

NON-CIRCULATING

TEXAS STATE  
DOCUMENTS COLLECTION

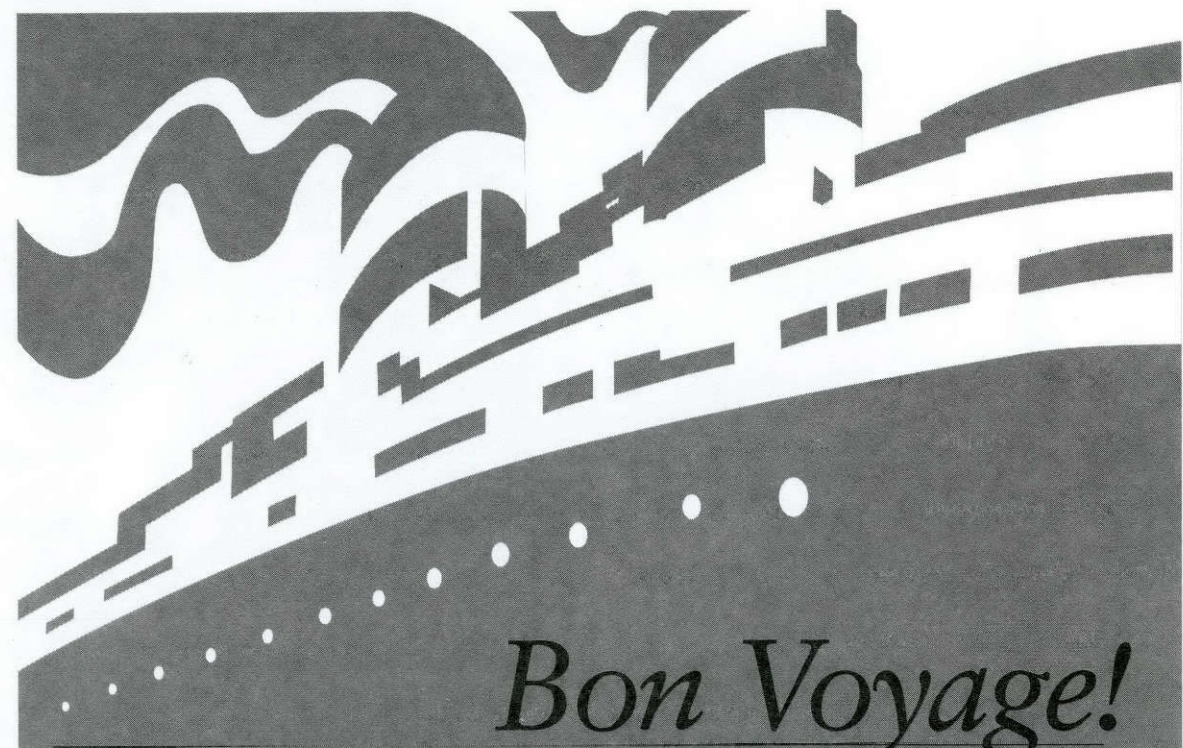
Vol. 18 No. 8 September 1995

OCT 23 1995



# trc today

An Employee Newsletter for Texas Rehabilitation Commission



## Bon Voyage!

TRC has a reputation for hanging on to employees much longer than most state agencies. That makes leaving a tough thing to do. But like the wave two years ago, many are finding legislative incentives for retirement too good to pass up.



*The Region V retirement party honored nine employees and was a real family event. Photos from left to right: Photo 1: Retiree Lily Rodriguez with co-workers Lucy Matwally, Tina Negrete and Josie Contreras. Photo 2: Sarah Munro with her family. Photo 3: Joe Rodriguez and his family.*



# trc today

Texas Rehabilitation  
Commission  
4900 N. Lamar Blvd.  
Austin, Texas 78751-2399  
Vol. 18 No. 8 September 1995

## Retirees Remember

**T**RC is again saying goodbye to a lot of good people at once as they are finding retirement incentives too sweet a deal to pass up. Roughly, 50 employees at the last count are retiring by the end of the summer.

But before that final goodbye, we tracked down a few folks and they left these comments for us to remember them by:

**Charles Wasson:** "When I began my career with Vocational Rehabilitation, there was no TRC — Max Arrell was a program specialist in the area of mental retardation and Jimmy Jackson was a counselor in the Fort Worth area. Things have changed considerably since 1965, but I could summarize my career with this agency as frustrating yet very rewarding especially when you see someone you assisted 15 or 20 years ago who has done well in life."

**Marilyn Padgett:** "TRC and its people will always have a special place in my heart. Its mission has always been one so easy for me to embrace and promote. I can only hope that I have given back all that I gained from TRC."

**Stan Nelson:** "I consider it an honor to have worked here. We have a superb mission and it serves an exceptional role ..."

