

**Rehabilitation Council of Texas (RCT)
May 3-4, 2018
Criss Cole Rehabilitation Center
Auditorium
4800 North Lamar Austin TX 78756**

Present:

Neva Fairchild, Chair Carrollton
Troy Myree, Vice Chair, Houston
Matt Berend, Abilene
Jim Brocato, Beaumont
Paul Hunt, Austin
Susie May, Austin
Karen Stanfill Houston
Crystal Stark, College Station
Joyce Delores Taylor, Houston (by phone)

Absent:

Jo Ann Fluke, Lumberton
Cheryl Fuller, Austin

TWC Reps:

Diane Himmez, Belinda Salazar, Michelle McCall, Adam Leonard,
Geoffrey Miller, Carline Geiger, Christy Lerke, Jeff Kaufmann, Ron Ayer,
David Norman, Tammy Martin, James Ferris, Elizabeth Adkisson, Laura
York, Brian Owens, Alfredo Mycue, David Johnston

Guest:

Robin Orlowski (Disability Chamber Council), Ashley Fry SILC, Christina
Bryant TIBH, Chase Bearden CTD

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 Consumer Satisfaction and Needs Assessment.

State Plan Overview and Reporting, Carline Geiger, Deputy Division Director of Program, Policy & Support

Carline gave an update to the time line for the Modified Combined State Plan. The Plan was available for public comment from March 7 – April 6. No public comments were received. There are several stakeholder meetings being held across Texas starting today. TWC expects to receive comments regarding the Modified State Plan during these meetings.

Comprehensive Statewide Needs Assessment Report (CSNA), Geoffrey Miller and Laura York

Geoffrey and Laura gave a summary of the findings of the CSNA Report. The finalized copy of the CSNA Report was provided in the meeting binder. It was reported that the overriding theme seems to have been with access to providers for employment, availability and the quality of services and/or design of the programs that best fit the customer regarding employment. The floor was opened to questions from the RCT.

RCT Committee Reports

- Education & Membership, Susie May, Chair
 - Susie has been in contact with the Governor's office about new member appointments. The Committee reviewed the names of applicants that were submitted and **Susie will follow up with Gaby from the Governor's office to ensure she has received all the applications. Susie will also reach out to the applicants to let them know that they are still being looked at for appointment to the RCT.** There are four potentially viable candidates for the business vacancies. Matt suggested contacting Lucy Gafford at UNT. **The committee**

will check in with the Coalition of Texans with Disabilities for possible applicants. We will include Mr. Temple and the TWC Commissioners on communications with Gaby about the appointments. **Jim Brocato will contact Dennis Burrell with the Coalition of Texans with Disabilities to see if he can help with getting appointments.**

- Nominations for RCT Chair and Vice Chair are due to Lisa and Susie by June 15. The nominees will be contacted to verify they will accept the nomination. The slate of nominees will be emailed to the RCT members on July 1st and voting will take place at the August RCT meeting.
- **The committee is going to review the RCT Orientation Manual and update it before the August meeting.**
- Policy, Procedure & Personnel Development, Karen Stanfill, Chair
 - The TWC VR counselor vacancies and retention of staff was discussed. Progress is being made in filling and retaining these positions. RCT recognized that there are issues with Work in Texas system such as persons that are qualified for certain positions are being told that they do not qualify. An example of this happening on a counselor position was given. **The committee would like for someone from TWC to speak with them and answer questions about the Work in Texas System.**
 - **Karen made a motion that the RCT requests that TWC and HHSC develop an MOU or a process by which job openings at TWC for counselor and other VR related jobs, be posted/shared with HHSC. This motion was seconded by Troy Myree. All in favor no one opposed This motion carries.**
 - **The committee requested a copy of the job descriptions for manager, supervisor, counselor, specialty counselors/subject matter experts and support positions**

in the field now that the VR general and blind services have combined.

- An update on the Policy Manual was given. There are only four chapters remaining to be completed. The completed sections have been added to the TWC website. A search feature will be included and we are happy for that.
- TWC VR Training have trained 68 new counselors and they have doubled the number of classes to accommodate the new employees. A mandatory ethics training has been added for all TWC VR employees.
- IHOs, there were no comments from the committee for the IHOs. These were distributed to all the RCT and included in the binder. **Paul Hunt asked what the lack of signature on an IHO hearing indicates.**
- **Mr. Paul Hunt had a request on the report for counselor progress to add a break out of the number of new counselors not yet expected to be making progress.**
- Consumer Satisfaction Committee, Troy Myree, Chair
 - David Norman went over the report that was included in the meeting packet.

Public Comment

No Public Comment

VR Division Director's Report Tammy Martin, Deputy Division Director of Field Services Delivery and Carline Geiger, Deputy Division Director of Program Policy & Support

- The full VR Division Director's Report was provided in the meeting binder.
- Carline Geiger reported that TWC VR was designated as a voter registration agency. This means that TWC VR will offers customers the opportunity to register to vote when they apply for services and when

they submit an address change. This service will begin on May 11, 2018.

