	1.2%
Physical	4192	18.6%
Psychosocial	6859	30.4%
Other Mental	1155	5.1%
<b>Grand Total</b>	<b>22563</b>	<b>100.0%</b>

\*The above information was provided by the RSA Data Unit

# SRC HIGHLIGHTS

## Arizona's Seventeenth Annual Transition Conference

The SRC co-hosted an information table at the Transition Conference sponsored by the Arizona Department of Education, Arizona Department of Economic Security, and the Arizona Department of Health Services. This conference is a collaborative, cross-stakeholder professional development event designed to provide meaningful and pertinent information for use in the secondary transition planning process. Participants included youth and young adults with disabilities, family members and other important support persons for students with disabilities, state agency staff, educators, and service providers who all shared a commitment for the successful transition of students to adult life.

The conference hosted a number of national speakers and state-level experts who presented sessions aimed at improving strategies for youth success, family involvement, and interagency and community collaboration. SRC members Adam Robson and Ana Nunez co-presented on "Foster Innovation Through Collaboration! Partners at Work". SRC Member, Ana Nunez co-presented on "An Introduction to Secondary IEP Transition Requirements Part I" and "An Introduction to Secondary IEP Transition Requirements Part II". Ms. Nunez also provided co-presented the presentation "Cultivate the Connection! The Alignment Between Accommodations and Employment" and "Change is Inevitable, Progress is Optimal! The Impact of WIOA Section 511".

The conference theme of "Ready to Launch: Countdown to Success" addressed the Transition needs of youth and young adults with disabilities. The conference showcased effective intra/interagency collaboration regarding improving postsecondary opportunities for youth and young adults with disabilities in the areas of employment, education, training, and adult living. The creativity of youth and young adults was demonstrated through displays of their artwork, for the twelfth consecutive year.



\*The artwork was collected from students with disabilities ages 14-22 that were enrolled in an AZ public education agency or approved private school. The artwork above is by Jade Vielma.



\*The artwork above is by Trinity Quihuis.

## **SRC INVOLVEMENT AND COLLABORATION IN THE SELF-EMPLOYMENT POLICY**

The SRC Employment and Community Partnerships Committee partnered with Rehabilitation Services Administration (RSA) Policy Unit in reviewing and providing feedback on the Self-Employment Policy. The committee provided initial feedback, which was included in the policy prior to submission to the SRC Full Council and the Client Assistance Program (CAP) for additional review and comment.

## **SRC INVOLVEMENT WITH THE EMPLOYMENT FIRST INITIATIVE AND IMPLEMENTATION OF THE PRE-EMPLOYMENT TRANSITION SERVICES**

SRC members have been involved in the Employment First Initiative Committee, which consists of a broad coalition of individuals that share ideas and strategies to raise public awareness, promote an attitudinal shift, build capacity and bring about systems change. The committee advocates for integrated and competitive employment, or real jobs earning minimum wage for all working age Arizona residents with disabilities.

SRC members also continue to monitor the implementation of the Workforce Innovation and Opportunity Act (WIOA) as well as the Pre-Employment Transition Services. SRC members participate in various committees dedicated to understanding the implementation of WIOA and Pre-Employment Transition Services and then educate clients and community members. SRC members have collaborated with other agencies in developing fact sheets and flyers for distribution to clients and community stakeholders.

## **SRC INVOLVEMENT WITH THE INSTITUTE FOR HUMAN DEVELOPMENT AND ARIZONA TECHNOLOGY ACCESS PROGRAM**

SRC members attended and presented at the IHD/AT Conference, 50 Years of Service – Paving the Way to the Future. SRC member Kristen Mackey participated on a panel presentation, All My Relations: The Importance of Tribal, State, and Federal Partnerships. SRC member, Adam Robson participated in a panel presentation, Strengthening the VR Circle of Resilience: Addressing the challenges of today and tomorrow through innovation and change. The conference included Assistive Technology, Evidence-Based Practice, and American Indian Vocational Rehabilitation Training and Technical Assistance Center (AIVRTTAC) tracks. The three conference tracks were brought together to facilitate achievement of the vision and mission that individuals with disabilities fully participate in all life experiences.

## **SRC SUCCESSES**

Carol Carr, SRC member and ACHIEVE President/CEO of ACHIEVE Human Services, a non-profit organization that serves individuals with disabilities has partnered with AzTAP in refurbishing computers and devices for individuals with disabilities. ReburBIT is an initiative of the ACHIEVE Enterprise Services, that provides refurbished laptops, PCs and tablets. ACHIEVE Enterprise Services (AES) is a social enterprise created by ACHIEVE Human Services. AES specializes in computer and electronic recycling and computer refurbishment. AES provides a variety of business offers: IT Asset Recovery, Secure Data Destruction, Electronics recycling and IT refurbishment. AES provides a dynamic business solution in a variety of Information Technology capacities to empower people with disabilities to reach their full potential.

