



Arizona State Rehabilitation Council

**2019
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.

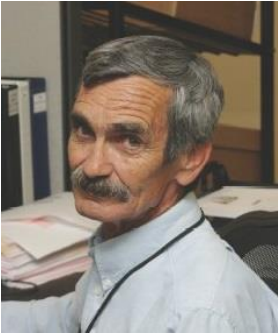
Prepare and submit an Annual Report to the Governor and the Federal U.S. Department of Education Commissioner of RSA on the status of Vocational Rehabilitation programs operated with the State of Arizona.

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,

The Arizona State Rehabilitation Council (SRC) is the consumer voice for the VR program. Federally mandated SRC membership requirements include a broad range of stakeholders to ensure that various constituencies have input in the conduct of the VR process.

This consumer voice is essential for the VR program to partner with individuals with disabilities to jointly facilitate the accomplishment of consumer goals of independence integration, and employment.

The SRC/VR partnership is only as strong as the relationship that exists between the SRC leadership and VR Administrator, who set the tone for full SRC membership and VR staff interaction. The Arizona partnership is good and a commitment and priority that makes the VR system a change agent whose goal is to assist people with disabilities to become competitively employed and fully integrated in the community.

SRC invites additional partners such as employers, parents, educators, community rehabilitation programs, and other stakeholders in the VR programs to the table. Please join us in furthering and reinforcing the value that individuals with disabilities can achieve quality employment outcomes and become fully participating members of society.

Respectfully Yours,

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

Daniel Martinez, SRC Chair

RSA Administrator Message

Kristen Mackey



I would like to recognize the active partnership between the SRC and Vocational Rehabilitation staff over this last year. As in the past, members of the SRC and VR staff have worked side by side to collaboratively review program performance, policies, and updating State Plan recommendations. I am grateful for the investment of time from each of the members and value the input and ideas offered by SRC members. I look forward to the new ideas, connections and opportunities these relationships will continue to generate.

I look forward to ongoing collaboration with SRC members in coming year as we work together to identify changes to increase client satisfaction and employment outcomes.

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.

2019 Governor's State Rehabilitation Council (SRC) Membership

Daniel Martinez, Chair
Specific Disability Groups Representative
Term: 2017-2020
City: Phoenix

Danita Applewhite, Vice-Chair
SILC Representative
Term: 2017-2020
City: Mesa

Jill Pleasant, Sergeant at Arms
Specific Disability Groups Representative
Term: 2016-2018
City: Scottsdale

John Gutierrez
Client Assistant Program Representative
Term: 2016-2018
City: Phoenix

Paula Seanez
121 Project Director's Representative
Term: 2017-2019
City: Window Rock

Ana Nunez
ADE Representative, Special Education
Term: 2017-2020
City: Phoenix

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

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

Scott Lindbloom
Special Disability Representative
Term: 2018-2020
City: Show Low

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

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

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

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

Kristen Mackey
VR State Agency, Ex-Oficio
Term: No limit
City: Phoenix

Applications Pending:

