



# ARIZONA STATE REHABILITATION COUNCIL

## 2021 ANNUAL REPORT

Mission and Responsibilities of the Council

A Message from the Chair of the SRC

Council Committees

Council Membership

Arizona Vocational Rehabilitation Program Basics

SRC Highlights

Client Satisfaction Survey Results

Statewide Directory

## 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.

The mission of the State Rehabilitation Council, in partnership with the Arizona Rehabilitation Services Administration and in collaboration with disability groups, is to ensure quality vocational rehabilitation services for eligible individuals as they make informed choices to achieve employment. This mission is accomplished by reviewing programs, analyzing service delivery processes, and advising on policies and procedures.

As the SRC Chair, Scott Lindbloom has contacted several employers and Human Resources professionals to recruit more members to join the SRC, and to increase awareness of the council. To that extent, Scott also works closely with the Governor's Office of Boards and Commissions to fill vacant council positions. Scott has been instrumental in the development of a Snack Bar in the Show Low airport, which allows individuals with disabilities to obtain employment experience. Mr. Lindbloom has also collaborated with the Pioneer College to create a Behavioral Health program where individuals can earn a certificate and obtain employment. Scott continues to partner with other agencies and individuals representing different disability populations to continue the SRC's mission and goals.

## Council Committees

### Employment and Community Partnerships Committee

The goal of the **Employment and Community Partnerships Committee** is to focus on the competitive integrated employment of individuals with disabilities and the Arizona Rehabilitation Services Administration/Vocational Rehabilitation Program (AZRSA/VR). This committee advises RSA on the marketing of the VR program, and develops collaborative relationships with the community, advocacy groups, employers, and other councils as related to employment activities and initiatives.

### Executive Committee

The goal of the **Executive Committee** is to provide leadership to the SRC in furthering its mission, vision, and goals. It is composed of all SRC Committee Chairs. This committee monitors the AZRSA achievement related to the Federal Performance Measures, provides feedback and input into Corrective Action Plans, advises AZRSA on strategic plans and initiatives, and focuses on diversity efforts within AZRSA and SRC. This committee will follow up on any membership and/or recruitment efforts on behalf of the council.

### Program Review Committee

The goal of the **Program Review Committee** is to focus on the following issues as it relates to the competitive integrated employment of individuals with disabilities and the Rehabilitation Services Administration/Vocational Rehabilitation Program (RSA/VR): Youth and Transition services, the VR section of the Arizona State Workforce Development Plan, Client Satisfaction Survey data, the RSA Comprehensive System of Personnel Development, and RSA employee satisfaction.

## 2021 Governor's State Rehabilitation Council (SRC) Membership

Scott Lindbloom, Chair  
Specific Disability Groups Representative  
Term: 2020-2023  
City: Show Low

Adam Robson, Vice-Chair  
Specific Disability Representative  
Term: 2020-2021  
City: Phoenix

Melissa Wojtak, Sergeant at Arms  
Business Industry/Labor Representative  
Term: 2019-2021  
City: Phoenix

Paula Seanez  
121 Project Director's Representative  
Term: 2018-2020  
City: Window Rock

Lisa Livesay  
ADE Representative, Special Education  
Term: 2021-2023  
City: Phoenix

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

Jill Pleasant  
Specific Disability Representative  
Term: 2020-2021  
City: Phoenix

Diana Meza  
Specific Disability Groups Representative  
Term: 2021-2023  
City: Yuma

Twyla Bowman  
Special Disability Representative  
Term: 2020-2021  
City: Phoenix

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

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



## 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.

The number of Arizonans employed because of VR Services:

FFY 2021 - 3459

FFY 2020 – 2147

FFY 2019 – 2143

The total individuals receiving VR Services by Disability:

