

Meeting Minutes

Rehabilitation Council of Texas (RCT)
November 2-3, 2017
Criss Cole Rehabilitation Center
Auditorium
4800 N. Lamar
Austin TX 78756

Present: Neva Fairchild, Chair, Carrollton
Troy Myree, Vice Chair, Houston
Matt Berend, Abilene
Jim Brocato, Beaumont
Jo Anne Fluke, Lumberton
Paul Hunt, Austin
Susie May, Austin
Joyce Taylor, Houston
Karen Stanfill, Houston
Crystal Stark, College Station

Absent: Rene Gonzalez, Alton
Casey Hertel, Abilene

TWC Reps: Cheryl L. Fuller, Janice Elhert, Belinda Salazar, Michelle McCall,
Karen Latta, Adam Leonard, Geoffrey Miller, Carline Geiger,
Kimberly Berry, Christy Lerche, Jeff Kaufmann, Ron Ayer,
David Norman, Tammy Martin, Brian Owens, James Ferris

Guest: Kristin McEntyre (TWIC), Christina Bryant (TIBH), Steven
Aleman (Disability Rights TX)

Welcome and Introductions

The meeting was called to order at 9:10 a.m. by Neva Fairchild, Chair.

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Committee Meetings

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

RCT COMMITTEE REPORTS

- Education & Membership Committee, Susan May, Chair
 - Recruitment is top priority.
 - Susie spoke with Gaby and she is accepting applications for RCT through December 1, 2017.
 - Please let Susie know if you have and recruits for new members.
 - Currently have six positions to fill. Four positions for business and two for disability advocacy.
 - **Lisa needs to update the membership list to show Neva Fairchild as the CRP representative.**
 - Members whose term has expired and their position has not been filled may at their discretion remain on the RCT until their position is filled. They will be a voting member and will be reimbursed for their travel expenses.
 - Education for Council Members
 - The RCT members were asked to think about topics that they would like to know more about for FY18. Some of the suggested topics were
 - WIOA
 - Review the RCT Brochure and insure that all members can discuss what is listed. For example, Town Hall Meeting, Needs Assessments, State Plan etc.
 - New Member Orientation, it was discussed to have the new member orientation on Wednesday prior to the quarterly meeting. Then on the first day of the meeting have all the committees meet together so everyone has an opportunity

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to see what each committee is about before they make a decision as to which committee they would like to participate in. Or we could have the committee chairs attend the Wednesday meeting to give an overview of their group. Neva Fairchild and Karen Stanfill agreed to help with this training.

- Policy, Procedure & Personnel Development Committee, Karen Stanfill, Chair
 - Counselor vacancies and positions were discussed. The committee is concerned about the substantial number of vacancies and the rate of turnover. We need to look at how we could maintain the retention of counselors and staff.
 - It was brought up that the Work in Texas website is difficult to navigate. TWC is hoping to sign a contract to revamp the site.
 - The VR Policy Manual has been approved this week and should be on the TWC website by the end of November. VR will now look at policy to determine what needs to be updated in the rules.
 - The weekly policy conference calls with RCT has been put on hold now.
- Consumer Satisfaction & Needs Assessment Committee, Troy Myree Chair:
 - David Norman reported on the Comprehensive Statewide Needs Assessment.
 - Question 18 is being revised and RCT was given an opportunity to comment. RCT agrees to revise the question. The current question asked on a scale of 1-4 how satisfied are you with your benefits. Customers were answering this question even if they didn't have benefits. So, VR is proposing to revise the question to clarify if the customer has benefits what their satisfaction level is.
Corey will get with Lisa Godwin to coordinate with RCT on the revision on this question.

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- Geoffrey Miller gave a summary of the CNSA report. He indicated that the report is on schedule and should be received any day now. He went over the layout of the form and what to expect. The numbers will not be available until the report is completed.

Planning and Review Committee, Neva Fairchild, Chair

- Carline Geiger and Cheryl Fuller gave an update on the Combined State Plan.
 - The Combined State Plan amendment was submitted to RSA and the Department of Labor. This was submitted on schedule and was approved.
 - The next modification is due in June 2018. As of today, we have not been given instructions as to what information should be included in this update. We expect to have conference calls with RCT in December and January to go over the modifications and get recommendations.

VR Division Director's Report, Cheryl Fuller

- TWC VR was notified by RSA that they have not receive the grant for supported employment. Cheryl will keep RCT updated on this information.
- For FY17 TWC VR met or exceeded in all 13 state performance measures. The full report is included in the meeting binders.
- A customer satisfaction survey report was included in the meeting binder.
- Texas received \$33 million in reallotment funding from RSA.
- Hurricane Harvey caused 37 of the TWC VR offices to close during the peak of the storm. Offices were back up and running by September 11, 2017. Except for two offices and these staff have been reassigned to a new location. Staff reached out to over 16,000 customers and were

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able to reach 68% to check on the impact the storm had on their ability to work.

- Mr. Temple and Regan Miller gave an update on the effects from Hurricane Harvey
 - The Dislocated Worker Grants received allowed for training and on the job training. This is stacking of credentials, all types of things to help customers upscale their personal situation.
 - People need housing to return to their jobs.
 - Others will not return and will need to find new jobs.
 - Some need transportation, lost or damaged equipment etc.
 - There is a large request for construction and cleanup workers. While this may not be the highest skill or highest paying jobs it is in high demand at this time.
 - Texas also received \$350,000 from the Women's Bureau to serve women that were impacted by the hurricane. These monies have a lot of flexibility in how it can be used.
 - There was 2.25 million that was received from Office of Disability Employment Policy ODEP that is to be used for disability employment. These funds will help customers that have a disability but aren't approved for the VR program.

