



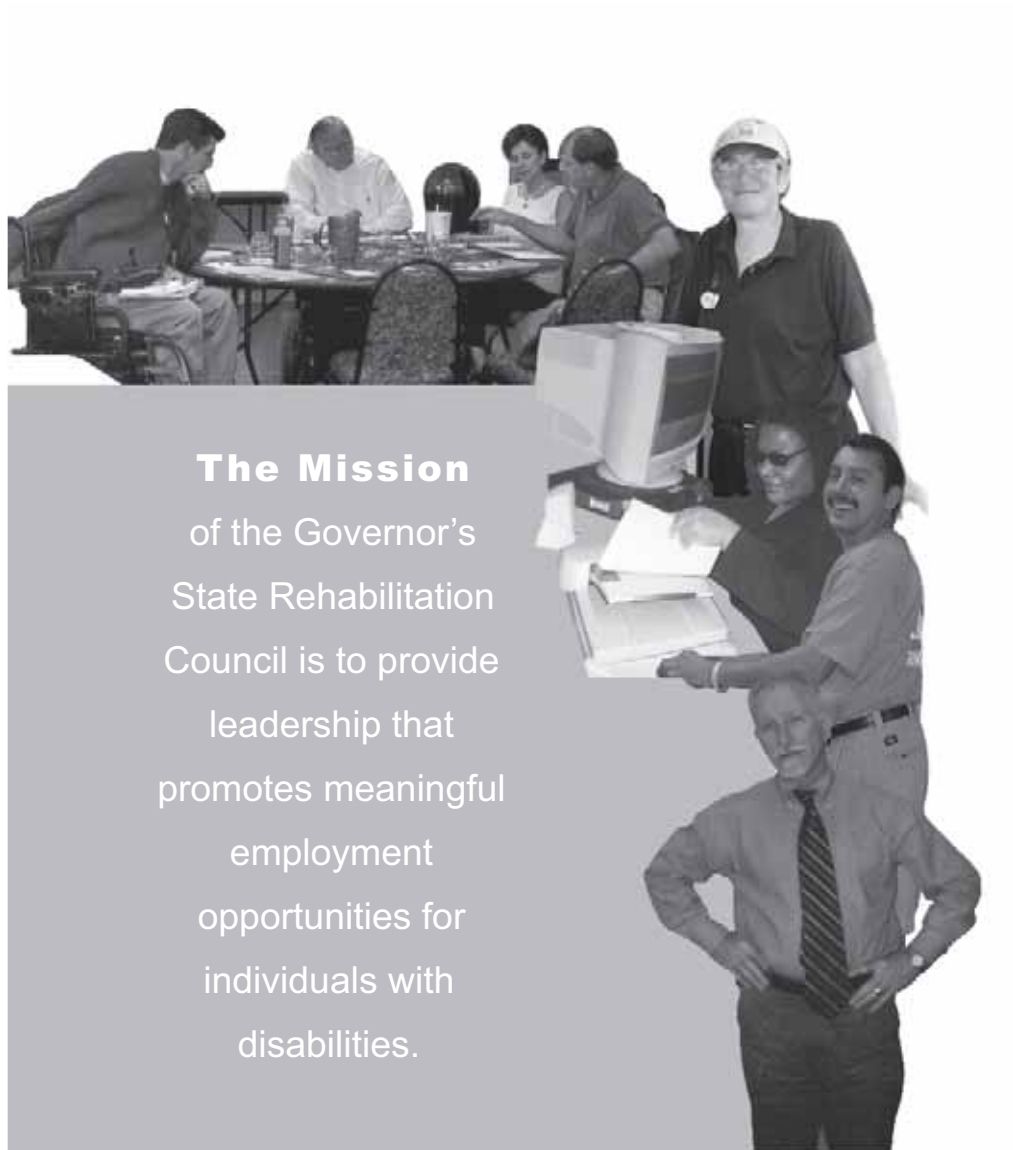
2005 Annual Report

**Governor's State
Rehabilitation Council**

ARIZONA

CONTENTS

Arizona Governor’s State Rehabilitation Council Mission	1
Functions of the Council	2
A Message from the SRC Chair 2004-2005	3
A Message from the ARSA Administrator	4
SRC Input and Recommendations to the VR State Plan	5
The Council at Work	7
The SRC Strategic Plan for SFY2005	9
Council Members	13
Vocational Rehabilitation Recognizing Success.....	14
The Vocational Rehabilitation Program/Updates.....	19
ARSA Statewide Directory.....	24



The Mission
of the Governor's
State Rehabilitation
Council is to provide
leadership that
promotes meaningful
employment
opportunities for
individuals with
disabilities.

FUNCTIONS OF THE COUNCIL



REVIEW, analyze and advise the Arizona Rehabilitation Services Administration (ARSA) 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 the Vocational Rehabilitation (VR) Program services.

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

ADVISE the ARSA on activities authorized to be carried out under the VR 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 U.S. Department of Education Commissioner of RSA on the status of Vocational Rehabilitation programs operated within the State of Arizona.

COORDINATE activities with other disability-related Councils.

ESTABLISH working relationships between ARSA, the Statewide Independent Living Council, and Arizona Centers for Independent Living.

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

A MESSAGE FROM THE SRC CHAIR 2004 - 2005



This year wraps up my tenure as Chair of the Governor's State Rehabilitation Council. I have enjoyed my time with the Council and am honored to have had the opportunity to be so closely involved with the Council's advocacy plan and many activities that have drawn attention to the needs of individuals with disabilities. In my time with SRC, I have worked with a diverse group of individuals who through their dedication and concern have given of themselves to assure that training and employing individuals with disabilities is a priority in the State of Arizona.