- It was reported that the RCT request for TWC VR to produce an accessible embossable file, Braille-ready file for the "Can We Talk" brochure has been completed. This file is available in English and Spanish and has been added to the VR publications page making it available to all VR offices.
- Carline Geiger provided a summary of the Combined State Plan, Goals and Measures. **During this discussion the RCT requested a definition of sustained business relationships as defined by WIOA.**
- Tammy Martin gave a summary of the Customer Satisfaction Report.
- Carline highlighted three strategies that address goal areas two and three.

Guest Speaker, Coalition of Texans with Disabilities (CTD), Chase Bearden

- Mr. Bearden gave an overview of the Coalition of Texans with Disability. It is a statewide disability advocacy organization that has been active for 40 years.
- One of the projects that CTD has been working on is how we can push for preventive health care and dental for persons with disabilities. The rider was given to HHSC and they are starting that pilot.
- Chris Massey pushed for removing the cap on special education enrollment in Texas.
- Some of the current projects CTD is working on is voting registration and transportation, working with the high speed rail group, accessible parking, and pharmaceutical area drug switching.
- **Lisa invite Gavin back in May of 2019**

Rapid Process Improvement, Alfredo Mycue, PMP, CSSBB, MA, TOC Jonah Director of Business Transformation RPI TWC

- Mr. Mycue provided a PowerPoint presentation, Rapid Process Improvement: What it Means for Vocational Rehabilitation and our Customers, during his presentation. This document was included in the meeting binder.
- Some of the RPI projects at TWC are Comparable Benefits and Pre-ETS. Possible upcoming project would include Training at the Regional Level.
- **Mr. Mycue was asked to return to the RCT Quarterly Meetings to give updates on current RPI projects.**

Report from NCSRC/CSAVR/NCSAB, Neva Fairchild, RCT Chair, Crystal Stark RCT Member

- Crystal Stark attended NCSRC & CSAVR in Bethesda MD in April and reported out on the conference.
 - It was interesting to hear about the differences from each state. While we have differences we all seem to have the same challenges. One of the shared challenges is membership appointments. Some of the suggestions in keeping members interested was to offer calling in for meetings if travel is an issue, offering team building activities. Assigning a mentor to the new members is another great way to acclimate them to the meetings.
- Neva Fairchild attended the NCSAB in Bethesda MD in April and reported out on the conference.
 - States are mandated to provide supported employment and money was appropriated in April.
 - Some states reported that they still have concern about subminimum wage issues.

- Another issue of concern was how do we spend Pre-ETS money. Neva asked about having to return Pre-ETS money if not spent in three years. The process of having to return the Pre-ETS money was explained and as of today Texas has not had to return any of the Pre-ETS money.

Provider Report, James Farris TWC Operational Insight

- The RCT requested a list of contracted providers. TWC and RCT held several conference calls to ensure that the RCT was provided with the information that was requested. Mr. Farris provided an Excel Spreadsheet, Contracted Providers Data Draft May 02, 2018, to the RCT. This has been added to the electronic RCT May meeting binder.
- Geoffrey Miller, James Ferris and David Johnston gave an overview of the information that was gathered on contracted providers and answered questions. It was mentioned that the information on the spreadsheet is still a working document as TWC will need to continue to work with RCT to insure they are providing an accurate picture. There are so many variables to consider it could be easily misrepresented. An example would be housing, by just looking at the data it would appear that the majority of housing providers are located in Houston. That is not the case, it simply is that Houston is where the housing needed. This service is provided in other cities. You've got providers that are localized to a certain area like Houston and it's hard to tell if a concentration of providers is because of the nature of that provider or if it actually indicates a gap in services.
- Some of the questions that the RCT would like answered in this research is, location of the service providers in the state and what service do they provide? And from that the other

question is where are services not used that could be used?

And where are services not available that are needed?

- RCT requested the status of any policy changes that would reinforce travel restriction for VR contractors to travel to provide services in resource for areas of the state and open enrollment links for providers.

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

Adam provided a PowerPoint presentation that was handed out at the meeting. He gave a snapshot of where TWC VR is after the second quarter this year.

Neva Fairchild requested that Adam add a slide for the measures reported to RSA.

Liaison Reports

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

- TWIC, Joyce Taylor
- CAP, Karen Stanfill
- PRN, JoAnne Fluke No Report
- TEA, Susan May
- SILC, Jim Brocato No written report Verbal report was given by Ashley Fry

Reports from SILC Region 6 Conference, Neva Fairchild and Troy Myree

Some of the items discussed that were the same across the region, was the need to encourage voting, address transportation and travel needs allwheelsup.org, caretaker and emergency evacuation processes. There is a new phone app to report violators of accessible parking parkingmobility.com. Troy and Neva both commented on how well the conference was arranged and presented.

Council Business Old

Review the To Do List

Council Business New

Approve February minutes, Paul Hunt made a motion to approve the February Minutes, Troy Myree seconded. All approved, February Minutes approved.

Budget Report, Lisa Godwin TWC, RCT Coordinator

The RCT budget is on track and with the member vacancies there are funds available if need for registrations, travel, supplies etc. now is the time to make those purchases.

Adjourn