



Arizona Governor's  
State Rehabilitation Council  
**Annual Report 2009**



*G*overnor's State Rehabilitation Council (SRC)  
*A*nnual Report 2009

**Table of Contents**

Mission and Responsibilities of the Council ..... 2

A Message from the SRC Chair..... 4

SRC Input and Recommendations to the VR State Plan ..... 6

The Council in Action ..... 8

The SRC Strategic Plan for SFY 2009- 2011 ..... 9

Council Membership ..... 11

The Vocational Rehabilitation Program..... 12

Recognizing Success..... 13

Consumer Satisfaction Survey..... 16

VR Program Highlights ..... 17

Arizona Rehabilitation Services Administration Statewide Directory ..... 22



**About the cover:** Amy McKey used paints and a layered paper technique to create the image on our report cover. Amy and two other artists featured in this year's report, Vanessa Fuentes (page 5) and T.C. Rutemiller (page 24), are clients of Gompers Habilitation Center in Phoenix, Arizona.



# *Mission and Responsibilities of the Council*

The Governor's State Rehabilitation Council mission encompasses the Council's vision, operating principles, and goals:

## **Mission**

Serving all citizens of Arizona the mission of the Arizona Governors 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 economic experiences of disability.
- 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 Vocational Rehabilitation 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 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.

A  
*Message from the SRC Chair 2008-2009*  
*Michael F. Duncan*



**I**t was a privilege to serve as Chairman of the Arizona Governor's State Rehabilitation Council (SRC) and I am proud to share the 2009 SRC Annual Report. Although faced with significant economic challenges at the state and federal level, the Council worked closely with the Arizona Rehabilitation Administration (RSA) to address these issues. Members of the council were actively involved in advocating for RSA programs and services in their respective communities and at the legislative level statewide. SRC members also collaborated throughout the year with the Governor's Council on Workforce Policy (GCWP), the Governor's Council on Developmental Disabilities (GCDD), the Governor's Council on Spinal and Head injury (GSSHI) Military Workgroup, the Arizona Disability Advocacy Coalition (AzDAC) and the Statewide Independent Living Council (SILC).

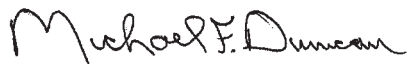
A joint meeting of the SRC and the RSA Management Team was held in the fall of 2008 to clearly define the roles of each of these organizations and to describe their goals and objectives. The discussions addressed how the SRC and RSA can partner together, how the SRC could be more involved, and how the experience and expertise of council members could be better utilized. RSA incorporated some ideas and recommendations from the SRC strategic plan. This resulted in the RSA and SRC plans being well aligned and focused on similar issues. Meeting with employers in our communities, delivering presentations to various organizations, and assisting with a mentoring project were examples of the increased involvement of the SRC in its efforts to collaborate with RSA.

In addition, the SRC was integrally involved with the development and implementation of the Arizona Triennial Statewide Needs Assessment Project (SNAP). Council members worked closely with the RSA management team and their consultants to discuss and determine how to assess the unmet and underserved needs throughout the state. The research approach incorporated primary and secondary data which included national and state level statistics. The results of the SNAP are being interpreted by members of the SRC and the RSA management team to carefully review the results and realistically implement the recommendations of the project.

The RSA management team and SRC met in the spring of 2009 to discuss the need to close all of the state's Order of Selection (OOS) categories. The OOS closure was the result of the projected \$150 million dollar budget deficit within the Department of Economic Security. The SRC assisted RSA with the dissemination of this information and the impact upon clients, community service providers, and employers. The OOS closure will continue to be a high priority issue for both RSA and the SRC.

In these interesting times, I feel strongly that the SRC and RSA need to continue to work closely together. I commend the professional dedication of Council members and all of the RSA staff to serve the people in our communities and throughout the state. Once again, I am honored to serve as the Chairman of the SRC.


Respectfully,



Michael F. Duncan, Chair  
Arizona Governor's State Rehabilitation Council



*Spotted Lizard by Vanessa Fuentes (2009)*



# *Input and Recommendations to the VR State Plan*

1. SRC recommends that AZRSA, upon review of input from Federal RSA, consider expansion of the Arizona Order of Selection (OOS) priority categories to four or five.
2. SRC recommends that AZRSA focus their efforts to increase awareness and outreach of Vocational Rehabilitation services to individuals with disabilities.
3. SRC recommends AZRSA continue to analyze data obtained from the Triennial Statewide Needs Assessment Project (SNAP) and demonstrate how the data is utilized for sustained systemic changes to improve the quality of VR services.
4. SRC recommends that AZRSA communicate the revised Arizona RSA Strategic Plan goals, objectives, and action steps to SRC and RSA staff at all levels.
5. SRC recommends that AZRSA define informed choice in policy and demonstrate that counselors are implementing this policy consistently in regards to service providers and provision of services. In addition, it is recommended that AZRSA provide SRC with the results of the 'performance report card/scorecard for providers' pilot that RSA referenced and considered for use in Arizona.
6. SRC recommends that AZRSA complete the recommendations as outlined in the Federal Monitoring Report from Spring of 2008.
7. SRC continues to strongly recommend that AZRSA continue collaborative efforts regarding the provision of services, including

promising practices, to transitioning youth in order to refine and expand service delivery options as it relates to the Vocational Rehabilitation Program and the Department of Education policy/procedures. This should include BIA funded schools, charter schools, and any other applicable entities.