Members of SRC continue to prove themselves to be the voice of an often unheard population — individuals with disabilities who want to work.

This effort would not have been effective without the collaborative partnership the Council has with the Governor's Office, the Arizona Rehabilitation Services Administration (ARSA), the Arizona business community, and Arizona's citizens with disabilities. Working together with all our partners, SRC has worked to improve the Vocational Rehabilitation Program (VR) through obtaining public input and making recommendations to the Vocational Rehabilitation State Plan, educating employers and the public about individuals with disabilities, advocating to the Governor and State Legislators regarding the importance of fully funding the Vocational Rehabilitation Program and its services with full state match of federal funding, and networking with State Rehabilitation Councils in other states.

Although progress has been made, challenges and issues remain in assuring that efficient and quality service delivery through the state's VR Program continues to serve Arizonans who wish to realize their independence and employment goals. I believe the SRC will continue to work diligently to educate our community regarding the needs of individuals with disabilities and the work still ahead.

Sincerely,

A handwritten signature in cursive script, appearing to read "Charlie Thomas".

Charlie Thomas, LCSW, ACSW
Chair, Arizona Governor's State Rehabilitation Council

A MESSAGE FROM THE ARSA ADMINISTRATOR



As the newly appointed (since June 2005) Administrator of the Arizona Rehabilitation Services Administration (ARSA), I am pleased to have this opportunity to provide my comments and perspective concerning the public Vocational Rehabilitation (VR) Program in Arizona.

Over the past several years the VR program has seen a significant turnover due mainly to inadequate staff salaries and increasing demands on existing VR counselors and supervisors. In addition the federal government has reinforced the need for “qualified staff” working in the VR program, resulting in a requirement that VR counselors have a master’s degree in rehabilitation counseling or highly related discipline. ARSA is currently addressing this issue and the Arizona Department of Administration (ADOA) is conducting a Classification Maintenance Review (CMR) in order to further assess and address this federal mandate. I believe it is critical for the public VR program to have a highly qualified, professional, and stable workforce in order to fulfill its mission and provide the comprehensive and coordinated state-of-the-art programs of vocational rehabilitation necessary to empower individuals with disabilities to make self-determining choices, live independently, pursue meaningful careers, and enjoy full inclusion and integration in society. Resources include not only staff, but also funding and the ARSA, with the assistance of the Governor’s State Rehabilitation Council (SRC), has worked diligently to make the department and others aware of the critical need for increased state appropriated funds to fully match the available federal funds for the VR program. We are hopeful that with the improvement of the state’s economic conditions our request for additional state matching funds will be realized and allow us to capture all available resources for accomplishing our mission.

I believe that we have a great deal of work to do. I will continue to advocate for increased partnerships and collaborative efforts between and among governmental entities, as well as between and among relevant community organizations. The VR public program will need to increase its self-assessment and accountability, deliver evidenced-based quality services, and maintain the commitment of consumer participation to increase successful employment outcomes for individuals with disabilities in Arizona. All Arizonans should be stakeholders in achieving the objective of full inclusion and integration of individuals with disabilities in the economic, political, social, and cultural mainstream of our state community.

Craig Warren
ARSA Administrator

SRC INPUT AND RECOMMENDATIONS TO THE VOCATIONAL REHABILITATION STATE PLAN

1. In an effort to streamline services as well as improve consumer satisfaction, ARSA should address the following service delivery issues:
 - a. Decrease the amount of time prospective consumers wait for orientation and an initial interview with a Vocational Rehabilitation (VR) counselor.
 - b. Systematically reduce the length of time it takes to make initial eligibility determinations and decrease the number of people who have to wait more than sixty days.
 - c. Determine and implement a standard for minimum frequency of contact between VR counselors and consumers.
2. In order for Vocational Rehabilitation consumers to fully participate in the economic life of their communities, ARSA should continue to expand its efforts in maximizing available transportation in rural areas for individuals with disabilities.
3. ARSA must prioritize the recruitment and retention of qualified personnel by:
 - a. Initiate recruitment efforts across the state to promote Rehabilitation Counseling as a career choice, including collaboration with institutions of higher education.
 - b. Specifically increase efforts to recruit and retain VR counselors with disabilities.
 - c. Investigate ways to improve the retention rate of qualified VR counselors.
4. ARSA should address the quality of services provided by VR counselors in the following areas:
 - a. Expand counselor continuing education to improve clinical counseling skills as well as job development and job matching in order that counselors are better prepared to work with employers and consumers.
 - b. Increase its efforts regarding coordination of services with other government agencies such as the Division of Developmental Disabilities, schools, and community employers.

SRC Input & Recommendations...cont'd

- c. Evaluate the effects of outsourcing job development services for consumers on the outcome and quality of those services.
 - d. Clarify its policies and procedures regarding the availability of transition services to ensure compliance with federal law.
5. ARSA should evaluate the consistency with which Order of Selection procedures are followed throughout the state as well as the effect of Order of Selection on potential consumers.
 6. ARSA should develop goals and objectives to increase awareness of the Vocational Rehabilitation Program to employers within the community.



THE COUNCIL AT WORK

Public Policy Project Team

The mission of the Public Policy Project Team is to significantly increase SRC's involvement in public policy development related to the needs of individuals with disabilities who are seeking employment in Arizona. The major goals of this team are to advocate for priority legislative issues, to ensure that the Arizona Department of Economic Security Director and the Governor's office are aware of SRC's roles and priorities, and to educate the Arizona legislators about issues that are important to individuals with disabilities.