# CLIENT SATISFACTION SURVEY RESULTS SFY2017

In SFY2013, the RSA Client Satisfaction Survey was revised to incorporate input from the SRC to survey clients throughout the vocational rehabilitation process. The same survey instrument was used throughout SFY2017. Surveys are emailed when an email address is available or sent by standard mail. The client has the option to complete and return the survey or to complete the survey on the RSA website. Clients are surveyed at the following stages:

- Clients who have been found eligible (status 04 or 10)
- Clients who signed an individualized plan for employment (IPE) (status 12)
- Clients who have received services for one year or who are ready for employment (whichever came first-status 13 or 20)
- Clients who have received services and have a closed case, with or without employment (status 26 or 28)

## 1. I receive services in my preferred language:

Answer options	Response Rate	Response Count
Yes	98.04%	500
No	1.96%	10
	Answered questions	510
	Skipped questions	2

## 2. I am given opportunities to make choices regarding my VR services:

Answer options	Response Rate	Response Count
Yes	86.06%	432
No	13.94%	70

	Answered questions	502
	Skipped questions	10

**3. I am aware of the following resources (check all that apply):**

Answer options	Response Rate	Response Count
Client Assistance Program (CAP)	67.65%	230
Disability Benefits 101 (DB101)	64.12%	218
One Stop Service Centers or Arizona@Work Career	67.65%	230
	Answered questions	340
	Skipped questions	172

**4. I am satisfied with (check all that apply):**

Answer options	Response Rate	Response Count
How often my counselor and I communicate	70.09%	300
How quickly my counselor responds to my phone calls	72.43%	310
The professionalism of my VR counselor	84.58%	362
The quality of services that I receive from VR staff	75.70%	324
The quality of services that I receive from non-VR staff	61.68%	264
	Answered questions	194
	Skipped questions	318

**5. If you are not satisfied with the services you receive, what is the main reason (check all that apply, skip question if satisfied):**

<b>Answer options</b>	<b>Response Rate</b>	<b>Response Count</b>
It takes too long to get services	60.82%	118
The services available through VR are not what I want	15.46%	30
I have challenges working with VR staff	46.39%	90
I have challenges working with non-VR staff	22.68%	44
The services I receive through VR are not helpful	22.68%	44
The services I receive through non-VR staff are not helpful	14.43%	28
	Answered questions	194
	Skipped questions	318

**6. Overall I am \_\_\_\_\_ with my experience with Vocational Rehabilitation:**

<b>Answer options</b>	<b>Response Rate</b>	<b>Response Count</b>
Satisfied	69.29%	352
Dissatisfied	19.69%	100
I have no opinion	11.02%	56
	Answered questions	508
	Skipped questions	4

**Average hourly wage of cases closed with employment (Status 26)**

<b>SFY2015</b>	<b>SFY 2016</b>	<b>SFY 2017</b>
\$11.22	\$11.33	\$11.97



**RSA  
ADMINISTRATION**  
1789 W. Jefferson St.  
2NW  
Phoenix, AZ 85007  
(602) 542-3332  
1-800-563-1221  
TTY (855) 475-8194

**DISTRICT I  
ADMINISTRATION**  
3221 N. 16<sup>th</sup> St., Ste. 200  
Phoenix, AZ 85016  
(602) 266-9206  
TTY (855) 475-8194

**DISTRICT I OFFICES**

**SBVID 16<sup>TH</sup> STREET**  
4620 N. 16<sup>th</sup> St., Ste B-106  
Phoenix, AZ 85016  
(602) 266-9579  
TTY (855) 475-8194

**MESA**  
120 W. 1<sup>st</sup> Ave.  
Mesa, AZ 85210  
(602) 771-6500

**GILBERT  
CHANDLER-  
CHANDLER TEMPE**  
125 E. Elliot Road  
Chandler, AZ 85225  
(480) 820-5629

**SURPRISE**  
11526 W. Bell Rd.  
Surprise, AZ 85374  
(602) 771-1850

**SCOTTSDALE**  
8900 E. Raintree, Ste. 300  
Scottsdale, AZ 85260  
(480) 387-5330  
TTY (855) 475-8194

**NORTH 3<sup>rd</sup> STREET**  
3839 N. 3<sup>rd</sup> St., Ste. 303  
Phoenix, AZ 85012  
(602) 266-4434  
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**NORTH 16<sup>TH</sup> STREET**  
3221 N. 16<sup>th</sup> St.  
Phoenix, AZ 85016  
(602) 266-6752  
TTY (855) 475-8194