8. SRC recommends that AZRSA outreach to other disability populations, outside of existing third party agreements, to ensure that Vocational Rehabilitation services are distributed more equally statewide.
9. SRC recommends that AZRSA focus efforts on improving employee morale during the current difficult economic environment.
10. SRC recommends that AZRSA ensure that Federal Standards and Indicators are passed per federal guidelines with an emphasis on meeting the rehabilitation rate.
11. SRC recommends that AZRSA increase partnerships with American Indian Vocational Rehabilitation Programs in an effort to maximize Vocational Rehabilitation services in those communities.
12. SRC recommends that AZRSA involve the SRC in development of a state work plan with the Federal Technical Assistance and Continuing Education (TACE) Center.
13. SRC recommends that AZRSA keep SRC apprised through written or verbal means, on a quarterly basis, of progress regarding SRC VR State Plan Input and Recommendations including providing feasibility of recommendations made.



### **Access and Employment Committee**

The goal of the Access and Employment Committee is to increase access and 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.

### **Business and Community Partnerships Committee**

The goal of the Business and Community Partnerships Committee is to create and foster business and community partnerships, while enhancing the SRC relationship 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.

### **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.

### **Program Planning Committee**

The goal of the Program Planning 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, by building the capacity of RSA employees via the Comprehensive System of Personnel Development, increasing employee satisfaction, and reviewing VR State Plan implementation.



# *Strategic Plan for 2009-2011*

**Goal 1: Increase access and employment opportunities for people with disabilities through collaboration with the Rehabilitation Services Administration/Vocational Rehabilitation (RSA/VR), clients, outside agencies, councils and community partners.**

**Objective 1:** Research and utilize client satisfaction data to frame priorities for further discussion and partnership with RSA.

**Objective 2:** Facilitate public input regarding the Arizona Vocational Rehabilitation Program.

**Objective 3:** Monitor the Order of Selection (OOS) category status.

**Objective 4:** Promote employment of individuals with disabilities.

**Goal 2: Create and foster business and community partnerships, while enhancing the SRC relationship with these partners, in order to expand employment opportunities and economic self sufficiency for individuals with disabilities.**

**Objective 1:** Conduct outreach to employers, government, state agencies and private businesses to increase employment of individuals with disabilities.

**Objective 2:** Conduct outreach to increase education and understanding of the new Ticket to Work regulations.

**Objective 3:** Increase interaction with other councils, particularly those that service individuals with disabilities.

**Goal 3: Encourage SRC involvement in public policy development and advocacy to enhance service provision to individuals with disabilities.**

**Objective 1:** Educate SRC members about legislative issues that have the potential to impact VR and individuals with disabilities, and to be informed about priorities of other disability organizations within the community, including membership in the Arizona Disability Advocacy Coalition (AzDAC).

## **Goal 4: Provide leadership to the SRC in furthering its mission, vision and goals.**

**Objective 1:** Maintain fiscal accountability for the SRC.

**Objective 2:** Partner with RSA regarding the triennial Statewide Needs Assessment Project (SNAP).

**Objective 3:** Promote diversity within the VR service delivery system and the composition of RSA staff.

**Objective 4:** Promote diversity within the SRC.

**Objective 5:** Partner with RSA on the RSA Strategic Plan.

**Objective 6:** Partner with the National Coalition of State Rehabilitation Councils (NCSRC).

**Objective 7:** Update the SRC Full Council on RSA status and progress with the Federal Standards and Indicators.

**Objective 8:** Update SRC Full Council on RSA progress with the Federal Corrective Action Plan (CAP).

## **Goal 5: Advise RSA to develop a statewide transition plan that addresses services to transition aged youth in order to prepare youth for employment by 2011.**

**Objective 1:** Initiate discussion with RSA regarding current transition practices.

**Objective 2:** Determine baseline for services currently being provided by RSA to meet the needs of transitioning youth.

**Objective 3:** Partner with RSA regarding research in relation to developing a statewide transition plan using recommended/best practices.

## **Goal 6: Advise and partner with RSA in development of the VR State Plan and reviewing implementation of the VR State Plan.**

**Objective 1:** Obtain a formal training for the SRC Full Council regarding VR State Plan content and submission, including timelines.

**Objective 2:** Determine a process regarding submission of SRC recommendations to assist RSA in developing workable timelines for completion of the VR State Plan.

## **Goal 7: Partner with RSA in development of a plan to increase employee satisfaction.**

**Objective 1:** Determine a baseline for the RSA Employee Satisfaction Survey results.



# Council Membership

**Katharine M. Levandowsky,  
Administrator**

VR State Agency, Ex-Officio  
Term: No Limit City: Phoenix

**Robert Blaylock**

Business, Industry and Labor Rep.  
Term: 2007-2009 City: Mesa

**William Downey**

Disability Advocacy Rep.  
Term: 2006-2011 City: Tucson

**Michael Duncan, Chair**

Community Rehabilitation Program  
Service Provider Rep.  
Term: 2006-2009 City: Phoenix