Marketing and Outreach Project Team

The Marketing and Outreach Project Team provides outreach and education to consumers, employers and the public about services provided by the Arizona Vocational Rehabilitation Program. In addition, this team collaborates with other disability related councils with regard to the focus of resources and energies to address issues affecting the disability community.

Program Planning and Evaluation Project Team

The mission of the Program Planning and Evaluation Project Team is the evaluation and monitoring of the effectiveness of the Arizona Vocational Rehabilitation Program (VR). To accomplish this mission, the team works closely with the Arizona Rehabilitation Services Administration in reviewing customer satisfaction results, acquiring public input via public forums and surveys, and reviewing the VR Program performance on the Federal Standards and Indicators.

Membership and Nominating Committee

The Membership and Nominating Committee 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 the SRC.

The Council at Work...cont'd



THE SRC STRATEGIC PLAN FOR THE STATE FISCAL YEAR 2005

1. Evaluate the effectiveness of the Vocational Rehabilitation Program (VR).

■ Counselor effectiveness

- a. Request summative counselor performance data and information on evaluation and effectiveness of Choice Offices.

■ Public input

- a. Design online consumer feedback instrument targeted at specific outcomes; counselor skills and job placement behaviors.
- b. Collaborate with Marketing and Outreach to increase response rate to public input survey.

■ Eligibility – Order of Selection (OOS)

- a. Request white paper on status of OOS in Arizona to address the following: current issues and concerns related to OOS, reasons for continuation of OOS, request objective data as to levels of staffing, numbers and types of disabilities of individuals on a wait list due to OOS, and request data on actual length of time for initial eligibility determination by district/office.

■ Role of counselor

- a. Obtain job descriptions of all direct service positions within VR, develop survey instrument for counselors addressing perceived role and function, satisfaction, opportunities for leadership development and opportunities and relevancy of continuing education and training.
- b. Request summative data of employee satisfaction survey for VR counselors, objective information on continuing education (both CSPD and counselor initiated training) and its impact, and request specific information on RSA leadership development as well as strategies for recruitment of new staff.

■ Provide input into state plan including specific recommendations on strategies related to VR's performance on the federal performance Standards and Indicators

SRC Strategic Plan...cont'd

2. Increase employer awareness of the Vocational Rehabilitation Program services

- Recommend to RSA that Job Development and Placement (JDP) solicitation include information on how the provider intends to increase awareness of VR to employers and recommend that provider quarterly reports reflect this information. Review current provider quarterly reports and recommend changes.
- Continue to distribute the “Open the Door” brochure and video to employers. Team members will make monthly presentations to employers, human resource professionals and business associations, and team members will collectively make contacts during the year with government agencies/municipalities. Encourage continued partnership with employers and the Employers Disability Resource Network (EDRN).
- Develop and market public interest success stories for the media. SRC will meet with DES media relations to ask for suggestions and assistance in distribution of public interest stories.

3. Improve knowledge and availability of VR services to individuals with disabilities.

- Work with ARSA to reach out to school districts regarding VR services and maintain involvement with Statewide Transition Conference.
- Market to hospitals and medical rehabilitation facilities by collaborating with ARSA to create an industry specific brochure and distribute it statewide.
- Coordinate and edit the SRC Annual Report.

4. Improve collaboration efforts with other disability related councils by reviewing strategic plans of other disability councils and identifying potential collaboration issues.

5. Become informed about current Arizona legislation that has potential impact to individuals with disabilities and make recommendations to the Governor, the Arizona Department of Economic Security and Arizona Rehabilitation Services Administration.

- In conjunction with the full SRC Council, work with the Governor to advocate and educate legislators on agreed - upon issues such as information technology (adoption and implementation of Section 508 of the Rehabilitation Act), health care, education/training, budget, and independent living.

SRC Strategic Plan...cont'd

6. Become informed about current federal legislation that has potential impact to individuals with disabilities and make recommendations to the Governor, the Arizona Department of Economic Security and Arizona Rehabilitation Services Administration

- In conjunction with the full SRC Council, work with the Governor to advocate and educate legislators on agreed-upon issues such as reauthorization of the Rehabilitation Act (federal match), the Individuals with Disabilities Education Act (IDEA) regarding 'No Child Left Behind,' the Workforce Investment Act, Ticket to Work and Work Incentives Improvement Act (TTWWIIA) and Medicare/Medicaid.



7. In conjunction with the full SRC Council develop a position paper for the Governor to raise awareness and make recommendations to improve the Vocational Rehabilitation Program's effectiveness in increasing employment of individuals with disabilities.

- Staffing issues.
 - a. Federal funding of VR counselor education.
- Utilization and accessibility of resources other than VR.
 - a. Variability among One Stop Centers.
- Structural issues.
 - a. Where VR is in the DES system.
 - b. Direct state match dollars.



COUNCIL MEMBERS 2005

Craig Warren, ARSA Administrator

Arizona Rehabilitation Services
Administration
Director, VR State Agency, ex-officio
Term: No Limit City: Phoenix

Ez Bachand, Jr.