1228 with an Auditory and Communicative impairment for 8%

5518 with an Intellectual and Learning disability for 36%

1642 with a Physical impairment for 11%

6122 with a Psychosocial impairment for 40%

927 with a Visual impairment for 6%

Grand total – 15,437

## **SRC Highlights**

### **Institution for Human Development Virtual Mini Conference**

SRC member, Jill Pleasant, was instrumental in the planning for the Institute for Human Development at Northern Arizona University and the Arizona Technology Access Program Virtual Academy Conference. This Evidence for Success Disability Conference was scheduled for three days in July. The conference included Arizona Representative Jennifer Longdon and Disability Advocate Diana Pastora Carson as the keynote speakers. There were 24 diverse breakout sessions focused on the most current, hottest topics in the field of Disability and Assistive Technology. The conference also included presentations from nationally recognized speakers Kelly Fonner and Mike Marotta as well as numerous regional and local experts. Topics covered include Employment, Education (K-12), AAC, American Indian Rehabilitation Service (AIVRS), Community Living, ICT Accessibility and more. There were four 75-minute sessions held each day with three concurrent sessions. The conference was well attended, and participants expressed interest in the presentation topics.

### **New Committee Chairs**

The Employment and Community Partnerships and Program Review Committee welcomed new Committee Chairs. Scott Lindbloom is the new Chair of the Employment and Community Partnerships Committee, and Lisa Livesay is the new Chair of the Program Review Committee. The SRC thanks Scott and Lisa for stepping into these leadership roles and is excited for the Committees' activities and collaborations with other agencies.

### **SRC Participation in Public Meetings**

The Department of Employment and Rehabilitation Services (DERS)/RSA Policy Unit held a public meeting for community members to review the updated VR policy on Supported Employment, which included verbiage to better align with Federal RSA regulations. SRC members participated in the public meeting and offered feedback regarding the Supported Employment policy. SRC members requested definitions for certain terms and clarification for some of the processes. SRC members also recommended additional explanations of processes to make them easier for VR staff to understand and implement.

## Client Satisfaction Survey Results SFY2021

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. As part of a larger initiative to evaluate and improve customer service within the VR program, the VR Client Satisfaction survey has undergone revision and a new method of collecting and sharing survey results began on April 1, 2020. Revised survey questions are attached, and highlights of the new methodology are as follows:

- Surveys are distributed via Survey Monkey during the first week of every quarter (survey is sent via email during week 1 of the quarter and will remain open for completion throughout the quarter).
- Surveys will be sent to a randomized sample of individuals with email addresses on file with VR every quarter as follows:
  - Clients who, as of the first day of the quarter, have active VR cases in IPE development through job placement (status 10, 13, 20, and 22); and
  - Clients who, within 2 weeks prior to the start of the quarter, had their VR case closed with and without employment (status 26 and 28).
  - Survey respondents can now provide their name and contact information at the bottom of each survey if they would like to share additional information about their VR experience.

### **1. I was treated with courtesy and respect by staff in the VR office:**

161 individuals responded with Strongly Agree for a 63.93% response rate  
67 individuals responded with Agree for a 27.1% response rate  
8 individuals responded with Disagree for a 3.47% response rate  
11 individuals responded with Strongly Disagree for a 5.5% response rate  
247 individuals responded to this question

### **2. I am satisfied with the amount of contact I had with my VR counselor:**

117 individuals responded with Strongly Agree for a 47.87% response rate  
75 individuals responded with Agree for a 28.35% response rate  
31 individuals responded with Disagree for a 13.25% response rate  
23 individuals responded with Strongly Disagree for a 10.54% response rate  
248 individuals responded to this question, and 1 individual skipped it

### **3. My counselor provided me with assistance relevant to my situation:**

129 individuals responded with Strongly Agree for a 51.59% response rate  
74 individuals responded with Agree for a 29.12% response rate  
26 individuals responded with Disagree for a 11.38% response rate  
18 individuals responded with Strongly Disagree for a 7.91% response rate  
247 individuals responded to this question