**7<sup>th</sup> STREET**  
2455 South 7th Street  
Phoenix, AZ 85034  
(602) 774-5442  
TTY (855) 475-8194

**19<sup>th</sup> AVENUE**  
11420 N. 19<sup>th</sup> Ave.  
Phoenix, AZ 85029  
(602) 774-9430

**NORTH 51<sup>ST</sup> AVENUE**  
515 N. 51<sup>st</sup> Ave, Ste. 250  
Phoenix, AZ 85043  
(602) 771-9161  
TTY (855) 475-8194

**95<sup>th</sup> AVENUE**  
1850 N. 95<sup>th</sup> Ave. Ste.192  
Phoenix, AZ 85037  
(602) 771-6680  
TTY (855) 475-8194

**VAN BUREN**  
3425 E. Van Buren St.,  
Ste. 102  
Phoenix, AZ 85008  
(602) 774-9149  
TTY (855) 475-8194

**WASHINGTON**  
5328 E. Washington Street  
Bldg. C  
Phoenix, AZ 85034  
(602) 470-1802

**DISTRICT II  
ADMINISTRATION**  
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Tucson, AZ 85701  
(520) 628-6810  
1-800-835-2100  
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**DISTRICT II OFFICES**

**NORTH STONE**  
100 N. Stone Ave., Ste.  
500B  
Tucson, AZ 85701  
(520) 629-0225  
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**WILMOT**  
899 N. Wilmot Rd.,  
Ste.C7  
Tucson, AZ 85711  
(520) 790-0107  
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**MONA LISA**  
7225 N. Mona Lisa Rd.,  
Ste. 202  
Tucson, AZ 85741  
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**IRVINGTON**  
195 W. Irvington  
Tucson, AZ 85714  
(520) 638-2390  
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**E. 22<sup>ND</sup> STREET**  
5441 E. 22<sup>nd</sup> Street  
Bldg. 101  
Tucson, AZ 85711  
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**ALVERNON WAY**  
1455 S. Alvernon Way  
Tucson, AZ 85711  
(520) 872-9070

**ALVERNON TSW**  
1455 Alvernon Way  
Ste. 201  
Tucson, AZ 85711  
(520) 872-9120

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DISTRICT III OFFICES

**FLAGSTAFF**  
1701 N. 4<sup>th</sup> Street  
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**PAGE**  
1057 Vista Ave.  
Page, AZ 86040  
(928) 645-8103

**SHOWLOW**  
2500 E. Cooley, Ste. 410  
Show Low, AZ 85901  
(928) 532-4300

**PRESCOTT VALLEY**  
3262 Bob Drive  
Prescott Valley, AZ 86314  
(928) 759-1654

**COTTONWOOD**  
1500 E. Cherry St., Ste. H  
Cottonwood, AZ 86326  
(928) 649-6873  
TTY (855) 475-8194

DISTRICT IV OFFICES

**KINGMAN**  
519 E. Beale St., Ste. 130  
Kingman, AZ 86401  
(928) 753-5105  
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**BULLHEAD CITY**  
2601 Highway 95  
Bullhead City, AZ 86442  
(928) 704-7726  
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**HAVASU CITY**  
228 London Bridge Rd.  
Lake Havasu City, AZ  
86403  
(928) 854-0377

DISTRICT V OFFICES

**APACHE JUNCTION**  
11518 E. Apache Trail  
Ste. 110  
Apache Junction AZ  
85120  
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**GLOBE**  
605 S. 7<sup>th</sup> St.  
Globe, AZ 85501  
(928) 425-3101

**PAYSON**  
100 N. Tonto St., Ste. 100  
Payson, AZ 85541  
(928) 468-9829  
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**DISTRICT V  
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DISTRICT V OFFICES

**YUMA**  
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Yuma, AZ 85365  
(928) 247-8880  
TTY (800) 367-8939

**COOLIDGE**  
1155 N. Arizona Blvd.  
Coolidge, AZ 85228  
(520) 723-5351  
TTY (855) 475-8194

**CASA GRANDE**  
401 N. Marshall St.  
Casa Grande, AZ 85122  
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DISTRICT VI OFFICES

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**BENSON**  
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Benson, AZ 85602  
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**SAFFORD**  
333 N. 8<sup>th</sup> Ave  
Safford, AZ 85546  
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