

**Rehabilitation Council of Texas (RCT)
February 7-8, 2019
Criss Cole Rehabilitation Center
Auditorium
4800 North Lamar Austin TX 78756**

Present:

Neva Fairchild, Chair Carrollton
Matt Berend, Abilene
Amanda Bowdoin, Forney
Cheryl A Fuller, Austin
Lindsey Geeslin, Waco
Crystal George, Argyle
Bobbie Hodges, Fort Worth
Paul Hunt, Austin
Lisa Maciejewski-West, San Angelo
Susie May, Austin
Troy Myree, Vice Chair, Houston
Rodrick Robinson, McKinney
Karen Stanfill Houston
Crystal Stark, College Station

Absent:

Michael Ebbeler Jr., Austin
JoAnne Fluke, Abilene

TWC Reps:

Belinda Salazar, Adam Leonard, Jeff Kaufmann, David Norman, ,
Michelle McCall, Laura York, Gary Benner, Ron Ayer, Carline Geiger,
Janice Ehlert, Jami John, Laike Todd, Tammy Martin

Guest:

Robin Orlowski (Disability Chamber Council), Christina Bryant TIBH,
Kaki Leyens TWIC, George Uribe Recon, Mr. Karissa Sanchez HHSC,
Kaki Leyens, TWIC, Kaitlyn M Altenhoff, TWIC, Craig Davis, SILC,

Welcome and Introductions

The meeting was called to order at 9:00 a.m. by Neva Fairchild, Chair.

Committee Meetings

The following committees met with their members: Policy, Procedures and Personnel Development; Membership and Education; and Customer Satisfaction and Needs Assessment.

RCT Committee Reports

- Policy, Procedure & Personnel Development, Karen Stanfill, Chair
 - TWC VR Counselor Vacancies
 - There are 71 vacancies, this number is up from last meeting.
 - The committee suggested that TWC VR network with their stakeholder distribution list to send a list of counselor vacancies in hopes of getting more applicants.
 - **The committee also asked that the agency do an analysis of how many VR Counselors and their assistants are eligible for retirement.**
 - **The salary chart for these positions are also being requested as there was concern that the positions are becoming vacant and hard to fill do to the salary.**
 - TWC VR Policies are continuing to be reviewed and conference call are being held on Tuesdays at 3:00pm.
 - Informed Choice, a conference call will be scheduled for discussion. As identified in the client satisfaction survey question results for informed choice, this is an area that we feel needs to be reviewed with the state VR agency. Therefore, policies around informed choice is going to be reviewed as well as the regulations stating what informed choice is. The policy committee may come back with recommendations for the State VR agency with changes in policy surrounding this topic. As a result, that may improve the results of the customer satisfaction survey.
 - IHO
 - There were two IHO decisions to review.

- A conference call will be held to discuss approvals for services. One of the IHOs mentioned that there might be some delay in getting approvals.
- Customer Satisfaction Committee, Lisa Maciejewski-West, Chair
 - Gary Benner gave an overview of the Customer Satisfaction and Needs Survey Report. The full report is included in the meeting binder.
 - The committee had a discuss on the following questions: Closed Case, Did you have input, take part in choosing who would provide the services such as schools or colleges, doctors or hospitals, job coaches, et cetera. Open Case, Do you have input, take part in choosing who will provide the services? **Lisa Maciejewski-West made a motion to change the questions as follows:** for both Closed and Open Case question, Your Individualized Plan for Employment may have included some of the following services: (Job Placement, Supported Employment, Training, Orientation & Mobility, Diabetes Education, etc.). Were you involved in choosing the provider for these services? Paul Hunt seconded the motion. Motion was moved forward to vote all approved the motion.
 - Comprehensive Statewide Needs Assessment (CSNA) 2020 Town Hall Meetings, Geoffrey Miller reported
 - Held every three years by TWC VR Program and hosted by RCT
 - Mr. Miller gave a report about the CSNA Town Hall Meetings, interviews etc. including the report that follows the meetings and how this report is used by the VR program.
 - Discussion was held about the process and planning of the town hall meetings and key informant interviews.
- Education & Membership, Susie May, Chair
 - Welcome new member Lindsey Geeslin, TWIC representative.

- Bobbie Hodges was announced as Chair of the Education & Membership Committee.
- RCT membership vacancy update
 - Vacant positions include representation from SILC, PRN, two positions from Business Industry and Labor, one positions of recipients of VR services. Colton Read SILC is pending appointment. Lisa Godwin has been in contact with PRN for representation.
 - RCT brochure “We Want To Hear From You!” will be revised to add, a proud partner of the American job center network. The RCT will review the brochure for additional edits prior to print.

Public Comment

- Robin Ornowski gave comment on upcoming events with the City of Austin joint inclusion committee. Robin will provide date and location once it is finalized.