**Gretchen Evans**

Disability Advocacy Rep.  
Term: 2006-2011 City: Scottsdale

**Erika Fillman**

Vocational Rehabilitation Counselor Rep.  
Term: 2005-2011 City: Tucson

**Paige Finley**

Disability Advocacy Rep.  
Term: 2007-2010 City: Phoenix

**Jenny Goeckel**

Specific Disability Rep.  
Term: 2009-2011 City: Phoenix

**John Gutierrez**

Client Assistance Program Rep.  
Term: 2006-2009 City: Phoenix

**David L. Hirsch**

Specific Disability Group Rep.  
Term: 2006-2011 City: Flagstaff

**Valerie Lintz**

Specific Disability Rep.  
Term: 2003-2009 City: Phoenix

**William McQueary**

State Education/Special Education Rep..  
Term: 2008-2011 City: Phoenix

**Ethan Orr**

Business, Industry and Labor Rep.  
Term: 2007-2010 City: Tucson

**Donald P. Price**

Current/Former Recipient of VR  
Services Rep.  
Term: 2005-2011 City: Tempe

**April Reed, Vice-Chair**

Specific Disability Rep.  
Term: 2006-2011 City: Buckeye

**Paula Seanez**

121 Project Director's Rep.  
Term: 2002-2010 City: Window Rock

**Eric Stark**

Specific Disability Rep.  
Term: 2007-2011 City: Tucson

**Elizabeth Toone**

Disability Advocacy Representative  
Term: 2007-2011 City: Prescott

**Council Support:**

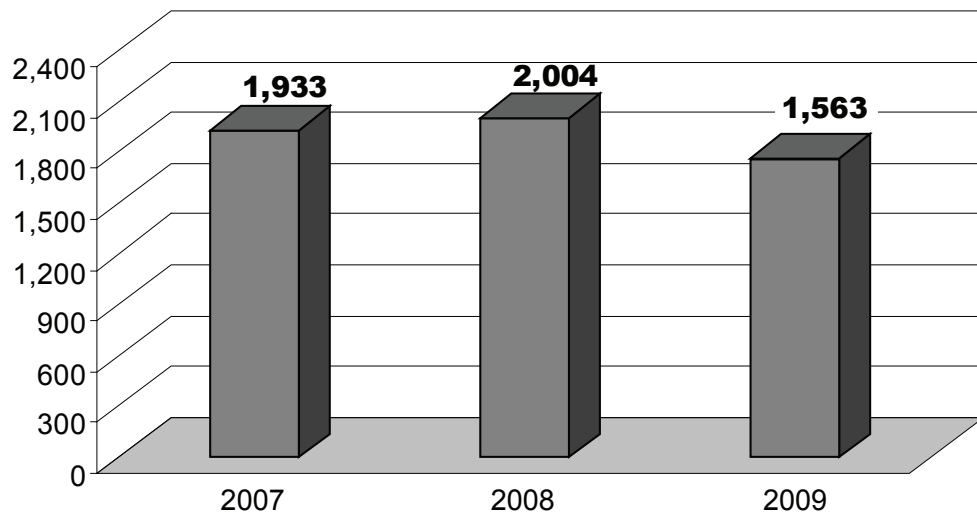
Carolyn Maciel, Council Liaison  
Nancy Kimball, Administrative  
Secretary

# The 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.

## ARIZONANS EMPLOYED As A Result of VR Services





# Recognizing Success

**Nicholas Kinnman**, 18, was born in Russia. He experienced abuse and neglect at the hands of his biological parents as a young child and eventually ended up in an orphanage. Nicholas's biological mother drank alcohol while pregnant and Nicholas exhibits features of Fetal Alcohol Effects such as Attention Deficit Hyperactivity Disorder (ADHD) and cognitive deficits. Nicholas was adopted at approximately 12 years of age and moved with his biological sister to his new adoptive family in Phoenix. He knew very little English and had difficulty adjusting to life in America. Nicholas started school, but was significantly behind his peers as he had not attended school for most of his life and therefore struggled with reading and writing even in his native language. He had difficulty focusing on his school work and exhibited negative behaviors in school. Nicholas began seeing a psychiatrist and was started on medication, which enabled him to become more focused and less withdrawn. Nicholas dropped out of school in 10th grade. When he came to the Vocational Rehabilitation Program for assistance, Nicholas wanted to earn his GED and attend a vocational training program.

The psychological evaluation indicated that Nicholas would not be able to obtain his GED given his low academic levels and that he was determined to be basically illiterate. Nicholas was very disappointed and his self esteem was shattered. However, he had a consistent vocational goal and had never changed his mind. He wanted to be an auto body technician where he could use the skills he had learned while working alongside his father in Russia. The auto body program at Maricopa Skill Center waived the GED requirement for Nicholas and he started the program in February, 2007. Nicholas lived in North Phoenix and there was no bus service. He was approved for Dial-a-Ride and rode it to the Maricopa Skill Center daily, which often added three hours to his full-time school schedule.

Nicholas never gave up. He had excellent attendance and proved to be a very hard worker, because he completed the training program in just nine

---

**Nicholas has gained a great deal of self-confidence by being successfully employed**

---

months. His instructor assisted him in obtaining a position at an auto body shop near his home. Nicholas started working in November 2007 and currently works full-time, often picking up additional hours on Saturdays. He is always willing to do what is asked of him and is a very reliable employee.

Nicholas' mother reports that he has gained a great deal of self-confidence by being successfully employed. Nicholas was referred to ABC Driving School and he obtained his driver's license. Nicholas needed assistance with independent living skills and he was referred to the Arizona Bridge to Independent Living (ABIL). Nicholas is now working on independent living skills with the assistance of ABIL so that he can move out on his own in the near future.