I boasted about TRC throughout my tenure because we aren't a welfare or emergency agency. We make opportunities available."

**Glen Cagle:** "I have more positive feelings and high regards for this agency than can be shared in a short time. I had an excellent experience in personal growth at TRC, and I was given a lot of support. I found a family here. I have also had a record of success and that makes it even harder to walk away."

**Louise Morgan:** "When I came to TRC, I was newly widowed. Now, I'm leaving newly married. I've worked with 13 counselors and three area managers. I'll miss the people."

**Tom Ross:** "It's been a tremendous sleigh ride! I'm not leaving because I'm bitter, but because I want to enjoy the last few years of my life without getting up early. My greatest ambition is to watch all the late night shows!"

**Rueben Perez:** "The new employees coming in are exciting to me because the future really does lie in their hands ... After we get through these legislative difficulties, with the reengineering process, I feel confident that our future is in good hands."



Retirees Louise Wagner (right) and Jerry Hickman with wife Candy.

And finally, in a lighter vein, Fancher Melton says that in the words of an old Chinese philosopher, "If you are lucky enough to get a job that you love, you never have to work a day in your life' ... I didn't quite make it, but I got awful close." Actually Nick Hilton said that about starting his hotel chain — but we're glad the job got close for Fancher!

*For those leaving our TRC family, we say fond farewell and thanks for the memories.*

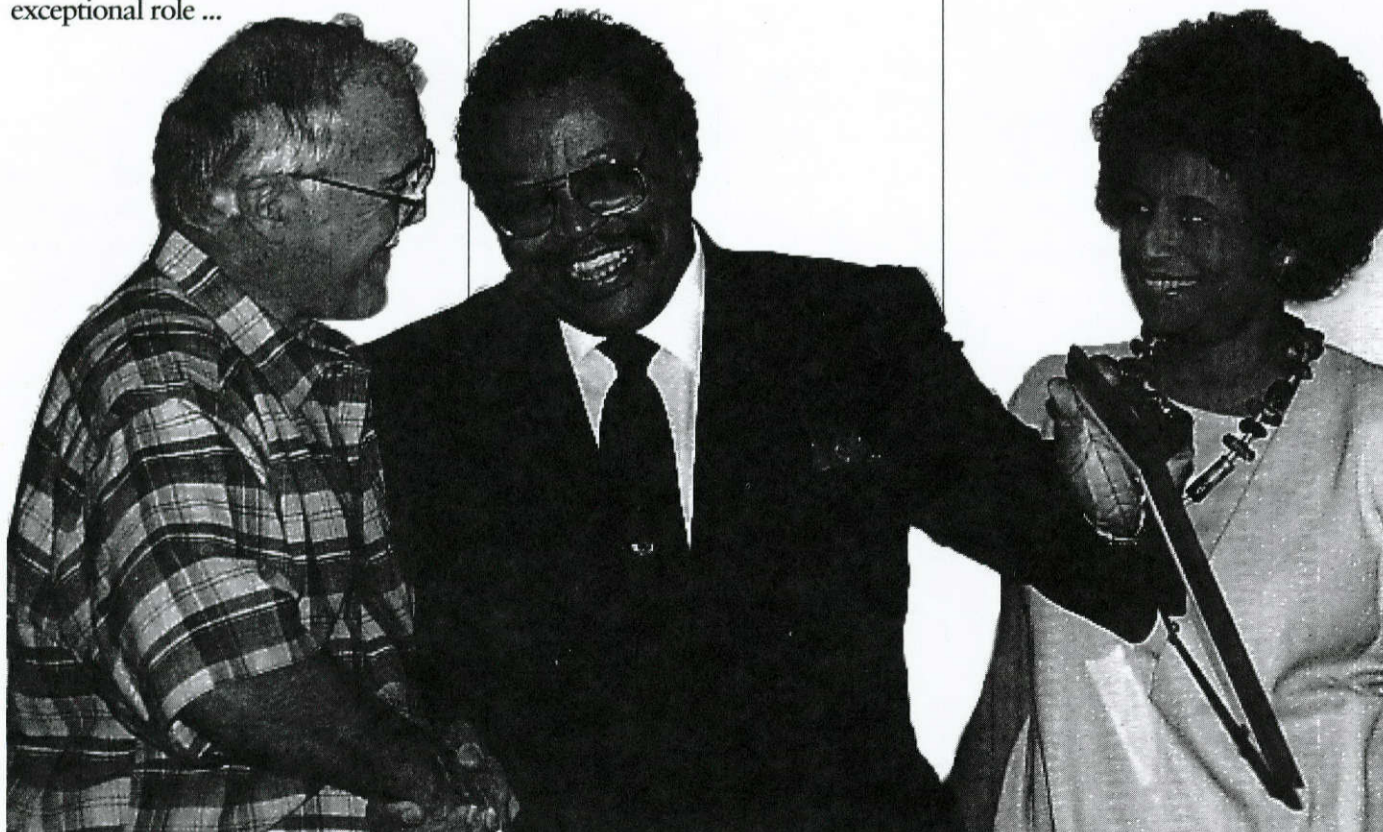
### Down-home meetings deliver

**A**ugust has been hot but not dull. As U.S. representatives came back to their districts during the August recess, they found the message of "KEEP VR OUT OF HR 1617" waiting for them there. In over 40 town meetings across the state, legislators heard from disability consumers, advocates and employees who took time out of their personal schedule to attend.