Statewide Independent Living Council
Representative
Term: 2002-2005 City: Phoenix

Wendy Collison

State Education/Special Education
Representative
Term: 2002-2005 City: Phoenix

Wendy Dewey

Disability Advocacy Representative
Term: 2004-2005 City: Tucson

Adam Estrada

Specific Disability Representative
Term: 2002-2005 City: Apache Junction

Erika Fillman

Specific Disability Representative
Term: 2005-2008 City: Tucson

John Gutierrez

Client Assistance Program Representative
Term: 1997-2007 City: Phoenix

Suzanne Lawder

State Workforce Investment Board
Representative
Term: 2002-2007 City: Tucson

Valerie Lintz

Specific Disability Representative
Term: 2003-2006 City: Phoenix

Diane McElmury

VR Counselor Representative
Term: 2003-2006 City: Scottsdale

Jennifer Nordine

Business/Industry/Labor Representative
Term: 2002-2007 City: Tempe

Debbie Quinn

Disability Advocacy Representative
Term: 2002-2005 City: Tucson

Paula Seanez

121 Project Director's Representative
Term: 1998-2007 City: Window Rock

Dr. David Wayne Smith

Specific Disability Representative
Term: 1999-2005 City: Tucson

Alan L. Strauss

Vice-Chair, 2004-2005
Disability Advocacy Representative
Term: 2002-2005 City: Tucson

Charlie Thomas

Chair, 2004-2005
Business/Industry/Labor Representative
Term: 2000-2006 City: Phoenix

Jerry Traylor

Current/Former Recipient VR Services
Term: 1999-2005 City: Fountain Hills

Council Support

Carolyn Maciel, Council Staff
Stephanie Regis, Administrative Secretary



VOCATIONAL REHABILITATION RECOGNIZING SUCCESS!



Name: Steven Smith
Place of Employment: Arby's Restaurant
Occupation: Lobby Attendant

Steven Smith did not believe that he could work with "regular" people. As a young boy he struggled with a hearing loss and learning difficulties. At age 52, he decided to give it a try and called Vocational Rehabilitation. He was very apprehensive and afraid at first, but decided that if he put his mind to it, he could do this. Now he wishes he had done this thirty years ago. He has been employed as a lobby attendant by Arby's at Camelback Road and 20th Street in Phoenix, AZ. Since May 2004 Steven has already received several wage increases.

With the assistance of VR Program, he is now a proud part of the Arby's team. Assistance included a period of work adjustment training at the Bahama Breeze Restaurant. through Valley of the Sun School and Habilitation Center. He was able to build confidence and overcome shyness in a group work setting with other individuals with disabilities with the support of a job coach provided by Valley of the Sun School. VR helped him purchase glasses, hearing aids and work clothes. They paid for job development to find the job and short-term job coaching at the beginning of his employment. Now he feels like part of the family and is comfortable and confident. He loves the customers, many of whom know him by name, and his co-workers who have embraced him and taken him into the fold.

Elisio Rivero, who originally hired Steven, says the customers love seeing Steven's smiling face and know that the dining room will always be clean. Steven never misses work and has a great attitude toward it. He is always polite and gentle with everyone and willing to do whatever is required. Mr. Rivero is convinced that the experience has been a positive one for everyone and would encourage other employers to do the same. He describes it as a learning experience for all involved.



VR Recognizing Success...cont'd



Name: Nola Baker-Jones

Place of Employment: Maricopa County One-Stop Job Center

Occupation: Disability Program Navigator

My story begins on a very hot summer morning in June 1998. On this particular day, I started my shift at 5:00 a.m. at Desert Samaritan Hospital in Mesa, where I worked as a Nurse in the Surgery Department. It was halfway through my shift when something very strange happened to me. As I went to chart my patient's vital signs all of a sudden everything went gray, then black. I just stood there and closed my eyes until I heard someone in the background calling my name. It was the patient asking me if I was OK. I opened my eyes and looked around the room, I could not see anything. It was like someone put me in a room and turned off all the lights. This lasted for about a minute or two. There was no pain and after a few minutes my eyesight returned as if nothing had happened. In fact, I finished my shift without further incident.

Three months passed before I had another attack. On a Wednesday afternoon I was standing in the middle of my kitchen trying to figure out what to cook for dinner. I realized I did not have all the ingredients I needed, so I went to the store. I was driving down the street, I could see the traffic light ahead but, all of a sudden, everything went black. I was lucky that I did not cause an accident. However, that was the last time I worked, the last time I drove my car and the last day I was totally independent.

Test after test was done, doctor after doctor, appointment after appointment. Finally in January of 1999 I was diagnosed with a rare form of Retinopathy. I do not have the classic tunnel vision like most people who have RP; I have no vision in the center part of my eye and I am now legally blind. Where do I go for help? Will I be able to work? Those were the two questions I asked myself. I lucked out — the very first phone call I made was to the Arizona Rehabilitation Services Administration (ARSA). I was determined to return to work and had come in contact with the State Vocational Rehabilitation Program. I was sent to the Veterans Administration Program in Tucson, where I learned the skills I would need to live and work independently. The skills included computers, Braille, mobility, cooking, and even sewing. These skills also made it possible for me to be able to go back to school, in 2001 I graduated from Arizona State University with a Bachelor's degree in Social Work.

Assistive Technology played a very important role in my success. I use a CCTV for magnification and speech software called JAWS. I also use magnification

VR Recognizing Success...cont'd

software called ZOOM TEXT to enlarge the computer screen so that I can see what is on it. My VR counselor, Trish Denny, was very supportive in helping me reach my goal of working with the disability community. I found Trish to be very knowledgeable about services and resources that are available for the blind and visually impaired. The thing I most appreciated was that she allowed me to be able to make an informed choice. She understood what my interests are and what I want to accomplish as a job goal. When the opportunity for my perfect job came around, she helped me take advantage of it. In October 2003, I was hired as the Disability Program Navigator at the Gilbert One Stop Career Center. My job is to assist people with disabilities to navigate the complexities of various programs that impact their ability to gain, return to, or retain employment, develop linkages, and collaborate on an ongoing basis with employers to facilitate job placements.