VR Division Director’s Report Cheryl A. Fuller, TWC VR Division Director

- Mrs. Fuller and Tammy Martin visited each of the six regional management teams to discuss their implementation of strategies to insure the TWC VR customers are receiving the help needed to achieve their employment goals. The teams were also invited to talk about their challenges and how we at the state level can help and support them as they serve our customers.
- Mrs. Fuller reported to the RCT on the passing of TWC VR Executive Director Mr. Larry Temple and the appointment of interim Executive Director Mr. Ed Serna.
- Legislative update
 - TWC VR had their hearing in front of the Senate finance committee and will be hearing next week in front of house appropriations.

- Today there are about 27 bills TWC VR is following.
- One bill that VR is watching closely is House Bill 713.
- Bills we will be watching at the federal level S 255 HR 873
 - **Ms. Fuller will send the fact sheet to Lisa Godwin to distribute to the RCT.**
- TWC VR will receive a monitoring visit from Rehabilitation Services Administration (RSA) this year. They will be looking at data from the RSA911, customers we serve and the employment outcomes. 30 cases will be pulled for review. The main focus will be on Pre-Employment Transition Services. They will also visit with RCT.
- The full VR Division Director's Report was provided in the meeting binder.
- Ms. Fuller provided an overview of the 4th quarter performance report.
 - VR is watching the number of customers served, successful closures which is our successful employment outcomes and the number of applications. VR is keeping a closer watch on this due to numbers being a little lower for the first of the year.
 - HR has recently hired a recruiter who is going to learn more about the VR program and take VR materials to actively recruit at job fairs for VR counselors.
 - VR is serving more students, and this is growing rapidly and could lead to going to order of selection.
 - VR is seeing a decrease in serving veterans. This could be due to a stronger economy or the Department of Veteran Affairs also has a VR program for veterans.
- Supported Employment Project
 - First project is concluded and the second is two-thirds of the way to completion.
 - Forms are cumbersome, time consuming and makes it difficult for staff to access services. Project recommended that revisions to forms that would reduce 64% of the data.
 - The other recommendation is to train staff on when it's appropriate to use supported employment and how it can be beneficial.
- Laura York, provided a presentation on Feedback Request: Model for Improving Services for Customers with Brain Injury. This PowerPoint was distributed to the RCT electronically and presented at the meeting.

Guest Speaker, One DSU, Elyse Luke, PhD ABD, MSPH, Project Manager TWC VR

- A PowerPoint presentation was presented and included in the meeting binder.
- **RCT requested to be kept informed on the progress of the process of keeping customers informed on available providers and informed choice.**

TWC Conference Report and Discussion, Karen Stanfill and Rodrick Robinson

- Driving Excellence was the theme.
- Included informative workshops, many speakers, and many networking opportunities.
- Exhibit Hall showcased 65 exhibitors that served as partners.
- VR population could have been better served. Only 8 exhibits were VR geared.
- Rodrick, commented on the preconference, I would like to see more board activity in the preconference, detail certification such as LPCs, LMSWs. It would be nice to provide CEUs. Colocation with workforce boards in handling VR customers. Felt the preconference separated the VR and workforce. I would like to see more collaboration.
- I think it would be beneficial for the VRCs to attend the entire conference including the motivational speakers and exhibits.
- Karen, it was a TWC event the preconference was VR and it appeared that most TWC VR Counselors left after the preconference.
- One Workforce Board held a presentation on unserved and underserved youth that are on probation or in foster care.

Governor's Training for New Appointees Report and Discussion, Paul Hunt

- Presentations included legal presentation, Open Meetings Act,
- Financial Statements – RCT doesn't have to present this per the Office of Governor's Ethics
- A discussion was held on the shortage of middle skills (certification or associate's degrees) employees in Texas.
- Governor's presentation to appointees
- Governor's legislative staff presentation.

Unfinished Council Business

- Review the To Do List
- Provider Research Update, we will hold a conference call to discuss this report.

Council Business New

- Approve November minutes, Paul Hunt made a motion to approve the November Minutes, Rodrick Robinson seconded. All approved, November Minutes approved.
- Budget Report Lisa Godwin, travel balance \$28,004.54 and operating expenses \$16,121.53.
- Who will attend the SILC Transportation Summit in March?
- Hold a conference call with IT to discuss SharePoint and Video Conferencing for the RCT Quarterly Meetings.

Performance Update, Adam Leonard, TWC, Director of Division of Operational Insight

Adam presented a PowerPoint presentation that was handed out at the meeting. He discussed TWC VR year-end reporting for fiscal year '18.

Liaison Reports

Reports were provided to the council members prior to the meeting and are included in the meeting binder.

- TWIC, Lindsey Geeslin
- CAP, Karen Stanfill
- PRN, Vacant
- TEA, Susan May Verbal Report on Thursday
- SILC, Vacant

Adjourn