**Eduardo Molina Jr.**, a former VR client, was recently honored as the District Elementary Teacher of the Year for the Douglas Unified School District, at the annual banquet held in Sierra Vista, Arizona. Mr. Molina is a fifth grade teacher at Faras Elementary School and has been teaching for eight years. The *Douglas Dispatch* newspaper in Douglas, Arizona reported the above event in the April 15, 2009 newspaper article.

Mr. Molina was referred to the VR Program in 1996 when his arthritic condition became so severe he could no longer perform his meat cutting job at a major retail store. He was found to be eligible for VR Program retraining assistance, and entered the University of Arizona to pursue a degree in elementary education, to achieve his VR goal of becoming an elementary school teacher. A federal Pell Grant helped pay his tuition, and the substantial VR services provided included vocational counseling and guidance, books and supplies, transportation, licensing, and other fees.

Mr. Molina's case was successfully closed by the Vocational Rehabilitation Program in 2002 when he reached his employment



Eduardo Molina, Jr.

goal. He works full time, and has medical and other benefits as an employee of the Douglas Unified School District. He teaches at the same elementary school where he completed his student teaching. He has also been honored as VR Client of the Year for the RSA District VI Douglas VR office in the past.

Congratulations and best wishes go to Eduardo Molina Jr. in his recent accomplishment as Elementary Teacher of the Year!

**Tamara J.** found out that a diagnosis of leukemia is a pretty tough pill to swallow, even if you are a nurse. A Licensed Practical Nurse, Tamara realized that she could not consistently expose her weakened immune system to the potential for infection and the stress that went along with her condition and maintain her job. Tamara applied for services through the Vocational Rehabilitation (VR) Program. Tamara's VR case was opened In July, 2002.

Through the collaborative relationship with her VR counselor an Individualized Plan for Employment (IPE) was drawn up, with a goal of social studies/social worker as the anticipated result. Having always presented herself as a very professional person, Tamara was able to apply her skills toward this goal. The VR Program provided Tamara with vocational counseling and guidance, tuition, books and related expenses for attendance at Pima College, the University of Arizona, and Arizona State University. Tamara received her Master's Degree in Social Work (MSW) after many trips from Tucson to Arizona State University in Tempe, and back again.

---

***Tamara received job development skills that led to an internship at the Veterans Administration***

---

Her VR counselor was also able to provide Tamara with job development services, which eventually led to an internship at the Veterans Administration. This was followed by a full-time position at the Veterans Administration in Tucson, Arizona. Prior to receiving services through VR, Tamara was receiving Supplemental Security Income for the Disabled (SSDI). By achieving her employment goal, Tamara's case was closed in October 2008 as successfully rehabilitated by the Vocational Rehabilitation Program. She is no longer receiving any kind of government support and earns a yearly salary of \$45,040 with full benefits from her employer.

Congratulations Tamara on your journey and the hard work it took you to be where you are today!



# Consumer Satisfaction Survey Results

**R**SA consumers whose cases closed during SFY2009 reported high levels of satisfaction with RSA services with 75% of respondents indicating they were satisfied or very satisfied with services received. Year on year comparisons between SFY2008 and SFY2009 shows a slight decrease in satisfaction level for each survey question posed. It should be noted that for SFY 2009, 50% of respondents reported being satisfied with their current job versus a higher rate of 77% satisfaction reported in SFY2008. Open-ended responses for SFY2009 indicate the need for improvement with communication with counselors and contracted providers, job development and placement services, and career and education planning and goal setting.

	SFY 2007 Responses		SFY 2008 Responses		SFY 2009 Responses	
	Satisfied / Very Satisfied	Neutral	Satisfied / Very Satisfied	Neutral	Satisfied / Very Satisfied	Neutral
Overall satisfaction with services provided by VR staff directly, especially your VR Counselor	77%	8%	79%	11%	75%	10%
Satisfaction with the last job obtained as a result of receiving VR services	53%	16%	64%	18%	47%	10%
Currently working (Y/N)	64% Y	—	69% Y	—	59% Y	—
If yes, satisfaction with this job?	60%	9%	77%	14%	50%	5%

*\*NOTE: The survey results should be viewed within an overall economic context for SFY2009. State budget and economic impacts affected both the job development process for clients as well as delays and interruptions in service due to staff vacancies that could not be filled due to hiring freezes. Given these impacts, some decline in client satisfaction might reasonably be expected.*

	SFY 2008	SFY2009
Average hourly salary of successfully closed cases (26s)	\$11.95	\$12.24



# *Vocational Rehabilitation Program Highlights*

## **Awards Ceremonies**

The 22nd Annual Client and Employer Awards Ceremony sponsored by the Rehabilitation Services Administration (RSA) in Districts II and VI took place in Tucson on October 15, 2008. Each year, Vocational Rehabilitation counselors choose a client that they consider to have worked especially hard in becoming employed. In addition, each individual office chooses an employer that has provided support to one or more RSA clients. These clients and employers are recognized for their efforts at the annual awards ceremony.

This year's ceremony included presentations to 45 clients and 6 employers. Family and friends of those receiving awards were also in attendance. Approximately 250 individuals were present. Representatives from many local agencies and programs that serve persons with disabilities set up tables to present information about their services to those participating in the event. As is the tradition, the awards were presented by two legislators from local districts, Senator Victor Soltero (District 29) and Representative Pete Hershberger (District 26). Notable this year was that Senator Soltero gave his last presentation as he is about to retire. Senator Soltero has been one of the stalwarts of this event, having attended many of these ceremonies over the years. His support has been much appreciated and his presence will be missed in the future.