I want to say thank you to the VR Program for the opportunity to give something back by working with people who are in the same boat I was four years ago. They too may be asking the questions I asked my self, "Where do I go for help?" and "Will I be able to work?" Those questions were answered for me via the VR Program, which gave me the tools to empower myself to regain my independence. The answer to the second question is that I can work and I have a job, and it's a good one.



VR Recognizing Success...cont'd



Name: Carlos Juarez
Place of Employment: America West Airlines
Occupation: Mailroom Clerk

Carlos Juarez works for America West Airlines in the Document Control Center. He has been there since 2001 when he returned to work after a four-year absence due to illness. He had worked for America West since 1993. He loved working for the company, and the company loved him.

Carlos was diagnosed with leukemia. He feels it is important that people understand that one can become blind because of the disease. After his long recuperation, the next challenge came when Carlos was well enough to work but had lost significant vision.

Carlos is legally blind. He was determined to work, and had come in contact with the State Vocational Rehabilitation program. Through the program he was sent to the Veterans Administration Program in Tucson, where he learned the skills he would need to live and work independently.

These skills included computers, Braille, mobility, cooking, and even woodworking by touch. This built his self-confidence, and showed him that he could even continue his hobby of working on cars even if he couldn't drive them.



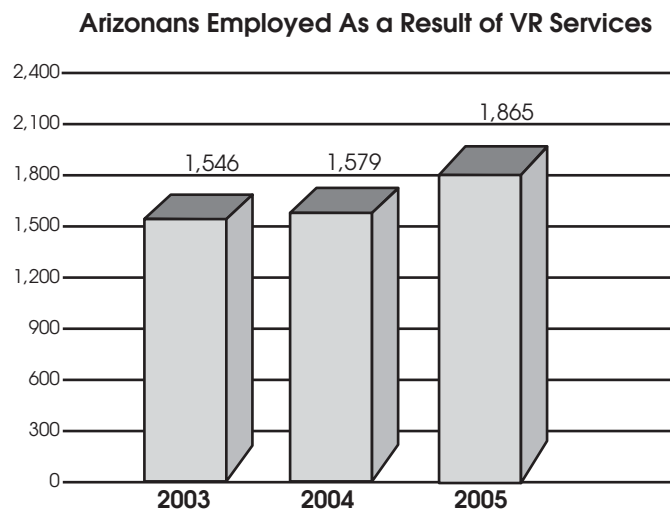
VR Recognizing Success...cont'd

America West identified a clerk position for Carlos in the mailroom of Document Control, but was unaware of the tools and resources needed to make things work out. A team was formed upon contact with Arizona Industries for the Blind, an agency operated by DES, Arizona Rehabilitation Services Administration (also known as Vocational Rehabilitation). With the cooperation of America West's Human Resources Department, and the department's supervisor, meetings were held, and services began. Carlos' computer was outfitted with magnification and speech programs, and further training was provided to him on site. Magnification devices called CCTVs were located at his two primary workstations, and electronic magnification headwear called Jordy was provided for further flexibility throughout the facility.

Carlos has been successful in the new position and has been instrumental, along with our friends at America West Airlines, in showing new Vocational Rehabilitation clients what can be done with determination and the services of the Arizona Rehabilitation Services Administration.

VOCATIONAL REHABILITATION PROGRAM

The mission of the Arizona Vocational Rehabilitation Program (VR) is to work with individuals with disabilities to achieve increased independence and/or 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 or emotional impairments that create barriers to employment and/or independent living. 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.



VOCATIONAL REHABILITATION PROGRAM UPDATES

BUSINESS ENTERPRISE PROGRAM (BEP)

The Arizona Business Enterprise Program (BEP) trains and places qualified individuals who are legally blind as operators of food service operations, full service cafeterias, snack bars, gift shops and attended or unattended vending operations. During the past year the Business Enterprise Program has concentrated its efforts on improving the profitability of facilities, restructuring basic program functions such as the development of a six-month operator training program, operator accountability and revising program policy. The BEP has also increased efforts in requesting priority in several local government facilities. In addition they have conducted two facilitated team building sessions involving program operators and BEP staff. Several new merchandising ventures were opened during the year which included new vending sites in the Phoenix area, the most notable being the 26 City of Phoenix swimming pool locations. The program is also investigating opportunities at the Sky Harbor International Airport, the Department of Corrections and several privately owned locations.

ARIZONA INDUSTRIES FOR THE BLIND (AIB)

