

**ARIZONA GOVERNOR'S STATE  
REHABILITATION COUNCIL**



**2018**

**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.

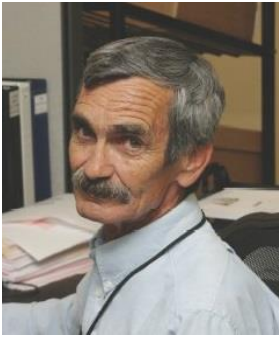
Conduct a review and analysis of the effectiveness of Vocational Rehabilitation services and consumer satisfaction regarding functions performed, VR services provided, and employment outcomes achieved.

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 SRC Chair

Dear Constituents,

Serving all citizens of Arizona, the mission of the Arizona Governor's State Rehabilitation Council (SRC) is to evaluate, advise and partner with the public Vocational Rehabilitation Program (VR) in support of improving access to employment and promoting a diverse workforce statewide.

We work in close collaboration with Vocational Rehabilitation regarding essential planning and service delivery, which results in meeting the employment potential of Arizonans with disabilities.

The strength of the SRC's partnership with Arizona Rehabilitation Administration (ARSA) and the Department of Economic Security (DES) is characterized by a shared commitment to engagement. It is also enhanced by the subject matter expertise SRC members bring to their service.

Each council member has unique experiences in promoting the rights of our fellow Arizonans whose physical or mental disabilities may pose barriers to productive employment. Through our quarterly meetings and committee deliberations, we have given our support to Vocational Rehabilitation to empower individuals with disabilities and to encourage decisions that lead to greater self-sufficiency. I sincerely appreciate the talented men and women who voluntarily serve on the SRC and I recognize the significant gift of time and passion each appointee has given.

Conducting the business of the council in a public setting assures you of transparency in our deliberation and advisement outcomes. We want you to know what we do and how we do it. Additionally, while we measure consumer satisfaction with the services they receive from VR, we want to hear from you. We invite you to attend our meetings and tell us how we and VR are doing in serving your needs. You may also provide your comments via email at [LPowers@azdes.gov](mailto:LPowers@azdes.gov)

Together, through a commitment to continuous improvement, we are creating a model of excellence in vocational rehabilitation service delivery.

Sincerely,

A handwritten signature in cursive script that reads "D Martinez".

Daniel Martinez, SRC Chair

## RSA ADMINISTRATOR MESSAGE

Kristen Mackey

It is my pleasure to recognize the members of the Arizona State Rehabilitation Council (SRC) for their many achievements throughout the 2017-2018 program year. The Arizona SRC is led by and comprised of many talented individuals who are committed to helping develop a statewide workforce that values disability and diversity.

Over the past year Vocational Rehabilitation (VR) staff and SRC committee members have engaged in many collaborative activities. Below is a highlight of a few activities:

- Partnered to developed Self-Employment policy and procedure
- Exchange feedback on enhancements to several policies and procedures throughout the year
- Cooperatively present at events and functions throughout the state

I look forward to SRC and VR staff continuing to work collaboratively to reshape and modernize the vocational rehabilitation program to meet the needs of both the job-seekers with disabilities and the employer/business community. It is through our unique perspectives and combined commitment to serving that we will increase the employment and independence of Arizonan's with disabilities.

Sincerely,

*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, in order 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 VR State Plan implementation.

## 2018 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: 2017-2020 City: Phoenix

David Cheesman  
Vocational Rehabilitation Supervisor  
Term: 2017-2020 City: Tucson