## **Ticket to Work**

Ticket to Work (TTW) is a federally funded Social Security Program, administered by Maximus. The TTW program is essentially a voucher system, whereby beneficiaries receiving Social Security Insurance (SSI) and/or Social Security Disability Insurance (SSDI) can receive employment services to allow them to go back to work. There are two categories of agencies which can provide services under the TTW program; Employment Networks (EN) or State Vocational Rehabilitation (VR) agencies. The program is voluntary, thus enabling persons to choose when to participate. Social Security and Maximus expect recipients to "shop around" for the agency best able to serve their particular employment needs.

The Social Security Administration promulgated new regulations for the TTW program, which went into effect on July 21, 2008. The most significant changes

centered on the payment structures to ENs (or VR agencies acting as ENs). The changes made payments to the ENs easier for services provided and were designed as part of the marketing plan to increase EN development and customer choice. The revised regulations affected State VR programs in several ways. Arizona RSA chose to continue with Cost Reimbursement as its method of payment, thus discontinuing the 1365 Ticket Assignment Form. Under cost reimbursement, the ticket is no longer assigned to VR, instead designated as “in use.” Monthly reports to Maximus included the listing of all SSI/SSDI clients in the VR system as ticket holders. Designation of ticket assignment or “in use” status is important as it provides CDR Protection, preventing Social Security re-determination reviews as long as the client demonstrates timely progress on their plans. Arizona RSA designed a new notification letter at closure to ticket holders referring them back to Maximus for updated EN information. The letter includes a reminder of the 90 day timeframe, from closure, to assign their ticket to an EN for further services. As of September 2009, Social Security began Timely Progress Reviews, ensuring that clients have both active plans in process and have accurate designation of ticket assignment. The Timely Progress Review structure focuses on maintaining more consistent records of ticket use. Ticket holders have the option of requesting a designation of ‘inactive status’ if for any reason they must temporarily stop the progress of work plans.

## **Self-Employment**

Self employment is work done for a profit in an individual’s own business, profession, or trade. The individual takes personal responsibility for all business decisions/activities including control of services rendered, hours, pricing, and furnishing their own equipment/tools. The client also maintains 51% ownership of the business and directly operates the business, managing all, or most, aspects of the operation. All self employment business plans of \$2,500 or more are reviewed for approval by the RSA Self Employment Review Committee (SERC).

The SERC meets once per month and reviews Vocational Rehabilitation (VR) client’s self employment business plans on a pre-scheduled basis. The VR client presents their business plan which includes a high level overview of the business plan and summary of financial forecasts. Clients have the opportunity to use a consultant to assist with writing their business plan and can request the presence of the consultant and/or their VR Counselor when presenting the plan to the SERC. The SERC discusses each individual business plan, asks questions, and ultimately approves, or disapproves, the business plan with recommendations.

In SFY 2009, eight VR client’s self employment business plans were approved by the SERC with the business plans including such vocations as framing, cleaning, tree surgeon, electrical services, foods/catering, and martial arts to name just a few. The VR Program is pleased to have provided VR clients funding for their small businesses and afford them the opportunity to use self employment as a means to gainful employment.

## 2009 Transition Conference

The ninth annual Transition Conference entitled “Celebrate the Journey” supported the commitment of Arizona stakeholders to provide effective transition planning opportunities for Arizona youth and young adults with disabilities. It supported the development of social, vocational, and academic skills in order to prepare youth for productive and independent adult lives. As further evidence of this commitment, the conference was extended to an extra day to give conference participants the opportunity to attend sessions representing fresh and innovative perspectives from national, state, and local experts. Sessions this year addressed a variety of topics including youth and young adult empowerment, family voice, community partnerships, legal implications, accessing community resources, assistive and instructional technology, and secure care education.

For the fourth consecutive year, the Transition Conference highlighted the creativity of youth and young adults with disabilities through displays of their artwork, entertainment performances, and their participation as session presenters and hosts. The theme, “Celebrate the Journey,” reflected the determination through intra- and interagency efforts to improve postsecondary opportunities for youth and young adults with disabilities in the areas of employment, education, training, and adult living.

## Arizona Industries for the Blind

Arizona Industries for the Blind (AIB) was established in 1952 to provide employment and training opportunities for individuals who 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. All employees receive competitive wages with full benefits, including major medical, dental, life insurance and retirement. AIB paid approximately \$2.7 million in wages and benefits to over 70 employees, who are blind, visually impaired, deaf-blind, and multiple disabled Arizonans during SFY2009.

---

***During SFY 2009, AIB achieved total sales of \$19.6 million, a 23% increase over the prior year***

---

During SFY 2009, AIB achieved total sales of \$19.6 million, representing a 23% increase compared to the prior year. The increase in sales was attributed to an increase in demand for products sold to the military and the expansion of the warehousing and distribution operation. AIB continues to pursue growth opportunities for employment and training in Document Conversion Services, Contact Center Operations, Production Services, and Warehousing & Distribution.

The AIB Rehabilitation Services Unit (RSU) has provided support services to the Rehabilitation Services Administration and the community as well as to 197 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, assistive technology training, custom produced turn key computer, and access technology systems. Along with this service provided to individuals, the AIB Rehabilitation Services Unit assisted employers and RSA providers with training and consultation statewide.

