



ARIZONA STATE
REHABILITATION COUNCIL
2025
ANNUAL REPORT

Table of Contents

Message From the Chair – David Carey	3
Mission and Responsibilities of the Governor’s State Rehabilitation Council	4
National Coalition of State Rehabilitation Councils, INC. (NCSRC)	6
Council Committees	7
Employment and Community Partnerships Committee	7
Executive Committee	7
Program Review Committee	7
2025 Governor’s State Rehabilitation Council (SRC) Membership	8
Arizona Vocational Rehabilitation Program Basics	9
The number of Arizonans employed because of VR Services:	9
The total individuals receiving VR Services by Disability:	9
Total individuals open, closed successfully, and successful closure rate:	10
Client Satisfaction Survey Results SFY2025	11
RSA Offices	13

Message From the Chair – David Carey

Dear Constituents,

This year has been a time of growth and planning for the State Rehabilitation Council (SRC). We have welcomed new members who bring valuable experience and perspectives, and our committees have started to meet regularly. These committees are the heart of the Council's work, and we are encouraging every member to take part so that we can move our goals forward together. The Council was invited to host a table at the upcoming Rehabilitation Services Administration (RSA) staff conference. This will give us a chance to raise awareness about the SRC, share information about our mission, and build stronger connections with RSA staff and clients. It is important that the SRC is visible and approachable, and opportunities like this help us to increase our impact.

Looking ahead, the SRC has several goals:

- Support RSA in improving employment outcomes for people with disabilities.
- Strengthen communication between clients, providers, and RSA.
- Make sure clients have the tools they need to navigate the VR process more smoothly.
- Commit to diversity and inclusion, making sure all voices are heard and valued.
- Ensure the VR program works effectively for everyone.

The Executive Committee continues to provide leadership and guidance to the Council. It has been working closely with RSA on federal monitoring issues, reviewing program improvements, and discussing strategies to support RSA's corrective action plans. This partnership is essential to keeping the Council informed and engaged in meaningful ways.

As Chair, I want to emphasize that the SRC's mission is to advise, evaluate, and partner with RSA so that people with disabilities in Arizona have access to quality vocational rehabilitation services and opportunities for employment. We are committed to continuing this work, strengthening our committees, and making sure the SRC has a strong voice in shaping the future of vocational rehabilitation in Arizona.

David Carey

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 opportunities 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 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.

National Coalition of State Rehabilitation Councils, INC. (NCSRC)

The State Rehabilitation Council (SRC) for the Bureau of Rehabilitation Services (BRS) is a member of the National Coalition of State Rehabilitation Councils (NCSRC). The NCSRC strives to cultivate the strengths and necessary expertise of local SRCs, so they become effective, viable partners in the vocational rehabilitation (VR) program. While SRCs in each state collaborate with their local VR program to address common challenges, members of the NCSRC share best practices and strategies to address common concerns. The NCSRC gives a national voice to jobseekers with disabilities as it works on issues that impact the VR program on the national level.

The NCSRC currently consists of 53 SRCs of states and territories that provide public VR services. In addition to conference calls bi-monthly, the NCSRC hosts two training conferences each year that coincide with the national meetings of the Rehabilitation Services Administration (RSA). SRC member Janette M. Lopez became an NCSRC board member in September 2025.

For more information about NCSRC, please visit <https://ncsrc.net>



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. Due to limited council member capacity, efforts within the subcommittee were halted. Activities will resume upon the appointment of additional SRC members.

Employment and Community Partnerships Committee Recommendations for Arizona RSA/VR:

- Proposal for removal of the SRC Employment and Community Partnership. Committee submitted proposal to SRC Executive Committee.

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.

Executive Committee Recommendations for Arizona RSA/VR:

- Share the budget guiding SRC expenditures, the source(s) of SRC funding, and how such fiscal matters are managed.
- Request that RSA/VR and CAP provide data prior to SRC full council meetings.