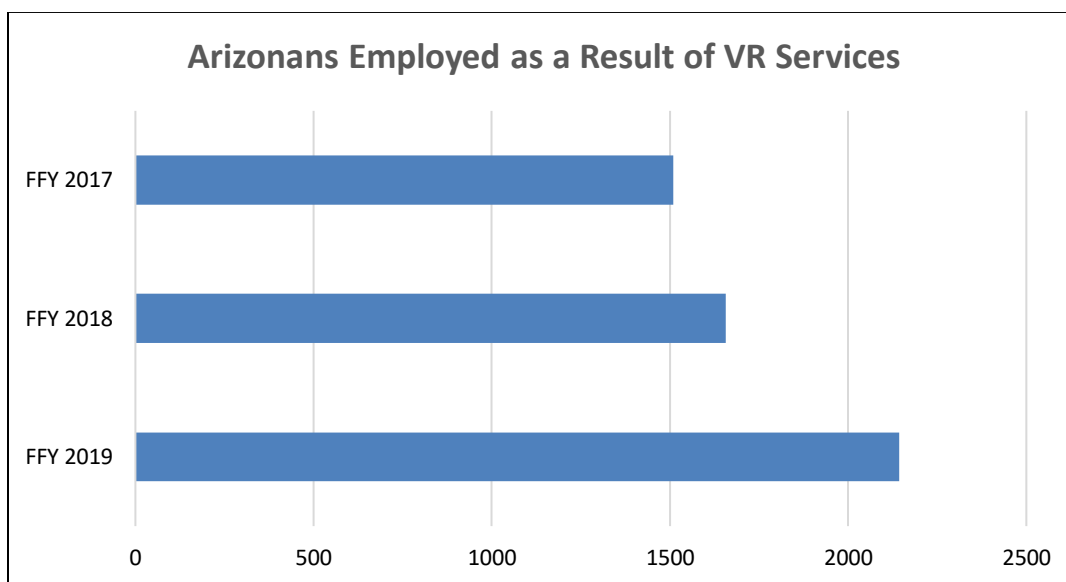
Lisa Adamu
Arizona Department of Education

Adam Robson
Arizona Health Care Cost Containment System

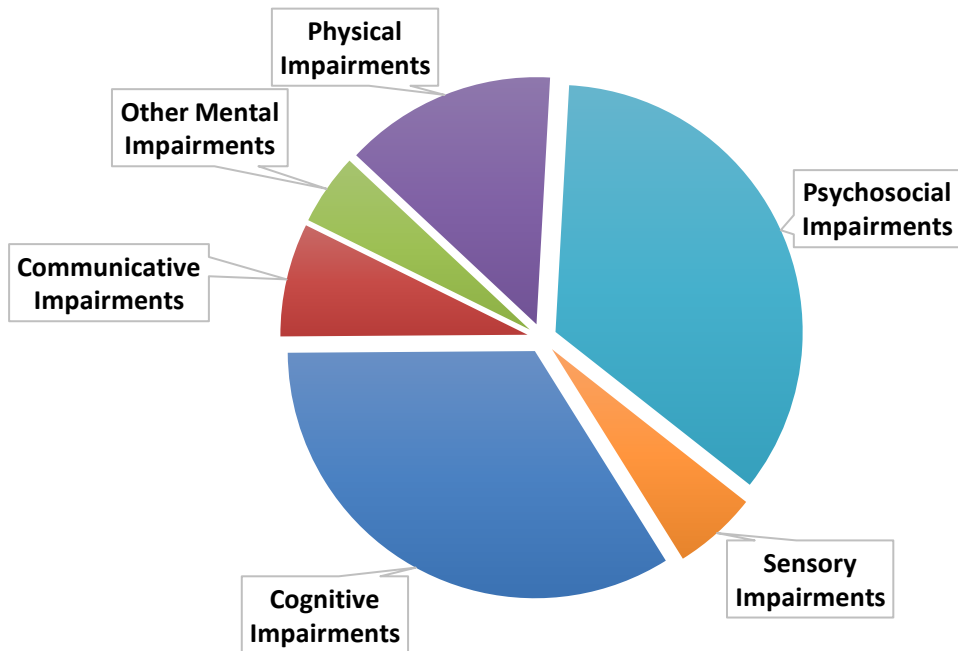
Arizona Vocational Rehabilitation Program Basics

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 and 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 2019 Total Individuals Receiving VR Services by Disability



| Impairment | Total | Percent of |
|--------------------|--------------|---------------|
| Cognitive | 6653 | 33.81% |
| Sensory | 1082 | 5.5% |
| Communicative | 1458 | 7.41% |
| Physical | 2733 | 13.89% |
| Psychosocial | 6831 | 34.72% |
| Other Mental | 920 | 4.68% |
| Grand Total | 19677 | 100.0% |

*The above information was provided by the RSA Data Unit

SRC Highlights

Arizona's Nineteenth 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 several 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 "The Transition Assessment Process" and "From PSO Survey to PSO Conversation". SRC Member, Ana Nunez also co-presented on "Career Development in the Transition Planning Process" and "Improving Collaboration at Every Step".