## **Business Enterprise Program**

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 SFY2009, BEP focused on revising BEP staff policies and procedures in order to improve accountability and efficiency of program staff. BEP also began planning for the eventual transition of the Arizona Department of Corrections (ADC) vending machine operations in SFY 2010. BEP surveyed many U.S. Post Office locations in Arizona and eventually began installing and operating vending machines at many of these locations. Four trainees successfully completed the BEP six-month training program.

---

***In SFY 2010 BEP will transition into the ADC facilities, creating seven new opportunities for blind operators.***

---

BEP also continued to work on the implementation of a new database software, called LIBERA, which provided a centralized database within the program and, thereby, created greater efficiency and tracking. BEP also provided consultation to Operators regarding changes in menu offerings and services in order to remain competitive during the current economic climate. In SFY2010, BEP will transition into the ADC facilities, which will create seven new opportunities for blind operators. BEP will also continue its efforts to expand the opportunities for blind operators by exploring many other possible vending locations.

## **Navigator Grant**

In its sixth year, the Disability Program Navigator (DPN), through the Department of Labor, provides resources and referral support to One-Stop and community partners serving people with disabilities in Arizona. Maintaining a key focus on systems change, removing barriers, resource building, and increasing the participation of people with disabilities in the employment community, the DPN continues to educate and improve services across the state. Each individual Navigator has essential skills and knowledge necessary for their respective locations throughout the state and works collaboratively with other Navigators to ensure all available resources are accessible statewide.

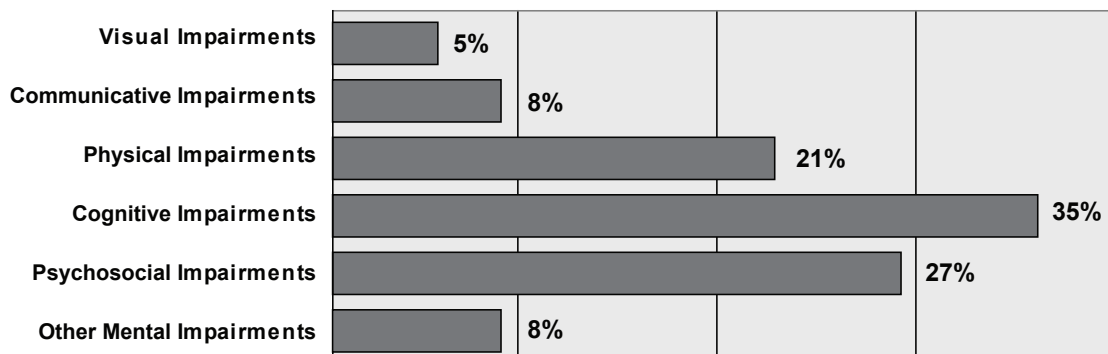
The DPN team, in an effort to think innovatively for employment opportunities for people with disabilities, initiated a partnership with Americorps and the Governor's Commission on Service Work in collaboration with the National Corporation and Service Institute for Human Development at Northern Arizona University (NAU), and National Community

Inclusion Project. This project raised statewide awareness on how people with disabilities can integrate into programs similar to Americorps. The project further empowers community leaders, Americorps program managers, and self-advocacy groups to become involved and lead the community in systematic change.

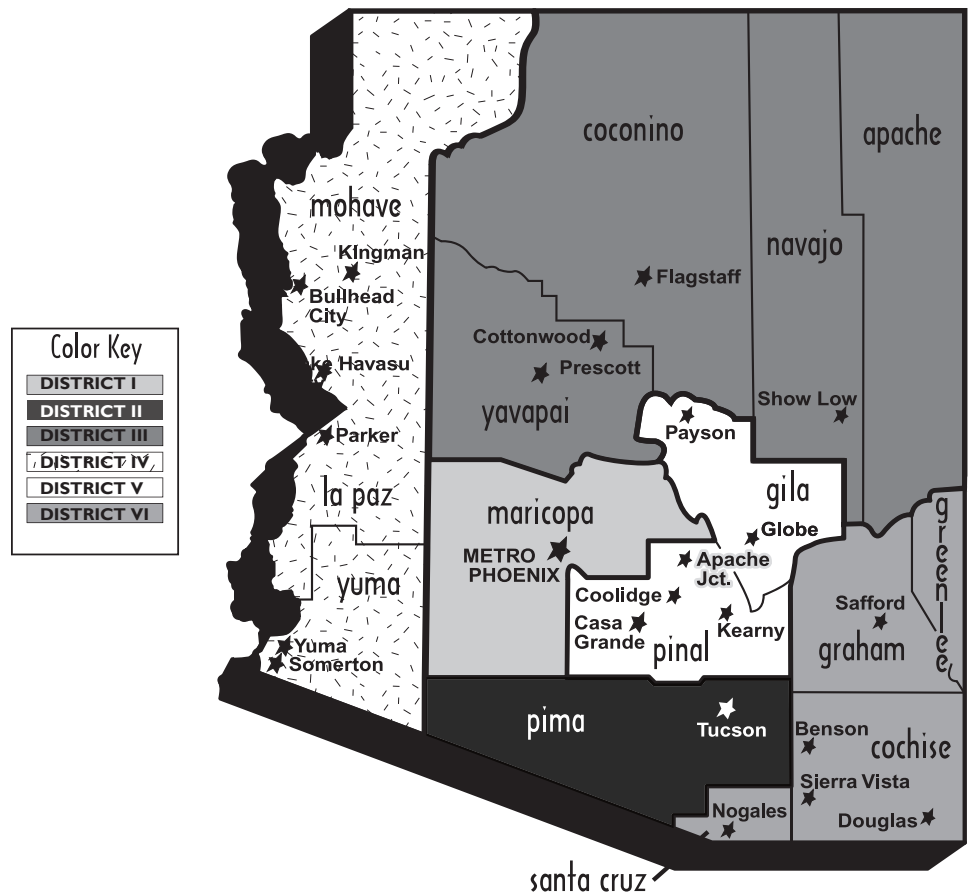
Navigators and employers coordinate with various county, city, state, and Jobing.com staff to put on the local job fairs twice a year in both Phoenix and Tucson. Each Jobing.com fair has participant registrations in the thousands, and the DPNs work diligently to ensure disabilities are not a barrier to employment. The Think Accessibility program’s outreach and awareness educates employers on Assistive Technology and provides services to job seekers at the job fairs. Navigators also provide assistance at general job fairs as requested by the One-Stop Business Development Staff. Every One-Stop job fair and all partner fairs in the community have interpreters available.