Program Review Committee

The goal of the **Program Review Committee** is to focus on the following issues as they relate 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.

Program Review Committee Recommendations for Arizona RSA/VR:

- Develop a standard process (standard work) for client satisfaction surveys, clearly defining the population surveyed, when and how clients are told about the survey, and where they are administered.
- Ensure equitable representation by including all disability populations within the random sample to improve the accuracy and meaning of survey results.
- Provide an in-office survey option to allow clients to complete surveys at VR offices, in addition to the random sample distribution method.
- Develop and implement an employee satisfaction survey or a process to collect staff feedback and explore how employee and client survey data can jointly inform program improvements.

2025 Governor’s State Rehabilitation Council (SRC) Membership

Core representation groups:

Individuals with disabilities, Business and industry, VR professionals, Disability advocates, Service providers (community rehabilitation program service providers), Statewide Independent Living Council (SILC), Client Assistance Program (CAP), Parent training and information centers, State VR Director, and other state agencies.

Core representation groups	2025 Governor’s State Rehabilitation Council (SRC) Membership
ADE Representative, Special Education	Lisa Livesay, 2024-2027
American Indian Vocational Rehabilitation Services	Paula Seanez, 2022-2025
Business Industry/Labor Representative	Michael “Lenny” Ovadia, Sargent at Arms, 2024-2027 Melissa Wojtak, 2023-2025 Diana Gomez Reyes, 2023-2026 One vacancy
Client Assistance Program (CAP)	One vacancy
Community Rehabilitation Program and Service Provider Representative	Jamie Gonzalez, 2024-2026
Current/Former Applicant/Recipient of VR Services	George Garcia, 2024-2026
Disability advocates	Janette M. Lopez, Vice Chair, 2024-2025
Other state agencies	One vacancy
Parent training and information centers	One vacancy
Disability Advocacy Groups	Adam Robson, 2021-2024 Zane Lambros, 2024-2027 Julie Oliver, 2024-2026 Martin Appel, 2024-2026
Statewide Independent Living Council (SILC)	David Carey, Chair, 2023-2026
VR professionals	Bibiana Ronquillo, 2024-2026
VR State Agency, Ex-Officio	Kristen Mackey, No limit

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:

Data measurement	Successful VR Closure
FFY 2020	2,147
FFY 2021	3,459
FFY 2022	1,611
FFY 2023	1,324
FFY 2024	1,660
FFY 2025	1,245

The total individuals receiving VR Services by Disability:

#	The total individuals receiving VR Services by Disability:	# Clients
1	Auditory and Communicative	1,535
2	Intellectual and Learning Disability	5,861
3	Physical	1,611
4	Psychosocial and Psychological	6,004
5	Visual	997
	Total:	16,008

NOTE: Clients are assigned to disability categories based on primary disability.

Total individuals open, closed successfully, and successful closure rate:

