

**Rehabilitation Council of Texas (RCT)  
November 1-2, 2018  
Criss Cole Rehabilitation Center  
Auditorium  
4800 North Lamar Austin TX 78756**

**Present:**

Neva Fairchild, Chair Carrollton  
Matt Berend, Abilene  
Amanda Bowdoin, Forney  
Michael Ebbeler Jr., Austin  
JoAnne Fluke, Abilene  
Cheryl A Fuller, Austin  
Crystal George, Argyle  
Bobbie Hodges, Fort Worth  
Paul Hunt, Austin  
Lisa Maciejewski-West, San Angelo  
Susie May, Austin  
Rodrick Robinson, McKinney  
Karen Stanfill Houston  
Crystal Stark, College Station

**Absent:**

Troy Myree, Vice Chair, Houston

**TWC Reps:**

Belinda Salazar, Adam Leonard, Jeff Kaufmann, David Norman, ,  
Michelle McCall, Kimberly Berry, Kim Watson, Brad Napp, Laura York,  
Robert Thomas, Gary Benner, Ron Ayer, Carline Geiger

**Guest:**

Robin Orlowski (Disability Chamber Council), Sandra Breitengross Bitter  
TXSILC, Christina Bryant TIBH, Kaki Leyens TWIC, Myeshia Roads  
DSHS, Colton Read SILC, Roger Levy TTAP, Stephe Maxer, LaQuita  
Davis HHSC-ILS

**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

- Education & Membership, Susie May, Chair
  - RCT membership vacancy update
    - Vacant positions include representation from SILC, PRN, two positions from Business Industry and Labor, two positions from VR.
    - Colton Read from SILC was present and waiting for his assignment to the RCT.
  - New Member Orientation was held Wednesday October 31. A lot of material was covered including a new RCT Member Orientation Binder, RCT Meeting Binders and several speakers from TWC.
  - The committee talked about legislative session coming in January and the committee's responsibility to follow and inform RCT on issues that affect people with disabilities.
- Policy, Procedure & Personnel Development, Karen Stanfill, Chair
  - CSPD
    - All 29 of the Unit support coordinators and 488 counselor positions meet CSPD. (76%)
    - Only 25 counselor positions that are not in progress of meeting this requirement and they are being counseled by management on the need to meet these educational requirements.
  - There are 51 counselor vacancies. This number is down and we are glad to see this.
  - Training
    - The training department is reorganizing.

- They will be offering training outpost in Arlington and Houston.
  - Training focus areas for FY19 will include decision making for counselors, purchasing and transition.
- Informed Choice will be discussed in a conference call to insure everyone had an opportunity to review material prior to discussion.
- There was one IHO decision to review and we have no comment on the action taken in the hearing or decision.
  
- Customer Satisfaction Committee, Crystal George
  - 2020 Town Hall Meetings, Neva proposed that we hold one in each region all 6.
  - Change name of the committee from Consumer to Customer to be consistent with TWC VR.
  - Recruit a new Chairperson for this committee.
  - This committee would like to have a TWC VR Regional map included with the report to help identify cities.
  - RPI to analyze the questions with low score, such as counselor responses to customers within one day and informed choice, to identify regions and or possible issues.
  - Gary Benner gave an overview of the FY18 customer satisfaction results. The full report is included in the meeting binder.
  - A recommendation was made by Rodrick Robinson to research the reason why African-Americans and female survey responses were significantly less favorable than all other groups on the question of overall job satisfaction by VRC.

## Public Comment

- No public comments.

## **VR Division Director's Report Cheryl A. Fuller, TWC VR Division Director**

- The full VR Division Director's Report was provided in the meeting binder.
- Ms. Fuller provided an overview of the 4<sup>th</sup> quarter performance report.
- Ms. Fuller highlighted a couple of projects for FY19.
  - Traumatic brain Injury review lead by Laura York. This project is focusing on VR working with CRS so therapy and employment can work together and progress until the individual is able to secure and maintain competitive integrated employment.
  - Supported Employment projects include RPI projects.
- Carline Geiger gave a report on questions from RCT.
  - How customer complaints are handled with TWC VR. She explained both the formal and informal process.
  - How many CRPs are providing Pre-ETS services. There are approximately 125 CRPs that are able to provide Pre-ETS services.
- Introduction of new TWC Commissioner Representing the Public Robert D. Thomas and his colleague Kim Watson
- Focus on ways to meet the post-secondary opportunities for students with disabilities requirement. TWC is talking with Advise Texas about near peer advisors to work with these students.
- TWC VR has a contract with Texas AM to develop an elected course curriculum and then to pilot it in three school districts.
- Texas was the beneficiary of \$33 million allotment of RSA funds that were released by other states last year. This year TWC relinquished \$5.8 million. 54e 4
- Vacant caseload coverage, customers are sent an email notifying them that their counselor is leaving. These caseloads are divided evenly among all remaining counselors and even support counselors where needed. Regional program specialist have also been asked to help in some cases.

- Suggestion that at the next meeting we provide an overview of how the funds flow in and how they function and what can be carried forward.
- A question was asked about changes to policies after RCT's review and input. It appears that some significant changes were made and RCT didn't have an opportunity to review on the second revision. We just want to make sure that RCT is included in the final revisions.
- RCT reported to Mrs. Fuller that they are hearing from persons that are blind, when they come to an office where there is no blind specialty counselor present, they are being told that they don't have blind specialty caseloads anymore. Mrs. Fuller said that she would address this at the manager call the following week.

### **Guest Speaker, Roger Levy, MA, ATP, Director Texas Technology Access Program, UT Austin**

- Mr. Levy provided information about the Texas Technology Access Program, UT Austin including the webpage and brochure.
- This program provides refurbished technology equipment that can be loaned or purchased at a low price for people with a disability.

### **Guest Speaker, Sandra Breitengross Bitter, Executive Director Texas State Independent Living Council**

- A PowerPoint presentation was presented and included in the meeting binder.
- Ms. Breitengross Bitter presented the on the history of State Independent Living Council and the Independent Living Network and the different way that they work together.
- SILC Accessible Transportation Summit will be in McAllen TX March 2019.

### **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.

## Unfinished Council Business

- Review the To Do List
- Provider Research Update, we will hold a conference call to discuss this report.
- NCSRC, CSAVR Reports, Karen Stanfill and Paul Hunt

## Council Business New

- Approve August minutes, Rodrick Robinson made a motion to approve the August Minutes, JoAnne Fluke seconded. All approved, August Minutes approved.
- Budget Report Lisa Godwin, there were year end balances in the budget for FY18 that were not used due to the low membership. The budget for FY19 is the same as previous year \$57,000.
- A motion was made by Paul Hunt to change the name of the Consumer Satisfaction and Needs Committee to Customer Satisfaction and Needs Committee to align with TWC VR terms. This motion was seconded by JoAnne Fluke and all approved.

## Liaison Reports

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

- TWIC, Vacant
- CAP, Karen Stanfill
- PRN, No Report
- TEA, Susan May Verbal Report
- SILC, Vacant

## Adjourn