As a team, we continue to strive towards greater diversification and expansion throughout the state. Navigators train and educate various agencies and state, county, and city departments regarding accommodations and accessibility. Navigators conduct workshops to partnering agencies about disability related services and One-Stop Career Center resources. Navigators meet with business development staff to provide information on tax credits and tax incentives for businesses who hire individuals with disabilities.

**State Fiscal Year 2009  
Individuals Receiving VR Services, By Disability  
Total Served: 20,586**



# Arizona Rehabilitation Services Administration Statewide Directory



Color Key	
[White Box]	DISTRICT I
[Dark Grey Box]	DISTRICT II
[Medium Grey Box]	DISTRICT III
[Light Grey Box]	DISTRICT IV
[White Box]	DISTRICT V
[Dark Grey Box]	DISTRICT VI

**Administrative Offices**

**RSA ADMINISTRATION**  
 1789 W. Jefferson St., 2NW  
 Phoenix, AZ 85007  
 (602) 542-3332  
 1-800-563-1221 (AZ only)  
 TTY (602) 542-6049  
 Katharine M. Levandowsky,  
*Administrator*

**DISTRICT I ADMIN**  
 3221 N. 16th St., Ste. 200  
 Phoenix, AZ 85016  
 (602) 266-6752  
 TTY (602) 241-1048  
 Michael Scione,  
*Program Manager*

**DISTRICT II ADMIN**  
 400 W. Congress St., Ste. 420  
 Tucson, AZ 85701  
 (520) 628-6810  
 1-800-835-2100  
 TTY (520) 628-6854  
 Joyce Choate,  
*Program Manager*

**DISTRICT III ADMIN**  
 419 N. San Francisco St.  
 Flagstaff, AZ 86001  
 (928) 637-7960  
 TTY (928) 774-1941  
 Karin Grandon,  
*Acting Program Manager*

**DISTRICT IV ADMIN**  
 3780 S. 4th Ave.  
 Yuma, AZ 85365  
 (928) 247-8880  
 Darryl Long,  
*Program Manager*

**DISTRICT V ADMIN**  
 120 E. 1st St.  
 Casa Grande, AZ 85222  
 (520) 316-9311  
 Ileen Herberg,  
*Acting Program Manager*

**DISTRICT VI ADMIN**  
 1140 F Avenue  
 Douglas, AZ 85607  
 (520) 364-4446  
 1-800-670-2028  
 Eva Escalante  
*Program Manager*