### **4. I participated in the development of my Individualized Plan for Employment:**

135 individuals responded with Strongly Agree for a 54.64% response rate  
82 individuals responded with Agree for a 33.85% response rate  
21 individuals responded with Disagree for a 8.42% response rate  
8 individuals responded with Strongly Disagree for a 3.09% response rate  
246 individuals responded to this question, and 1 individual skipped it

**5. I received VR services in a timely manner:**

111 individuals responded with Strongly Agree for a 45.36% response rate  
73 individuals responded with Agree for a 26.99% response rate  
29 individuals responded with Disagree for a 12.28% response rate  
33 individuals responded with Strongly Disagree for a 15.37% response rate  
246 individuals responded to this question, and 1 individual skipped it

**6. Based on my experiences, I would recommend the VR program to another person:**

135 individuals responded with Strongly Agree for a 53.71% response rate  
66 individuals responded with Agree for a 25.26% response rate  
29 individuals responded with Disagree for a 13.41% response rate  
17 individuals responded with Strongly Disagree for a 7.62% response rate  
247 individuals responded to this question

**7. I am open to being contacted regarding my experiences in the VR program:**

147 individuals responded with Yes for a 60.61% response rate  
95 individuals responded with No for a 39.39% response rate  
242 individuals responded to this question, and 5 individuals skipped it

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

SFY 2019 - \$13.31  
SFY 2020 - \$13.92  
SFY 2021 - \$15.28

## RSA Offices Region I Offices

RSA Administration Office  
1789 W. Jefferson Street  
Phoenix, AZ 85007  
602-542-3332  
AZ Relay 711

Region I Administration Office  
3221 N. 16<sup>th</sup> Street, Suite 200  
Phoenix, AZ 85016  
602-266-9206  
AZ Relay 711

19<sup>th</sup> Avenue Office  
11420 N. 19<sup>th</sup> Avenue  
Phoenix, AZ 85029  
602-774-9430  
AZ Relay 711

SBVID 16<sup>th</sup> Street Office  
3221 N. 16<sup>th</sup> Street, Suite 200  
Phoenix, AZ 85016  
602-266-9206  
AZ Relay 711

95<sup>th</sup> Avenue Office  
1850 N. 95<sup>th</sup> Avenue, Suite 192  
Phoenix, AZ 85037  
602-771-6680  
AZ Relay 711

7<sup>th</sup> Street Office  
2455 S. 7<sup>th</sup> Street  
Phoenix, AZ 85034  
602-774-5442  
AZ Relay 711

Mesa Office  
120 W. 1<sup>st</sup> Avenue  
Mesa, AZ 85210  
602-771-6500  
AZ Relay 711

Chandler/Gilbert – Chandler/Tempe  
125 E. Elliot Road  
Chandler, AZ 85225  
480-820-5629  
AZ Relay 711

SBVID 3<sup>rd</sup> Street  
3839 N. 3<sup>rd</sup> Street, Suite 303  
Phoenix, AZ 85012  
602-266-4434  
AZ Relay 711

Scottsdale Office  
8930 E. Raintree Drive, Suite 300  
Scottsdale, AZ 85260  
480-387-5330  
AZ Relay 711

SBVID Central Avenue Office  
3443 N. Central Avenue, Suite 101  
Phoenix, AZ 85012  
602-266-9579  
AZ Relay 711

Van Buren Office  
3425 E. Van Buren Street, Suite 102  
Phoenix, AZ 85008  
602-774-9149  
AZ Relay 711

Surprise Office  
11526 W. Bell Road  
Surprise, AZ 85378  
602-771-1850  
AZ Relay 711

Cottonwood Office  
1500 E. Cherry Street, Suite H  
Cottonwood, AZ 86326  
928-649-6873  
AZ Relay 711

Washington Office  
5328 E. Washington Street, Bldg. C  
Phoenix, AZ 85034  
602-470-1802  
AZ Relay 711