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

Melissa Wojtak  
Business Industry/Labor Rep.  
Term: 2017-2019 City: Phoenix

Danita Applewhite  
SILC Representative  
Term: 2017-2020 City: Mesa

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

Scott Lindbloom  
Specific Disability Rep.  
Term: 2017-2020 City: Show Low

Carol Carr  
Specific Disability Groups Rep.  
Term: 2017-2020 City: Yuma

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

Paula Seanez  
121 Project Director's Rep.  
Term: 2002-2019 City: Window Rock

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

Ana Nunez  
ADE Rep. Special Education  
Term: 2017-2020 City: Phoenix

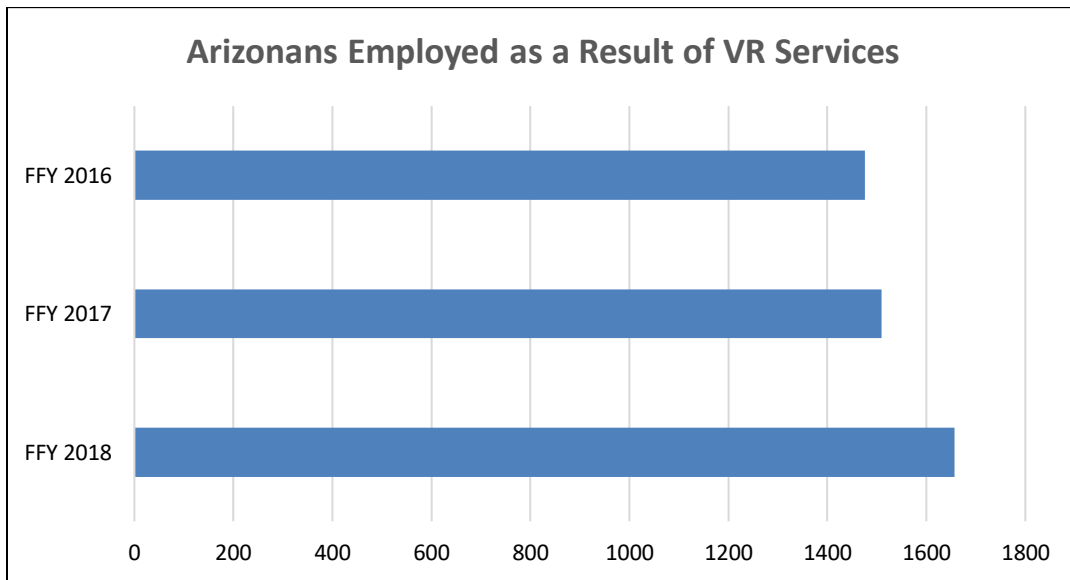
Linda Tasco  
Specific Disability Groups Rep.  
Term: 2016-2018 City: Phoenix

Council Staff:  
Council Liaison, Lindsey Powers

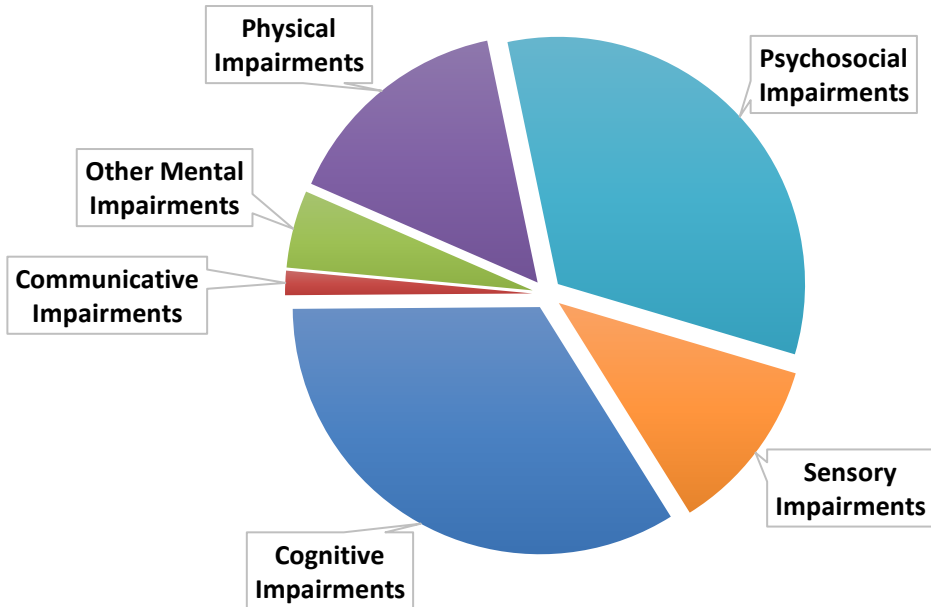
# Arizona Vocational Rehabilitation Program Basics

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 2018 Total Individuals Receiving VR Services by Disability



Impairment	Total	Percent of
Cognitive	7353	33.77%
Sensory	2509	11.52%
Communicative	347	1.59%
Physical	3306	15.18%
Psychosocial	7155	32.86%
Other Mental	1104	5.07%
<b>Grand Total</b>	<b>21774</b>	<b>100.0%</b>

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

## SRC HIGHLIGHTS

### **Arizona's Eighteenth 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 member Ana Nunez co-presented on "Improving Postsecondary Outcomes with Self-Efficiency Instruction". SRC Member, Ana Nunez co-presented on "Cultivate the Connection Accommodations" and "Activities and Courses of Study". Ms. Nunez also provided co-presented the presentation "Transition Assessments an Measurable Postsecondary Goals".

The conference theme of "Ignite the Future! Transition Resources to Spark Engagement" 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 thirteenth consecutive year.

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

The SRC Employment and Community Partnerships Committee partnered with the Rehabilitation Services Administration (RSA) Policy Unit in reviewing and providing feedback on the Self-Employment Policy. The RSA Policy Unit aimed to develop a policy that staff could easily understand and would encourage clients to consider self-employment as a potential employment setting. The committee provided initial feedback, which was included in the policy prior to submission to the SRC Full Council, the Client Assistance Program (CAP), and the Governor's Council on Blindness and Visual Impairment (GCBVI) for additional review and comment.