## **District I Offices**

### **WEST HIGHLAND**

103 W. Highland Ave., Ste 202  
Phoenix, AZ 85013  
(602) 274-0132

### **NORTH 16TH STREET**

4620 N. 16th St., Ste B-106  
Phoenix, AZ 85016  
(602) 266-9579  
TTY (602) 266-9579

### **GILBERT – TRANSITION SERVICES**

2328 W. Guadalupe Rd., Bldg. 1  
Gilbert, AZ 85233  
(480) 820-5629

### **TEMPE**

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

### **SURPRISE**

11526 W. Bell Rd.  
Surprise, AZ 85374  
(602) 771-1850

### **SCOTTSDALE**

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

### **NORTH CENTRAL**

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

### **VETERANS PROJECT**

3221 N. 16th St., Ste 200  
Phoenix, AZ 85016  
(602) 266-6752  
TTY (602) 241-1048

### **GILBERT – EAST VALLEY**

2328 W. Guadalupe Rd., Bldg 1  
Gilbert, AZ 85233  
(480) 926-5100

### **7TH STREET – ONE STOP**

9801 N. 7th St.  
Phoenix, AZ 85020  
(602) 861-0208  
TTY (602) 870-3118

### **NORTH 16th STREET**

3221 N. 16th St., Ste 200  
Phoenix, AZ 85016  
(602) 266-6752  
TTY (602) 241-1048

## **TLAQUEPAQUE**

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

### **51ST AVENUE**

3406 N. 51st Ave.  
Phoenix, AZ 85031  
(602) 247-3304

### **AVONDALE**

290 E. La Canada Blvd.  
Avondale, AZ 85323  
(623) 929-5200

### **WEST VALLEY – ONE STOP**

9770 W. Peoria Ave.  
Peoria, AZ 85345  
(623) 934-3231

### **SOUTHWEST**

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

### **METRO CENTER**

10640 N. 28th Dr., Ste. B-106  
Phoenix, AZ 85029  
(602) 789-9129  
TTY (602) 789-9129

### **SOUTH PHOENIX**

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

### **GILBERT – ONE STOP**

735 N. Gilbert Rd., Ste. 134  
Gilbert, AZ 85234  
(480) 497-0350

## **District II Offices**

### **NORTH STONE**

100 N. Stone Ave., Ste 500B  
Tucson, AZ 85701  
(520) 629-0225  
TTY (520) 388-9003

### **ONE STOP CAREER CENTER**

340 N. Commerce Park Loop  
Tucson, AZ 85701  
(520) 798-0546

### **EASTSIDE**

899 N. Wilmot Rd., Ste. D3  
Tucson, AZ 85711  
(520) 790-4715  
TTY (520) 790-8131

## **ROMERO**

4004 N. Romero Rd.  
Tucson, AZ 85705  
(520) 638-2980

### **NORTHWEST**

7225 N. Mona Lisa Rd., Ste 202  
Tucson, AZ 85741  
(520) 544-8618  
TTY (520) 575-0295

### **SOUTHSIDE**

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

### **COMMUNITY RESOURCE CENTER**

4710 E. 29th St., Bldg. 8  
Tucson, AZ 85711  
(520) 790-0787  
TTY (520) 790-5674

### **KINO SERVICE CENTER**

2797 E. Ajo Way  
Tucson, AZ 85713  
(520) 243-6776

## **District III Offices**

### **FLAGSTAFF**

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

### **COCONINO WORKFORCE CONNECTION**

397 S. Malpais Ln., #9  
Flagstaff, AZ 86001  
(928) 774-4557

### **PRESCOTT VALLEY**

8128 E. Hwy 69, Ste. 201  
Prescott Valley, AZ 86314  
(928) 775-0163

### **PAGE**

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

### **SHOWLOW**

2500 E. Cooley, Ste. 410  
Showlow, AZ 85901  
(928) 532-4300

### **PRESCOTT**

1519 W. Gurley St., Ste. 12  
Prescott, AZ 86305  
(928) 277-2788

**ARIZONA WORKFORCE CONNECTION**

8128 E. Hwy 69, Ste 211  
Prescott Valley, AZ 86314  
(928) 445-5100

**COTTONWOOD**

1500 E. Cherry St., Ste. H  
Cottonwood, AZ 86326  
(928) 649-3873  
TTY (928) 649-6877

**District IV Offices**

**KINGMAN**

518 E. Beale St., Ste. 130  
Kingman, AZ 86401  
(928) 753-5105  
TTY (928) 753-8812

**SAN LUIS**

663 N. 1st St.  
San Luis, AZ 85349  
(928) 722-5545

**SOMERTON**

342 W. Main St.  
Somerton, AZ 85350  
(928) 627-4171

**BULLHEAD CITY**

2601 Highway 95  
Bullhead City, AZ 86442  
(928) 704-7776  
TTY (928) 704-7713

**HAVASU CITY**

228 London Bridge Rd.  
Lake Havasu City, AZ 86403  
(928) 854-0377

**YUMA**

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

**District V Offices**

**CASA GRANDE**

318 N. Florence St.  
Casa Grande, AZ 85222  
(520) 836-6388  
TTY (520) 426-3963

**COOLIDGE**

1155 N. Arizona Blvd.  
Coolidge, AZ 85228  
(928) 723-5351

**APACHE JUNCTION**

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

**GLOBE**

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

**PAYSON**

100 N. Tonto St., Ste. 100  
Payson, AZ 85541  
(928) 468-9829  
TTY (928) 468-9832

**District VI Offices**

**DOUGLAS**

1140 F Ave.  
Douglas, AZ 85607  
(520) 364-4446  
1-800-670-2028

**BENSON**

595 S. Dragoon St.  
Benson, AZ 85602  
(520) 586-8330

**SAFFORD**

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

**SIERRA VISTA**

820 E. Fry Blvd.  
Sierra Vista, AZ 85635  
(520) 459-7196

2981 E. Tacoma  
Sierra Vista, AZ 85635  
(520) 459-7063

**NOGALES**

480 N. Grand Avenue  
Nogales, AZ 85621  
(520) 287-6538  
TTY (520) 287-6538



*Cactus Mountain by T.C. Rutemiller (2009)*

Equal Opportunity Employer/Program • Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI & VII), and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, and the Age Discrimination Act of 1975, the Council prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, and disability. The Council 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 if necessary, the Council must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Council 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. To request this document in alternative format or for further information about this policy, call 602-364-1773; TTY/TDD Services: 7-1-1.

## **Governor's State Rehabilitation Council Membership**

- Do you have ideas that may improve employment opportunities?
- Would you like to be an advocate for improving the delivery of Vocational Rehabilitation Program services in Arizona?
- Would you enjoy working with other stakeholders from around the state?

## **Become a member of the Governor's State Rehabilitation Council (SRC)!**

**Get more information by contacting the SRC:**

**Call Us!** 602-364-1773, TTY 602-542-6049

**Fax Us!** 602-542-3778

**Browse Our Webpage!** <http://www.azdes.gov/rsa/srac.asp>

**E-mail our Council Liaison!** [CMaciel@azdes.gov](mailto:CMaciel@azdes.gov)

### **Write Us!**

Site Code 930A

1789 W. Jefferson Street, 2nd Flr NW

Phoenix, AZ 85007



**DEPARTMENT OF ECONOMIC SECURITY**

*Your Partner For A Stronger Arizona*

MIV-234 (12-09)