The conference theme of "Building Success: One Transition at a Time" 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 fourteenth consecutive year.

Employer Toolkit Development

The SRC Employment and Community Partnerships Committee partnered with Rehabilitation Services Administration (RSA) Policy Unit in developing an Arizona Employer Toolkit to be used by employers seeking to hire individuals with disabilities. The Employment and Community Partnerships Committee invited representatives from various community organizations and programs to assist in the development of the Employer Toolkit. The toolkit was designed to be a useful resource for Human Resource professionals, recruiters, training providers, managers, business owners, and anyone interested in recruiting, hiring and retaining workers with disabilities.

The Employer Toolkit includes information such as:

- Building the Business Case
- Where to Find Candidates
- Recruitment, Hiring, and Retention of Individuals with Disabilities
- Reasonable Accommodations
- Veteran's Service Supports
- Community Integration

- Miscellaneous Historical Information
- Glossary of Frequently Used Acronyms and Terminology
- Frequently Asked Questions
- Disability Advocacy Organizations

SRC Policy Review Committee

SRC Program Review Committee members provided feedback to RSA regarding the Youth Seeking Subminimum Wage Employment. 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 define the process by which a youth with a disability could seek subminimum wage, the career counseling, VR services and Pre-Employment Transition Services that are available to assist in that decision making.

SRC Recommendations of RSA Policy

SRC members and Client Assistance Program (CAP) representatives reviewed the revised Client Equipment Policy, which defines the definitions of Assistive Technology (AT), equipment and tools and the policy surrounding dissemination, retrieval, storage, transfers and disposal of equipment. The SRC sought clarification regarding the types of AT that would be provided and the level of involvement of the client when choosing appropriate AT. SRC members also requested clarification regarding the retrieval process of AT and when equipment would be returned to VR as well as the appeal process.

SRC Input and Recommendations for the Unified State Plan

1. SRC recommends that AZRSA continue their efforts to increase awareness and provide outreach regarding Vocational Rehabilitation services to individuals with disabilities (including a broad spectrum of disability populations), while highlighting the importance of placement on the Order of Selection waiting list. We further recommend, to preserve funds for direct services provision, RSA use of a broad range of low-cost outreach modes including social media, public service announcements, guest appearances on local television programs, announcements at professional sporting events and the like.
2. SRC recognizes and encourages further emphasis on AZRSA collaborative efforts regarding students and youth transition with the additional focus on services to the transition population through WIOA.
3. SRC recommends that AZRSA continue efforts to identify and alleviate Vocational Rehabilitation Program service provision barriers in Arizona.
4. SRC recommends that DES/VR continues to strive to meet performance indicators and update the SRC on the strategies being implemented.
5. SRC recommends that AZRSA maintain partnerships with current Project 121 American Indian Vocational Rehabilitation Programs in Arizona and continue to identify opportunities and strategies to partner with tribes that do not have existing Project 121 Programs.



Client Satisfaction Survey Results SFY2019

In SFY2013, the RSA Client Satisfaction Survey was revised incorporating input from the SRC to survey clients throughout the vocational rehabilitation process. The same survey instrument was used throughout SFY2019. 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 | 95.88% | 233 |
| No | 4.12% | 10 |
| | Answered questions | 243 |
| | Skipped questions | 0 |

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

| Answer options | Response Rate | Response Count |
|----------------|--------------------|----------------|
| Yes | 80.25% | 191 |
| No | 19.75% | 47 |
| | Answered questions | 238 |
| | Skipped questions | 5 |

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

| Answer options | Response Rate | Response Count |
|--|----------------------|-----------------------|
| Client Assistance Program (CAP) | 60.84% | 101 |
| Disability Benefits 101 (DB101) | 65.06% | 108 |
| One Stop Service Centers or ARIZONA@WORK Career Services | 65.06% | 108 |
| | Answered questions | 166 |
| | Skipped questions | 77 |