Page Office  
1057 Vista Avenue  
Page, AZ 86040  
928-645-8103  
AZ Relay 711

Flagstaff Office  
1701 N. 4<sup>th</sup> Street  
Flagstaff, AZ 86004  
928-779-4147  
AZ Relay 711

Show Low Office  
2500 E. Cooley Street, Suite 410  
Show Low, AZ 85901  
928-532-4300  
AZ Relay 711

Prescott Valley Office  
3262 Bob Drive, Suite 12  
Prescott Valley, AZ 86314  
928-759-1654  
AZ Relay 711

Kingman Office  
519 E. Beale Street, Suite 130  
Kingman, AZ 86401  
928-753-5105  
AZ Relay 711

Bullhead City Office  
2601 Highway 95  
Bullhead City, AZ 86442  
928-704-7726  
AZ Relay 711

Lake Havasu Office  
2031 Spawr Circle Lake  
Havasu City, AZ 86403  
928-854-0377  
AZ Relay 711

Globe Office  
605 S. 7<sup>th</sup> Street  
Globe, AZ 85501  
928-425-3101  
AZ Relay 711

Apache Junction Office  
11518 E. Apache Trail, Suite 110  
Apache Junction, AZ 85120  
480-983-0427  
AZ Relay 711

Payson Office  
100 N. Tonto Street, Suite 100  
Payson, AZ 85541  
928-468-9829  
AZ Relay 711

Page Office  
1057 Vista Ave.  
Page, AZ 86040  
928-645-8103

Pinetop Office  
20 E. White Mountain Blvd., Suite C-1  
Pinetop, AZ 85929  
928-532-4300  
AZ Relay 711

## Region II Offices

Administration Office  
400 W. Congress, Suite 420  
Tucson, AZ 85701  
520-628-6810  
AZ Relay 711

Alvernon TSW Office  
1455 S. Alvernon Way, Suite 201  
Tucson, AZ 85711  
520-872-9120  
AZ Relay 711



Alvernon Way  
1455 S. Alvernon Way, Suite 201  
Tucson, AZ 85711  
520-872-9070  
AZ Relay 711

East 22<sup>nd</sup> Street Office  
5441 E. 22<sup>nd</sup> Street, Suite 101  
Tucson, AZ 85711  
520-790-0787  
AZ Relay 711

Irvington Office  
195 W. Irvington  
Tucson, AZ 85714  
520-638-2390  
AZ Relay 711

Mona Lisa Office  
7225 N. Mona Lisa, Suite 202  
Tucson, AZ 85741  
520-544-8618  
AZ Relay 711

Wilmot Office  
899 N. Wilmot, Suite C7  
Tucson, AZ 85711  
520-790-0107  
AZ Relay 711

Park Avenue Office  
4760 S. Park Avenue, 1<sup>st</sup> Floor  
Tucson, AZ 85714  
520-638-2390

Yuma Office  
1185 S. Redondo Center Drive  
Yuma, AZ 85365  
928-247-8880  
AZ Relay 711

Casa Grande Office  
401 N. Marshall Street  
Casa Grande, AZ 85122  
520-426-3529  
AZ Relay 711

Coolidge Office  
1155 N. Arizona Boulevard  
Coolidge, AZ 85128  
520-723-5351  
AZ Relay 711

Benson Office  
595 S. Dragoon Street  
Benson, AZ 85602  
520-586-8331  
AZ Relay 711

Douglas Office  
1140 F Avenue  
Douglas, AZ 85607  
520-364-4446  
AZ Relay 711

Nogales Office  
610 N. Morley Avenue  
Nogales, AZ 85621  
520-375-8010  
AZ Relay 711

Safford Office  
333 N. 8<sup>th</sup> Avenue  
Safford, AZ 85261  
520-209-1050  
AZ Relay 711

Sierra Vista Office  
2600 E. Wilcox  
Sierra Vista, AZ 85635  
520-458-9309  
AZ Relay 711