Public Comment

- There were no public Comments.

Continued - VR Division Director's Report, Cheryl Fuller

- Pathway to Career Initiative, there were over 1500 students that were available to have employability skills training and a paid work experience. There were over 600 employers that participated in the Summer Earn and Learn program. This program is approved to continue for 2018.

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- Charting the Course, we have worked with Education Services Centers and school districts so that students and their families 8th – 12th grade have a series of transition planning nights. We work with TEA to complete the MOU and it was signed by Mr. Temple on August the 30th. This addresses the requirement of Senate Bill 208 and the requirements in WIOA.
- Disability Navigator Services is a VR funded board. Employees that will provide students with disabilities, someone to help them navigate a variety of resources available to them.
- VR is looking at creating an app for cell phones that students can use.
- Texas Hireability Initiative – we are looking at a branded statewide initiative that is promoted not just by VR, but across the system, across the agency and across the board level.

TWC Director Update Larry E. Temple, TWC, Executive Director and Reagan Miller, TWC, Deputy Director of Workforce Solutions

- TWC is using a new system to verify unemployment benefits being used for childcare to check fraudulent claims. We are also working with pawn shops around the state to locate assisted technology such as phones, iPads, nooks etc.
- Much of Mr. Temple's report was included in the Director's report above about Hurricane Harvey.

Report on Training for the Combined DSU, Elizabeth Adkinson:

- Train the trainers was held in October on The Fundamentals of VR Process Class. This was a weeklong class held in Austin. We are working on modification that came out of this class.
- The train the trainer for The Impact Class will be held the first week of December.
- The third class The Core Essentials will be piloted in February 2018.
- We are fully staffed with 5 regional trainers and are preparing to train new counselors.

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- For all current staff, weekly webinars are being held. Each chapter will be covered. These webinars are in the archives so that they can be viewed by staff if they miss the original webinar. These are a required training.
- CEU are available to TWC employees on certain classes.
- **Elizabeth will email Lisa the CEU courses, the number of hours and the catalog and calendar also what courses are required by a counselor, blind counselor to share with RCT.**

VR Benchmark, Cheryl Fuller

- Cheryl Fuller presented a PowerPoint on VR Benchmark that was included in the meeting binder.

Adjourned at 4:00 PM

Day Two

Welcome

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

Liaison Reports

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

- TWIC report provided by Joyce Taylor

Training Discussion

- Susan May opened the floor for discussion on what training the RCT members would like to receive.
 - New Member Training will take place the Wednesday prior to RCT Quarterly Meeting when the new members are appointed.

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- **February training will consist of report from NCSRC materials and state plan two-year check in.**
- **Training on the Customer Satisfaction Survey process: what are they, who creates them, who administers them how often are they conducted etc. Susie will work with Corey Turner to prepare this training for May 2018. If we could get a recording of an interview that would be nice.**
- **Overview of the VR customer process Susie will work with Cheryl Fuller to find someone that could present on this in August 2018**
- Training on WIOA
- Continue training from the blue book with information that is relevant.
- State Plan review of process
- Town Hall Review of process
- Review of the reports that are received RS113
- Review RSA website and RCT webpage and brochure.

Performance Update

Mr. Adam Leonard gave a presentation and provided a document: Historic VR Measures for November 2017. This document was included in the binders. Mr. Leonard provided a performance update which included the old measures as this is the last report using these measures.

Questions were answered throughout the presentation.

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- PRN Joanne will reach out to the new leadership at PRN to request her involvement in this representation.
- CAP Council report provided by Karen Stanfill

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- TEA report provided by Susie May
 - **Susie will provide the MOU for distribution to the RCT**
- SILC report provided by Jim Brocato
- RCT Coordinator report provided by Lisa Godwin

Old Business

- Consumer Satisfaction Committee –
 - ON-GOING review the Consumer Satisfaction results and Needs Assessment.
- Membership and Education Committee –
 - ON-GOING: Training - The committee will lay out a training plan for the quarterly meetings FY18.
 - ON-GOING: Continue to work with Governor's Office on appointing new members
 - CARRY FORWARD: Susie will check with Gaby to get an update on the number of applications received.
- Executive Committee
- Planning and Review Committee
 - ON-GOING: Review Combined State Plan
- Policy, Procedures and Personnel Development
 - On-GOING review Impartial Hearing results, follow up on TWC's policies on developing VR goals and review all policy manual revisions.
 - Carried Forward; Check with Cheryl Fuller, on the request of the RCT to have the "Can We Talk" brochure produce an accessible, embossable file, a Braille Ready File and have this available to all offices that have embossers.

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- **Carried Forward: Check with Jim B. It was requested that Jim inquire and provide a report in November about persons under 55 that are blind or visually impaired and are not VR bound because of health issues, are being told that Independent Living Centers are out of money and they will be put on a waiting list for services that is at least**

New Business

- Approval of the November 2017 RCT Meeting Minutes. Motion to approve minutes was made by Paul Hunt, and Troy Myree seconded the motion. No further discussion; motion passed unanimously.

Adjourned at 12 Noon