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

| Answer options | Response Rate | Response Count |
|---|----------------------|-----------------------|
| How often my counselor and I communicate | 69.63% | 133 |
| How quickly my counselor responds to my phone calls, emails, etc. | 73.82% | 141 |
| The professionalism of my VR counselor | 81.15% | 155 |
| The quality of services that I receive from VR staff | 72.25% | 138 |
| The quality of services that I receive from non-VR staff | 59.16% | 133 |
| | Answered questions | 191 |
| | Skipped questions | 52 |

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

| Answer options | Response Rate | Response Count |
|---|----------------------|-----------------------|
| It takes too long to get services | 60.19% | 65 |
| The services available through VR are not what I want | 17.59% | 19 |
| I have challenges working with VR staff | 51.85% | 56 |
| I have challenges working with non-VR staff | 12.96% | 14 |
| The services I receive through VR are not helpful | 34.26% | 37 |
| The services I receive through non-VR staff are not helpful | 19.44% | 21 |
| | Answered questions | 108 |
| | Skipped questions | 135 |

6. Overall I am _____ with my experience with Vocational Rehabilitation:

| Answer options | Response Rate | Response Count |
|-----------------------|----------------------|-----------------------|
| Satisfied | 57.74% | 138 |
| Dissatisfied | 27.62% | 66 |
| I have no opinion | 14.64% | 35 |
| | Answered questions | 239 |
| | Skipped questions | 4 |

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

| SFY2017 | SFY 2018 | SFY 2019 |
|----------------|-----------------|-----------------|
| \$11.97 | \$12.72 | \$13.31 |

RSA Offices

Region I Offices

| | |
|--|--|
| <p>RSA Administration Office 1789 W. Jefferson Street Phoenix, AZ 85007 602-542-3332 AZ Relay 711</p> | <p>Region I Administration Office 3221 N. 16th Street, Suite 200 Phoenix, AZ 85016 602-266-9206 AZ Relay 711</p> |
| <p>19th Avenue Office 11420 N. 19th Avenue Phoenix, AZ 85029 602-774-9430 AZ Relay 711</p> | <p>SBVID 16th Street Office 3221 N. 16th Street, Suite 200 Phoenix, AZ 85016 602-266-9206 AZ Relay 711</p> |
| <p>95th Avenue Office 1850 N. 95th Avenue, Suite 192 Phoenix, AZ 85037 602-771-6680 AZ Relay 711</p> | <p>7th Street Office 2455 S. 7th Street Phoenix, AZ 85034 602-774-5442 AZ Relay 711</p> |
| <p>Mesa Office 120 W. 1st Avenue Mesa, AZ 85210 602-771-6500 AZ Relay 711</p> | <p>Chandler/Gilbert – Chandler/Tempe 125 E. Elliot Road Chandler, AZ 85225 480-820-5629 AZ Relay 711</p> |
| <p>SBVID 3rd Street 3839 N. 3rd Street, Suite 303 Phoenix, AZ 85012 602-266-4434 AZ Relay 711</p> | <p>North 51st Avenue Office 515 N. 51st Avenue, Suite 250 Phoenix, AZ 85043 602-771-9161 AZ Relay 711</p> |
| <p>Scottsdale Office 8930 E. Raintree Drive, Suite 300 Scottsdale, AZ 85260 480-387-5330 AZ Relay 711</p> | <p>SBVID Central Avenue Office 3443 N. Central Avenue, Suite 101 Phoenix, AZ 85012 602-266-9579 AZ Relay 711</p> |
| <p>Van Buren Office 3425 E. Van Buren Street, Suite 102 Phoenix, AZ 85008 602-774-9149 AZ Relay 711</p> | <p>Surprise Office 11526 W. Bell Road Surprise, AZ 85378 602-771-1850 AZ Relay 711</p> |