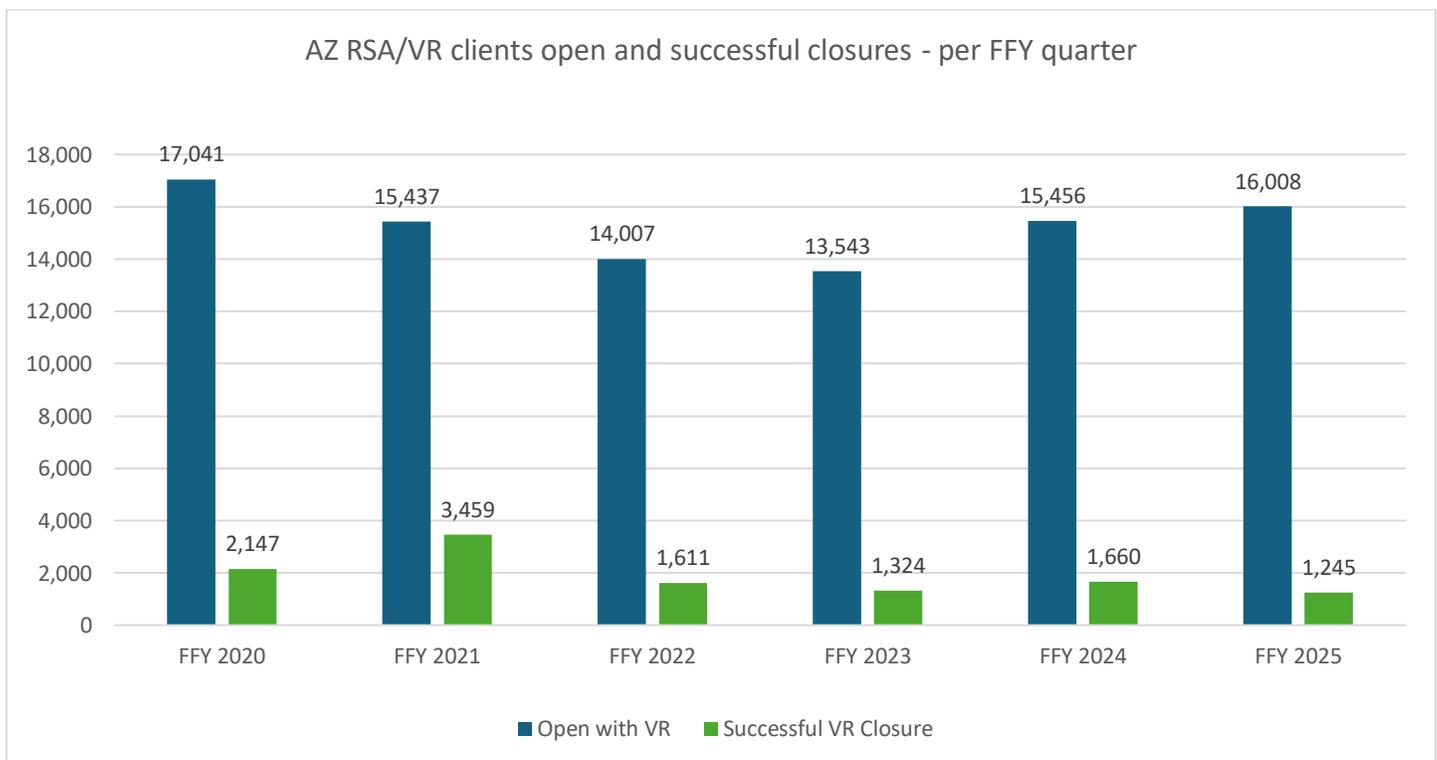
Open client refers to the number of individuals currently enrolled in and receiving services from the Vocational Rehabilitation program at a specific point in time.

Closed Successfully (often referred to as "successful closures" or "rehabilitated closures") refers to cases where a client has completed the program and achieved a positive outcome, specifically obtaining and maintaining a job (usually for at least 90 days) that is consistent with their vocational goal.

Percentages show the rehabilitation rate or success rate, which is the proportion of participants who are successfully closed out of the total number of individuals who exited the program or received services.

Data measurement	Open with VR	Successful VR Closure	Successful closure rate %
FFY 2020	17,041	2,147	13%
FFY 2021	15,437	3,459	22%
FFY 2022	14,007	1,611	12%
FFY 2023 ¹	13,543	1,324	10%
FFY 2024	15,456	1,660	11%
FFY 2025	16,008	1,245	8%

1.SRC NOTE: Although the corrected FFY2023 figure reflects an unduplicated count aligned with RSA definitions, sufficient methodological documentation detailing what was duplicated in the original total and how the revised unduplicated count was derived was not available at the time the SRC annual report was finalized.



