



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

VIA Zoom 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 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.