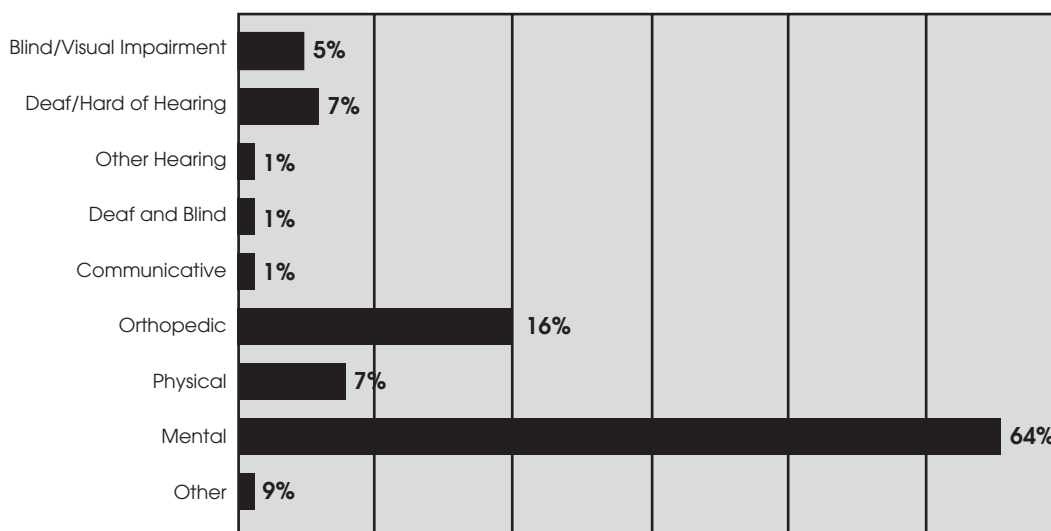
Arizona Industries for the Blind (AIB) was established in 1952 to provide employment and training opportunities for individuals that are blind. AIB functions as a self-sustaining enterprise fund operating under the Javits-Wagner-O'Day Act. Employees of AIB have an uncompromising dedication to their work and to the quality of products and services provided to the federal government and U.S. Armed Forces. This results in jobs with competitive wages, benefits, and upward mobility. During State Fiscal Year 2005, AIB achieved total sales of \$18,870,249 representing a one percent decrease compared to the prior year. The decrease in sales was attributed to a reduction in demand for products sold to the military as a result of the Iraqi war effort. Also in State Fiscal Year 2005, AIB paid approximately \$1,825,000 in wages and benefits to 70 employees who are blind, visually impaired, deaf-blind and multiple disabled Arizonans. All employees receive competitive wages with full benefits, including major medical, dental, life insurance and retirement.

The AIB Rehabilitation Services Unit (RSU) has provided support services to the Arizona Rehabilitation Services Administration and to the community as well as 262 blind and visually impaired individuals. These individuals were provided with one or more of the following services: job placement, job retention, job search skills, labor market surveys, work site assessments, on-the-job training, work adjustment training and assessment, access technology training, custom produced turn key computer and access technology systems. Along with these services provided to individuals, the AIB Rehabilitation Services Unit assisted

VR Program Updates...cont'd

employers and RSA providers with training and consultation statewide. RSU's current venture has involved negotiations with Maricopa County to become a satellite One-Stop Career Center through Maricopa Workforce Connections. If approved this will make RSU the first One-Stop designed specifically around the special needs of our population, allowing for true full inclusion in the Workforce Investment Act (WIA) system.

Total Served by VR Services for SFY 2005: 20,894 (by disability)



NAVIGATOR GRANT

Arizona was one of eight states that were awarded a Disability Navigator Grant in 2004 and during FFY 2005, second year funding was awarded to Arizona. The expansion of the Navigators at the One Stop Centers has been very successful in raising awareness of accessibility, accommodations, assistive technology and a system change for the inclusion of persons with disabilities at the One Stop Centers. The Navigator program has secured \$1.6 million in funding until June 30, 2007, and ARSA has expanded to 17 Navigator positions statewide. Assistive Technology continues to be added in One Stop Centers to increase accessibility for individuals with disabilities. An increase in consumers with disabilities is directly contributed to outreach and improvements in customer service. A recent site compliance review was completed by the federal government resulting in positive comments and no recommendations for corrective action. The Disability Program Navigators continue to focus on the WIA workforce being accessible to all One Stop Centers.

VR Program Updates...cont'd

2004 TRANSITION CONFERENCE

The annual Transition Conference entitled; "Bases Loaded! Who's Up Next?" was held at the Wigwam Resort on September 21-23, 2004. Over 900 individuals registered for the conference, which was co-sponsored by the Arizona Rehabilitation Services Administration, the Arizona Department of Education, Exceptional Student Services, the Secure Care Committee of Arizona, and the Arizona Postsecondary Access Coalition (AZPAC). The conference was kicked off with a meeting between the Vocational Rehabilitation counselors and schools that had Youth Transition Program contracts, an AZPAC board meeting and a Secure Care meeting. Conference speakers included Jonathan Mooney, the foremost leader in LD/ADHS, disabilities and alternative education, who has dyslexia and didn't read until he was twelve years old and Dr. Ed O'Leary, director of a 20-state Transition Outcomes Project. There were 49 breakout sessions with the following seven strands: Empowering Youth and Youth Leadership; Strategies for Building Relationships; Parental Involvement; Target Populations; Model Programs; Legal Implications; and Strategies for Postsecondary Employment. Vocational Rehabilitation staff presented at seven of the break out sessions.

TECH OFFICES

The Arizona Rehabilitation Services Administration (ARSA) believes that understanding and meeting the needs of clients is a priority, as is involving staff as members of a team. With this in mind, ARSA created "pilot offices" in which a mixture of professional VR counselors, payment specialists and purchasing specialists served clients. This approach subsequently became known as "Choice Offices" and ARSA implemented this approach statewide over the course of several years. The majority of Arizona's Vocational Rehabilitation offices have been transformed into what is now known as "Tech Offices" in which the surcharging and payment responsibilities have been shifted from VR counselors to other professionals in order to provide more time for counselor/client interaction. Thirty-seven technicians are currently employed statewide, with a goal of fifty by the end of the year. The Tech Office approach has created a division of labor that has improved the timely delivery of services, accuracy of recording and reporting of management information, efficiency of fiscal resources management and relationships with vendors.

VR Program Updates...cont'd

ESTABLISHMENT GRANTS

In 2003, the Arizona Rehabilitation Services Administration (ARSA) began awarding Program Development/Establishments grants to a variety of Community Rehabilitation Program (CRP) providers and also state, local, and municipal governmental entities. These grants were awarded to develop:

- Coordinated transportation resources for VR clients needing to get back and forth to training or employment.
- Projects benefiting behavioral health consumers who are applicants or participants of the VR Program.
- Projects benefiting persons who are blind or visually impaired.
- Projects to make One Stop Workforce Development Centers a viable and significant resource for persons with disabilities.
- Projects to create an ongoing resource to RSA counselors in the area of rehabilitation technology.
- Programs to update and improve CRPs to allow them to provide quality services and/or to compete for state set-aside projects or other contract-related projects.