*"Legislators are now beginning to say, 'I did not understand the full implications of that bill.'"*

"Thanks to our folks speaking out for VR and against its inclusion in HR 1617, we made great strides this month," says Commissioner Arrell, who attended four of the meetings. "Legislators are now beginning to say, 'I did not understand the full implications of that bill.' We feel that many will return to Congress with a clearer picture of what's at stake in the current version of HR 1617."

After Labor Day, expect legislative action to pick up as members return to much unfinished business in Congress. How we'll fit into this schedule and what the outcome will be is anyone's guess. We'll keep you posted.



Commissioner Arrell with retiree Belvin Sneed and wife Gerttie. Sneed conceded to Arrell the ability to stick around the longest.



# NDEAM 1995

**H**ere it comes, October and National Disability Employment Awareness month are around the corner. With all that's going on in legislative matters, reengineering, etc., we know your plate is full. But throughout all this, it's important to remember the bottom line — employment for our clients. That's what NDEAM is all about.

Here are a few ideas to celebrate the month. They aren't time consuming and could give you a chance to do something FUN in your community.

\* If there's an employer doing an outstanding job, tell them so with a card, visit or other token of appreciation.

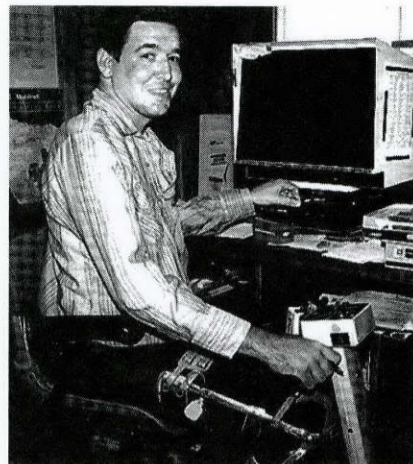
\* Take the time to visit a business you have not contacted in the past. Here's where we can help. The Public Information Office is developing a video that has

employers telling other employers why it's a good idea to hire people with disabilities. It comes with a matching publication that offers more in-depth information. You'll be receiving this sometime during the month.

\* Call or fax a local TV station or newspaper with the name of a client or employer that you think is a great example of what NDEAM is all about. But no surprises ... first let that employer or client know what you intend to do.

\* Write a letter to the editor. These letters have high readership. Keep the message clear and to the point.

In the past, we've done press releases and proclamations. That's still available through the Public Information Office. Or, if you would like help with an idea for your area, call Shayla Fleshman at 512/483-4043 or cc:Mail her.



*Cooper Chevrolet in Yoakum is a great example of businesses in rural areas realizing the benefits of hiring people with disabilities. Ron Schindler, who has muscular dystrophy, (shown in photo) works in the parts shop. Cleo Cooper, the owner, said that it cost him some money making his area accessible but that it's been worth it: "Ron is a special person and I wouldn't mind having more like him." How's this for a creative accommodation ... Ron keeps a cellular phone in his pocket for times he might need help and can't reach a telephone*

## Meet Ned and Nettie Netiquette

**H**as your mail box got you miffed? Does the bulletin board baffle you? Do you find all this new technology tedious? Never fear! Help is on the way! TRC has spared all expense to bring you the top guns of computer network management and etiquette.

Meet Ned and Nettie Netiquette—the gurus of computer cool. This little couple from the world of Emoticon has a big responsibility—helping TRC staff learn how to make some of our new automated tools work for US—not the other way around.

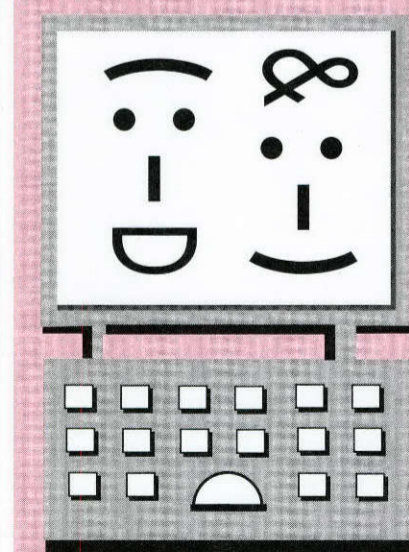
Ned and Nettie met a few years ago as they were surfing the Internet and accidentally crashed into each other. It was love at first sight; their injuries healed quickly, and they were married almost immediately. Since then, they have traveled the net together, teaching people the world over how "netiquette"—computer etiquette—can make them more efficient and save time and money. Move over Emily Post.