Client Satisfaction Survey Results SFY2025

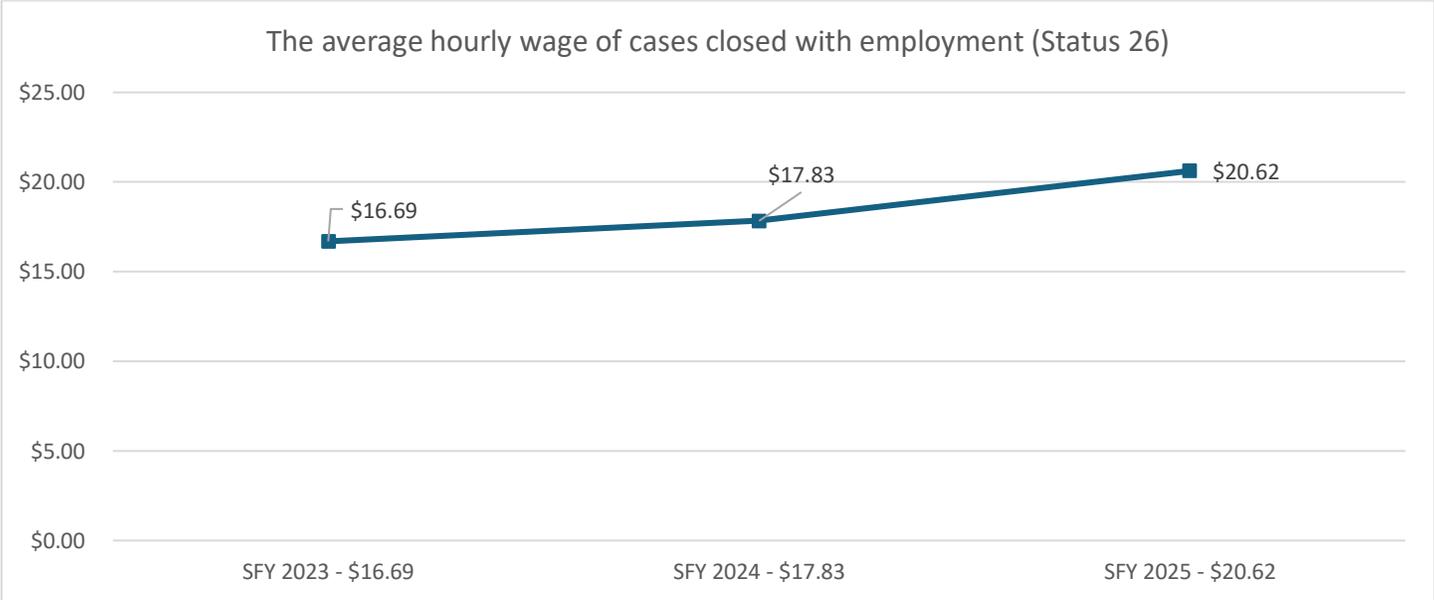
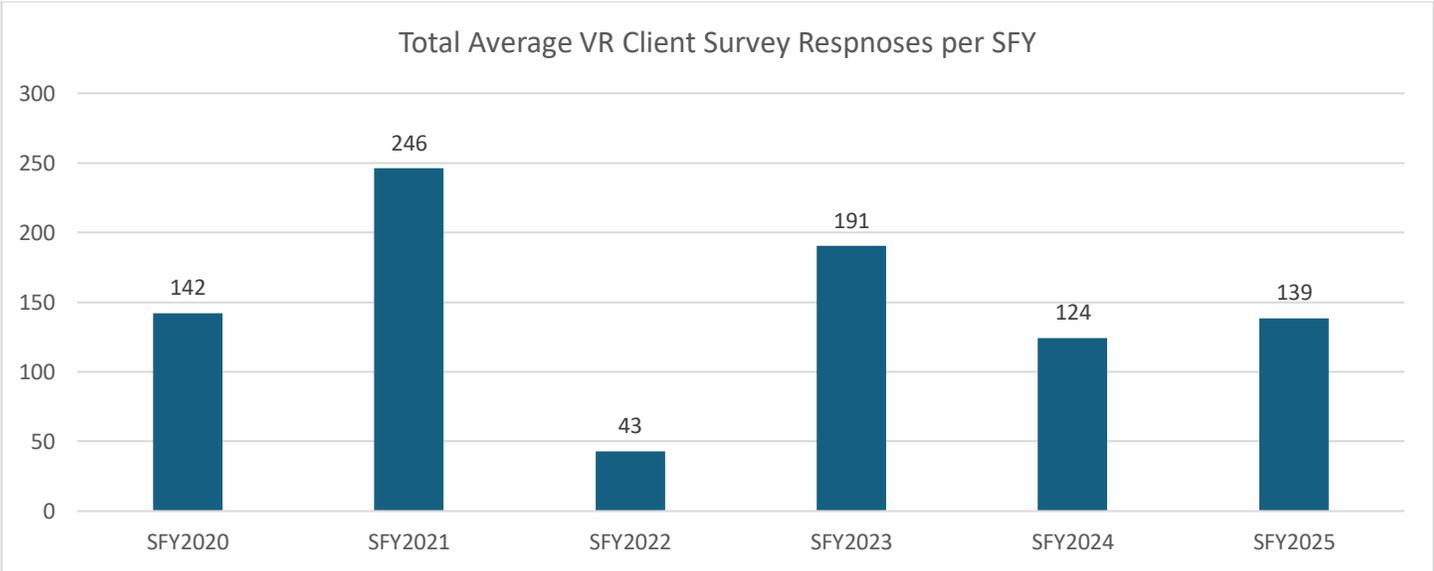
In SFY2013, the RSA Client Satisfaction Survey was revised to incorporate input from the SRC to survey clients throughout the vocational rehabilitation process. The same survey instrument was used throughout SFY2019. As part of a larger initiative to evaluate and improve customer service within the VR program, the VR Client Satisfaction survey has undergone revision and a new method of collecting and sharing survey results began on April 1, 2020. Highlights of the 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.

