



**RCT Quarterly Meeting Agenda  
August 1-2, 2024  
101 E. 15<sup>th</sup> Street  
Room 244  
Austin, TX 78778**

**VIA Zoom** [https://zoom.us/webinar/register/4017158648279/WN\\_tSID8iU-TWuWNTjpB8wN5w](https://zoom.us/webinar/register/4017158648279/WN_tSID8iU-TWuWNTjpB8wN5w)

The following items may not necessarily be considered in the order they appear.

**Thursday August 1, 2024**

- 12:00 p.m. Welcome and Introductions, Gennadiy Goldenshteyn, RCT Chairman
- 12:10 p.m. TWC Commissioners Remarks
- 12:30 p.m. TWC Update, Ed Serna, TWC Executive Director
- 1:00 p.m. TWC VR Budget Update, Scott McCune, Deputy VR Division Director for Program Operations
- 1:15 p.m. PCG Rate Study Implementation Update, Jamie Haywood, Deputy VR Division Director for Program Policy and Support, Scott McCune
- 1:45 p.m. 2024 Survey of Employee Engagement Results, Tammy Martin, Deputy VR Division Director for Field Services Delivery
- 2:10 p.m. Break
- 2:25 p.m. VR Staff Salary Structure and Benchmarking, Scott McCune
- 2:45 p.m. VR Provider Contract Processes and Life Cycle, Jamie Haywood
- 3:45 p.m. Break
- 3:55 p.m. Customer Complaint Process Review, Tammy Martin
- 4:30 p.m. Council Business
  - New Council Business
    - Approve May Minutes
    - RCT Budget Report

- Election RCT Chair and Vice Chair

4:45 p.m. Public Comment

5:00 p.m. Recess for the day

## **Friday August 2, 2024**

9:00 a.m. Welcome and Introductions, Gennadiy Goldenshteyn, Chair

9:10 a.m. Regional Presentations:

- *Region 3, Capital Area: Robyn Farris, Unit Support Coordinator and Catherine "Katie" Amatangelo*
- *Criss Cole Rehabilitation Center: Julie Johnson, Director, Trae Shaw, Deputy Director, Karla Martinez, and Randall Babbitt, and Julia Guterrez, Spero Rehab*

10:40 a.m. Break

10: 50 a.m. CSNA Report Christopher Speckhard, Manager VRGIS Team, Information, Innovation, and Insight (I|3) Division

11:20 a.m. VR Performance Update, Geoffrey Miller, Director of Analytics and Evaluation (A&E), and Christopher Speckhard, Manager VRGIS Team, Information, Innovation, and Insight (I|3) Division

11:50 a.m. Liaison Reports – Full reports are included in the binder

- Client Assistance Program (CAP), Karen Stanfill
- Community Rehabilitation Provider (CRP), Peggy Schmidt
- Partners Resource Network (PRN), Lisa Cowart
- State Independent Living Council (SILC), Patrick Sturdivant
- Texas Education Agency (TEA), Emily Robinson
- Texas Workforce Investment Council (TWIC), Michele Harper

12:15 p.m. Committee Reports

- Policy, Procedure & Personnel Development, Karen Stanfill, Chair
- Education and Membership, Emily Robinson, Chair
- Customer Satisfaction & Needs Assessment, Lisa Cowart, Chair
- Ad-Hoc Strategic Planning Peggy Schmidt

12:35 p.m. Election Results  
12:40 p.m. Departing Members Celebration  
12:45 p.m. Break  
12:55 p.m. Public Comment  
1:10 p.m. Adjourn

*Persons with disabilities who plan to attend this meeting and who may need auxiliary aids, services, or special accommodations should contact the RCT Coordinator at (737) 285-3334 or by email at [lisa.godwin@twc.texas.gov](mailto:lisa.godwin@twc.texas.gov) at least five (5) working days prior to the meeting, so that appropriate arrangements can be made.*

*Persons with questions regarding agenda content should contact Lisa Godwin, RCT Coordinator, at (737) 285-3334.*