## **SRC INVOLVEMENT WITH PRE-ETS AND WIOA**

SRC Program Review Committee members provided feedback to the RSA regarding the Pre-Employment Transition Services (Pre-ETS) Policy. Committee members reviewed the policy and the Workforce Innovation and Opportunity Act (WIOA) regulations to become more familiar with WIOA. The members are interested in learning how the regulations aim to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy.

## **SRC INVOLVEMENT IN RSA POLICY FEEDBACK**

RSA requested SRC feedback regarding Arizona's revised rules for the Vocational Rehabilitation program. Arizona RSA began drafting the revised rules for the VR program, which aligned the Arizona rule with federal regulations and program policy. The rules were developed as part of a joint effort between RSA, the Department of Economic Security Administration (DES) Rules Unit and the Attorney General's office. SRC members and representatives from the Client Assistance Program (CAP) provided feedback regarding the proposed rules. The SRC was also asked to provide feedback regarding the Client Equipment policy, which included some minor enhancements prior to being included in the VR Manual.

## **SRC SUCCESSES**

SRC Chair, Dan Martinez, was awarded the Detective Walter Olsen Lifetime Achievement Award at the 2018 Disability Awareness and Recognition Event held by the Phoenix Mayor's Commission on Disability Issues and the Equal Opportunity Department. The event honors exceptional individuals with disabilities, employers of individuals with disabilities and others that have shown dedication to the access and functional needs community. The ceremony also recognizes commitment to improving the quality of life of all residents and visitors of Phoenix. Dan is recognized for demonstrating a lifetime of commitment to those with disabilities and has helped advance the full inclusion of all people in the community.

SRC member, Scott Lindbloom, received an award for self-advocacy and leadership in Washington D.C., where he later represented the Arizona Statewide Independent Living Council at the national conference. Scott Lindbloom is a champion for the disability community, helping other members become champions themselves. Scott volunteers in the RSA office in Show Low and assists by preparing outreach materials about programs for high schools, behavioral health clinics and nearby tribal reservations.

# CLIENT SATISFACTION SURVEY RESULTS SFY2018

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	97.82%	788
No	21.8%	18
	Answered questions	806
	Skipped questions	27

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

Answer options	Response Rate	Response Count
Yes	85.61%	698
No	14.39%	117
	Answered questions	815
	Skipped questions	18

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

<b>Answer options</b>	<b>Response Rate</b>	<b>Response Count</b>
Client Assistance Program (CAP)	70.21%	411
Disability Benefits 101 (DB101)	65.43%	383
One Stop Service Centers or Arizona@Work Career Services	69.15%	405
	Answered questions	586
	Skipped questions	247

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

<b>Answer options</b>	<b>Response Rate</b>	<b>Response Count</b>
How often my counselor and I communicate	71%	523
How quickly my counselor responds to my phone calls, emails, etc.	72.29%	533
The professionalism of my VR counselor	85.28%	629
The quality of services that I receive from VR staff	76.19%	562
The quality of services that I receive from non-VR staff	61.90%	456
	Answered questions	737
	Skipped questions	96

**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	61.76%	163
The services available through VR are not what I want	14.71%	39
I have challenges working with VR staff	46.08%	122
I have challenges working with non-VR staff	22.55%	60
The services I receive through VR are not helpful	23.53%	62
The services I receive through non-VR staff are not helpful	14.71%	39
	Answered questions	264
	Skipped questions	569

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

<b>Answer options</b>	<b>Response Rate</b>	<b>Response Count</b>
Satisfied	69.96%	579
Dissatisfied	19.41%	161
I have no opinion	10.62%	88
	Answered questions	828
	Skipped questions	5

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

<b>SFY2016</b>	<b>SFY 2017</b>	<b>SFY 2018</b>
\$11.33	\$11.97	\$12.72



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

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3221 N. 16<sup>th</sup> St., Ste. 200  
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(602) 266-9206  
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**DISTRICT I OFFICES**

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

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

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CHANDLER-  
CHANDLER TEMPE**  
125 E. Elliot Road  
Chandler, AZ 85225  
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11526 W. Bell Rd.  
Surprise, AZ 85374  
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8900 E. Raintree, Ste. 300  
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**7<sup>th</sup> STREET**  
2455 South 7th Street  
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(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  
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3425 E. Van Buren St.,  
Ste. 102  
Phoenix, AZ 85008  
(602) 774-9149  
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Bldg. C  
Phoenix, AZ 85034  
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**PAGE**  
1057 Vista Ave.  
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**SHOWLOW**  
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Show Low, AZ 85901  
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**PRESCOTT VALLEY**  
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Prescott Valley, AZ 86314  
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**COTTONWOOD**  
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**KINGMAN**  
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**BULLHEAD CITY**  
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Bullhead City, AZ 86442  
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**HAVASU CITY**  
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Coolidge, AZ 85128  
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**CASA GRANDE**  
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