| | |
|--|--|
| <p>Cottonwood Office 1500 E. Cherry Street, Suite H Cottonwood, AZ 86326 928-649-6873 AZ Relay 711</p> | <p>Washington Office 5328 E. Washington Street, Bldg. C Phoenix, AZ 85034 602-470-1802 AZ Relay 711</p> |
| <p>Page Office 1057 Vista Avenue Page, AZ 86040 928-645-8103 AZ Relay 711</p> | <p>Flagstaff Office 1701 N. 4th Street Flagstaff, AZ 86004 928-779-4147 AZ Relay 711</p> |
| <p>Show Low Office 2500 E. Cooley Street, Suite 410 Show Low, AZ 85901 928-532-4300 AZ Relay 711</p> | <p>Prescott Valley Office 3262 Bob Drive, Suite 12 Prescott Valley, AZ 86314 928-759-1654 AZ Relay 711</p> |
| <p>Kingman Office 519 E. Beale Street, Suite 130 Kingman, AZ 86401 928-753-5105 AZ Relay 711</p> | <p>Bullhead City Office 2601 Highway 95 Bullhead City, AZ 86442 928-704-7726 AZ Relay 711</p> |
| <p>Yuma Office 1185 S. Redondo Center Drive Yuma, AZ 85365 928-247-8880 AZ Relay 711</p> | <p>Lake Havasu Office 2031 Spawr Circle Lake Havasu City, AZ 86403 928-854-0377 AZ Relay 711</p> |
| <p>Globe Office 605 S. 7th Street Globe, AZ 85501 928-425-3101 AZ Relay 711</p> | <p>Apache Junction Office 11518 E. Apache Trail, Suite 110 Apache Junction, AZ 85120 480-983-0427 AZ Relay 711</p> |
| <p>Payson Office 100 N. Tonto Street, Suite 100 Payson, AZ 85541 928-468-9829 AZ Relay 711</p> | |

Region II Offices

| | |
|--|--|
| <p>Administration Office 400 W. Congress, Suite 420 Tucson, AZ 85701 520-628-6810 AZ Relay 711</p> | <p>Alvernon TSW Office 1455 S. Alvernon Way, Suite 201 Tucson, AZ 85711 520-872-9120 AZ Relay 711</p> |
| <p>Alvernon Way 1455 S. Alvernon Way, Suite 201 Tucson, AZ 85711 520-872-9070 AZ Relay 711</p> | <p>East 22nd Street Office 5441 E. 22nd Street, Suite 101 Tucson, AZ 85711 520-790-0787 AZ Relay 711</p> |
| <p>Irvington Office 195 W. Irvington Tucson, AZ 85714 520-638-2390 AZ Relay 711</p> | <p>Mona Lisa Office 7225 N. Mona Lisa, Suite 202 Tucson, AZ 85741 520-544-8618 AZ Relay 711</p> |
| <p>Wilmot Office 899 N. Wilmot, Suite C7 Tucson, AZ 85711 520-790-0107 AZ Relay 711</p> | <p>Casa Grande Office 401 N. Marshall Street Casa Grande, AZ 85122 520-426-3529 AZ Relay 711</p> |
| <p>Coolidge Office 1155 N. Arizona Boulevard Coolidge, AZ 85128 520-723-5351 AZ Relay 711</p> | <p>Benson Office 595 S. Dragoon Street Benson, AZ 85602 520-586-8331 AZ Relay 711</p> |
| <p>Douglas Office 1140 F Avenue Douglas, AZ 85607 520-364-4446 AZ Relay 711</p> | <p>Nogales Office 610 N. Morley Avenue Nogales, AZ 85621 520-375-8010 AZ Relay 711</p> |
| <p>Safford Office 333 N. 8th Avenue Safford, AZ 85261 520-209-1050 AZ Relay 711</p> | <p>Sierra Vista Office 2600 E. Wilcox Sierra Vista, AZ 85635 520-458-9309 AZ Relay 711</p> |