An example of the benefits of an establishment grant is Café 54, a restaurant that opened this year. The restaurant trains and employs persons with serious mental illness, and also prepares them for future employment opportunities. The CEO just received recognition in Washington, D.C. by the Eli Lilly and Company's Reintegration Award.

SELF EMPLOYMENT

Self employment business plans continue to be reviewed by the ARSA/VR Program Self Employment Review Committee. VR clients interested in self-employment attend small business training and develop complete and thorough business plans. The entire process of training, business plan development, and committee review increases the client's chances for successful self-employment. Since the inception of the review committee in November of 2000, 65 business plans have been submitted with 55 of those being approved.

ARSA STATEWIDE DIRECTORY

ADMINISTRATIVE OFFICES

RSA ADMINISTRATION

1789 W. Jefferson St.
Phoenix, AZ 85007
(602) 542-3332
1-800-563-1221 (AZ only)
FAX (602) 542-3778
TTY (602) 542-6049
Craig Warren, Administrator

REGION I

3221 N. 16th St., Ste. 200
Phoenix, AZ 85016
(602) 266-6752
FAX (602) 241-7158
TTY (602) 241-1048
Barbara Knox, Program Manager

REGION II

400 W. Congress St., Ste. 420
Tucson, AZ 85701
(520) 628-6810
FAX (520) 628-6258
TTY (520) 628-6864
Bertha Villegas-Kinney
Program Manager

REGION III

1510 S. Riordan Ranch St.
Flagstaff, AZ 86001
(928) 779-4147
FAX (928) 774-6915
Larry Powers, Program Manager

REGION IV

3221 N. 16th St., Ste 200
Phoenix, AZ 85016
(602) 266-6751
FAX (602) 241-7158
TTY (602) 241-1048

ARIZONA INDUSTRIES FOR THE BLIND

3013 W. Lincoln St.
Phoenix, AZ 85009
(602) 269-5131
FAX (602) 269-9462
Dick Monaco, Manager

BUSINESS ENTERPRISE PROGRAM

4620 N. 16th St., Ste. 206
Phoenix, AZ 85016
(602) 266-9070
FAX (602) 235-9491
Otis Stevenson, Manager

FIELD OFFICES

APACHE JUNCTION

11518 E. Apache Tr.,
Ste. 110-111
Apache Junction,
AZ 85220
(480) 983-0427
FAX (480) 983-3235
TTY (480) 288-0697

BENSON

543 W. 4th St.
Benson, AZ 85602
(520) 586-3520
FAX (520) 586-3582

BULLHEAD CITY

2601 Hwy. 95
Bullhead City, AZ 86442
(928) 704-7776
TTY (928) 701-7713
FAX (928) 704-7076

CASA GRANDE

318 N. Florence St.
(P.O. Box 10630,
AZ 85230)
Casa Grande, AZ 85222
(520) 836-6388
FAX (520) 836-8025
TTY (520) 426-3963

CHANDLER

793 N. Alma School Rd.
Ste. C-8
Chandler, AZ 85224
(480) 917-0493
FAX (480) 917-3512
TTY (480) 899-5005

COOLIDGE

1155 N. Arizona Blvd.
Coolidge, AZ 85228
(520) 723-5351

COTTONWOOD

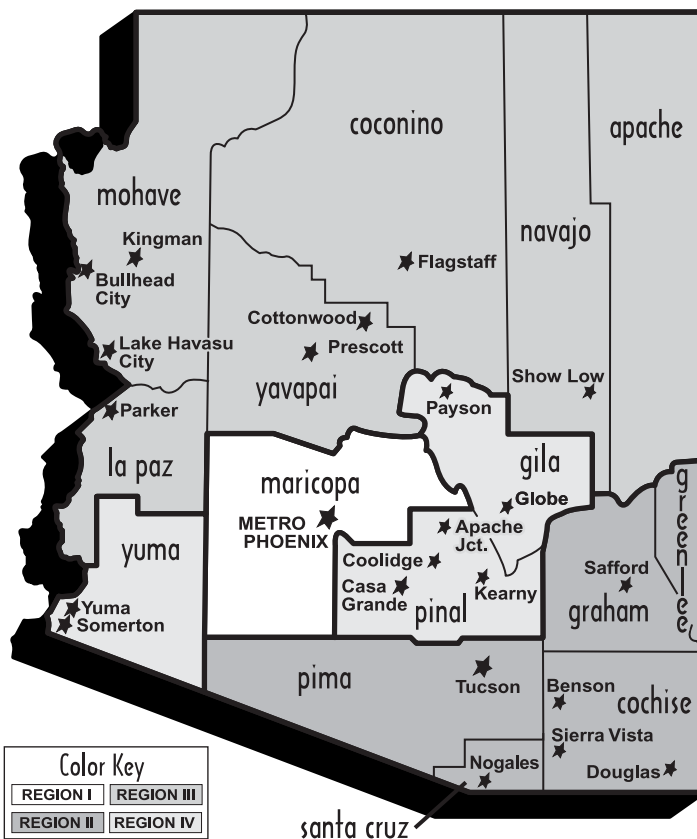
1500 E. Cherry St., Ste. H
Cottonwood, AZ 86326
(928) 649-6800
FAX (928) 649-6879
TTY (928) 649-6877