SFY 2025	1. I was treated with courtesy and respect by staff in the VR office:	2. I am satisfied with the amount of contact I had with my VR counselor:	3. My counselor provided me with assistance relevant to my situation:	4. I participated in the development of my Individualized Plan for Employment:	5. I received VR services in a timely manner:	6. Based on my experiences, I would recommend the VR program to another person:	7. I was treated with courtesy and respect by staff in the VR office:
Strongly Agree	87	68	68	74	58	71	
Agree	32	37	36	51	44	39	
Disagree	10	21	26	9	18	10	
Strongly Disagree	8	13	9	4	20	19	
Yes							70
No							68
Total answered	137	139	139	138	140	139	138
Total skipped	3	1	1	2	0	1	2

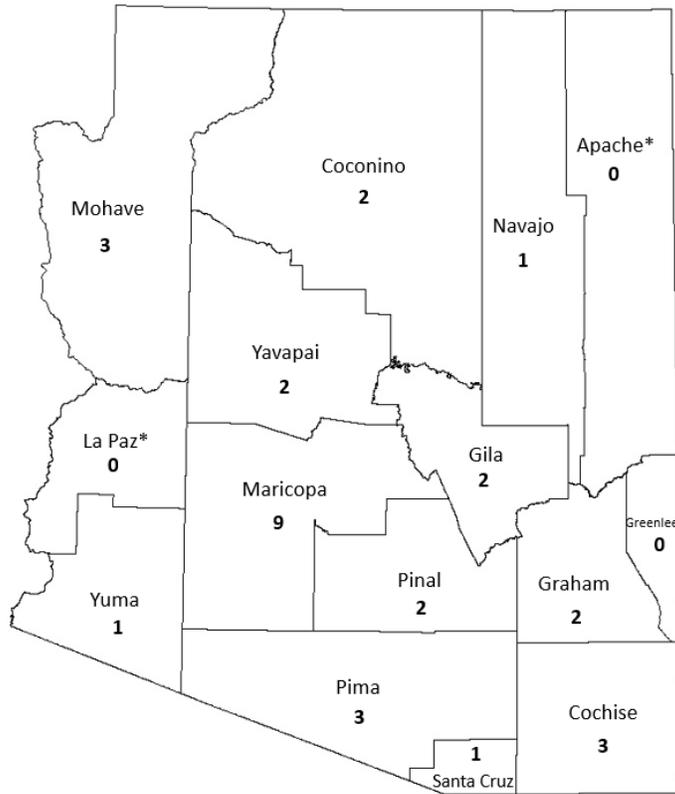


RSA Offices

Vocational Rehabilitation clients and individuals interested in VR are invited to visit the Arizona DES RSA VR contact information site: <https://des.az.gov/rsa-contact-information>

Vocational Rehabilitation Office	Address County	Telephone
615 E. 2nd St., Douglas, AZ 85607	Cochise	(520) 364-4446
595 South Dragoon Street, Benson, AZ 85602-6967	Cochise	(520) 586-8341
2600 East Wilcox, Sierra Vista, AZ 85635	Cochise	(520) 458-9309
1701 North 4th Street, Flagstaff, AZ 86004-6110	Coconino	(928) 779-4147
1057 Vista Avenue, Page, AZ 86040	Coconino	(928) 645-8103
218 AZ Route 260, Payson, AZ 85541	Gila	(928) 468-9829
605 South 7th Street, Globe, AZ 85501-1405	Gila	(928) 425-3101
333 North 8th Ave, Safford, AZ 85546	Graham	(928) 428-3005
3800 N. Central Ave., Suite B-100, Phoenix, AZ 85012	Maricopa	(602) 266-6752
3425 E. Van Buren St., Suite 102, Phoenix, AZ 85008	Maricopa	(602) 774-9109
11526 W. Bell Road, Surprise, AZ 85378	Maricopa	(602) 771-1850
125 E. Elliot Road, Chandler, AZ 85225	Maricopa	(602) 771-5949
290 E. La Canada Blvd, Avondale, AZ 85323	Maricopa	(602) 771-6680
9801 N 7th Street, Phoenix, AZ 85020	Maricopa	(602) 774-9432
5324 E. Washington St., Bldg. A, Phoenix, AZ 85034	Maricopa	(602) 470-1802
3150 E. Union Hills Drive, Phoenix, AZ 85050	Maricopa	(480) 387-5330
11518 East Apache Trail, Suites 114-121, Apache Junction, AZ 85120	Maricopa	(480) 983-0427
2400 Airway Ave, Kingman, AZ 86409	Mohave	(928) 263-8831
2601 Highway 95, Bullhead City, AZ 86442-5047	Mohave	(928) 263-8783
2031 Spawr Circle, Lake Havasu, AZ 86404	Mohave	(928) 854-0305
20 E. White Mountain Blvd., Ste. C-1, Pinetop, Arizona 85935	Navajo	(928) 532-4300
1455 South Alvernon Way 2nd floor, Tucson, AZ 85711	Pima	(520) 872-9070
4760 South Park Avenue, 1st Floor, Tucson, AZ 85714	Pima	(520) 638-2390
2255 West Ina Road, Tucson, AZ 85741	Pima	(520) 544-8618
1155 North Arizona Blvd, Coolidge, AZ 85128	Pinal	(520) 723-5351
401 North Marshall Street, Casa Grande, AZ 85122	Pinal	(520) 426-3529
610 North Morley Avenue, Nogales, AZ 85621	Santa Cruz	(520) 375-7670
1500 East Cherry Street, Suite H, Cottonwood, AZ 86326-3485	Yavapai	(928) 649-6873
3262 Bob Drive, Suite 12, Prescott Valley, AZ 86314	Yavapai	(928) 759-1654
1800 E. Palo Verde St. Yuma, AZ 85365	Yuma	(928) 247-8880

State of Arizona map showing all 15 counties labeled. There are 30 total offices.



*Apache, Greenlee, and La Paz do not have a physical RSA/VR office.