DOUGLAS

1140 F Ave.
Douglas, AZ 85607
(520) 364-4446
FAX (520) 364-7159
TTY (520) 364-4446

FLAGSTAFF

1510 S. Riordan Ranch St.
Flagstaff, AZ 86001
(928) 779-4147
FAX (928) 774-6915
TTY (928) 779-4147



GLOBE

605 S. 7th St.
Globe, AZ 85501
(928) 425-3101
FAX (928) 425-7950

KINGMAN

519 E. Beale St., Ste. 130
Kingman, AZ 86401
(928) 753-5105
FAX (928) 753-5110
TTY (928) 753-5105

LAKE HAVASU CITY

232 London Bridge Rd.
Lake Havasu City, AZ 86403
(928) 680-6007
FAX (928) 680-9559

MESA

4115 E. Valley Auto Dr.,
#105
Mesa, AZ 85201
(480)926-5100
FAX (480) 926-5602
TTY (480) 926-5601

MESA - West

1845 S. Dobson Rd.,
Ste. 201
Mesa, AZ 85202
(480) 820-5629
FAX (480) 820-5722

NOGALES

480 N. Grand Ave.
Nogales, AZ 85621
(520)287-6538
FAX (520) 287-3185

PARKER

1032 Hopi Ave.
Parker, AZ 85344
(928) 669-8389
FAX (928) 669-8675

PAYSON

140 E. Hwy. 260
Payson, AZ 85541
(928) 474-0784
FAX (928) 468-8211
TTY (928) 474-0784

PHOENIX - East Bell

706 E. Bell Rd., Ste. 115
Phoenix, AZ 85022
(602) 494-6229
FAX (602) 494-3573
TTY (602) 494-9379

PHOENIX - E. Indian School

1430 E. Indian School Rd.
Ste. 205
Phoenix, AZ 85014
(602) 277-8724
FAX (602) 277-5562
TTY (602) 277-8724

PHOENIX - Juvenile

22 E. Mitchell St., Ste. 104
Phoenix, AZ 85012
(602) 604-8901
FAX (602) 604-8901
TTY (602) 604-8835

PHOENIX - Metrocenter

10640 N. 28th Dr., B106
Phoenix, AZ 85029
(602) 789-9129
FAX (602) 789-9309
TTY (602) 789-9129

PHOENIX - N. 16th Street

4620 N. 16th St., Ste. B106
Phoenix, AZ 85016
(602) 266-9579
FAX (602) 264-7819
TTY (602) 266-9579

PHOENIX - North Central

3839 N. 3rd St., Ste. 303
Phoenix, AZ 85012
(602) 266-4434
FAX (602) 230-7554
TTY (602) 266-6716

PHOENIX - Paseo Verde

4150 W. Peoria Ave., Ste. 125
Phoenix, AZ 85029
(602) 564-1812
FAX (602) 564-0627
TTY (602) 548-0308

PHOENIX - Rehab

Instructional Services
4620 N. 16th St., Ste. A204
Phoenix, AZ 85016
(602) 266-9286
FAX (602) 277-6294

PHOENIX - Sight

Conservation
4620 N. 16th St., Ste. 100
Phoenix, AZ 85016
(602) 266-7284
FAX (602) 266-1201

PHOENIX - South

4411 S. 40th St.,
Bldg. D, Ste. 12
Phoenix, AZ 85040
(602) 470-1802
FAX (602) 470-1596
TTY (602) 470-8056

PHOENIX - Southwest

4622 W. Indian School Rd.,
Ste. D12
Phoenix, AZ 85031
(623) 873-4310
FAX (623) 873-6210
TTY (623) 873-4310

PRESCOTT

1555 Iron Springs Rd.,
Ste.11
Prescott, AZ 86302
(928) 445-6432
FAX (928) 445-5819
TTY (928) 445-6432

SAFFORD

1938 W. Thatcher Blvd.
Safford, AZ 85546
(928) 428-7700
FAX (928) 428-4018
TTY (928) 428-7700

SCOTTSDALE

10900 N. Scottsdale Rd.,
Ste. 401
Scottsdale, AZ 85254
(480) 948-3819
FAX (480) 596-5349
TTY (480) 948-3819

SHOW LOW

2500 E. Cooley St., Ste 410
Show Low, AZ 85901
(928) 537-2953
FAX (928) 537-8216
TTY (928) 537-2953

SIERRA VISTA

820 E. Fry Blvd.
Sierra Vista, AZ 85635
(520) 459-6901
FAX (520) 459-7148
TTY (520) 459-6901

TEMPE

1270 E. Broadway Rd.,
Ste. 120
Tempe, AZ 85282
(480) 350-9746
FAX (480) 350-9829
TTY (480) 350-9746

TUCSON - Southside

195 W. Irvington Rd.
Tucson, AZ 85714
(520) 741-7188
FAX (520) 889-7099
TTY (520) 889-6829

YUMA

1310 S. 3rd Ave.
Yuma, AZ 85364
(928) 329-9462
FAX (928) 329-9530
TTY (928) 329-9553



Arizona Governor's State Rehabilitation Council

Site Code 930A
1789 W. Jefferson St.
Phoenix, AZ 85007
Phone: 1-800-563-1221 or 602-542-6291
TTY: 602-542-6049
FAX: 602-542-3778
Email: cmaciel@azdes.gov
Web: www.azdes.gov/rsa/srac.asp

Equal Opportunity Employer/Program. Under the Americans with Disabilities Act (ADA), the Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service, or activity. For example, this means that if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. This document is available in alternative formats by calling (602) 542-6291.



Arizona Department of Economic Security
Quality Service, Organizational Pride,
Client Self-Sufficiency

MIV-234 (12-05)