"We're thrilled to be working with TRC," says Nettie. "This may seem like a joke; but, it's not. We've already got a lot of sugges-

tions to help folks save time and energy by making a little bit better use of the technology that's sitting on their desktops."

"For example," Ned adds, "simply making proper use of the agency electronic bulletin boards is real important. Cross posting—repeating one message on every bulletin board—is perhaps one of the biggest problems."

### Ned & Nettie Say:



#### Why "Netiquette?"

- Communicates Effectively!
- Communicates Faster!
- Saves Money!
- Saves Time!
- Saves Trees!

"Bulletin boards are our fastest and most reliable way of getting important information to staff throughout the state," Nettie explains. "Specific boards have specific audiences and purposes. But, a lot of people complain that the boards are so jammed full of stuff that doesn't pertain to or interest them, that they're too much of a hassle to deal with."

"That's not communication!" they chime in together. "One message - one bulletin board! That's the way to make technology work for you!!" Ned and Nettie appear to be full of it ... er, that is, this kind of wisdom. We'll be hearing more from them in future newsletters and through some special activities. You might even hear from them personally with a special tip to make your job easier. In the meantime, they have their own cc:Mail address and welcome questions and suggestions from all staff. (Write to them just as you would any of your other co-workers.)

### Letters

*To Julie Garza, disability examiner in Unit 1, from a claimant.*

Thanks for talking so kind to me the other day. You are the most patient, understanding and kind person I have spoken with since this process began for my nephew last year.

*To Virginia Bosman, counselor in the S W Texas University Field Office, from a client.*

I was one of your clients and you closed my case a bit more than a year ago. I was suffering from post-traumatic symptoms and had learning disabilities. And yet, I graduated from SWT May 1993 with two degrees and Summa Cum Laude honors.

I know you have helped many people which is sometimes a thankless job. However, I want to take this opportunity to thank you for all the help you gave me during my two years at SWT and to let you know the results of your efforts.

I am now the publisher/editor of a regional Christian magazine. I love what I'm doing. It's no literary work and there are many improvements needed. But the magazine has been well received by the public and is ministering to many people. You and TRC have helped make this possible. Again, I thank you.

*To Dixie McLeod, counselor in the Beaumont Field Office, from a client.*

I am writing to express my deepest gratitude for all the things that you and TRC have done for me in the last five years. I feel strongly that I would not be a college graduate nor in the position I am in without the support and encouragement that I regularly received from you.

Currently, I am employed as a staff accountant. I thoroughly enjoy my job and feel that the slower-paced work environment is tailor-made for my situation at this time. Again, I wish to express my gratitude to you, Melanie Nelson, Richard Pittman and all the wonderful people I have met at the Commission.



## Teamwork yields big results

For some time, DDS has experienced a significant backlog due to a huge influx of incoming cases. To help, administrative management services staff formed a special pre-development unit to assist Program Operations.

The effort yielded big results. From the end of April to the beginning of July, this unit helped develop about 6,500 cases. Cases in backlog went from 8,200 to less than 1,000 — creating a 21-day drop in processing time. Quite a fantastic achievement!

Recently, there was a really nice get together to reward the folks involved in this — and there were quite a few. About 80 awards were given for participation.

“It took a lot of teamwork to make this happen — from wiring the unit to the actual case development process itself,” says Dave

Ward, associate commissioner for DDS Administrative Management Services. “These employees continued with their regular job duties and worked in the unit on top of

that. And it was a very concentrated learning environment. Many had to learn how to process a case and the VERSA system all at once.”



*Dave Ward and Steve Schkade, project coordinator. As coordinator, it was mentioned that Steve should have had a revolving door into his office. He was the man responsible for answering questions from all different angles.*

### Across the State-July

#### Welcome Aboard!

*Dan Miranda*  
accounting clerk, CO

*Mark McKnight*  
systems analyst, CO

#### Retirements

*Estelle Jones*  
director of Purchasing, CO

*Colleen Griffith*  
RST, Greenville FO

*Melton Fancher*  
counselor, Athens FO

*Wendell Rowland*  
counselor, Tyler FO

*Belvin Sneed - DDS*  
Supervisor, Unit 60

## Reengineering Update

*Nothing is settled until it's settled right. — Abraham Lincoln*

Although this statement was uttered about 150 years ago, it describes to a tee what's going on in the reengineering process today. Recently some decisions have been made that affect target dates of some of the releases. If you've been watching your cc:Mail Reengineering Bulletin Board, you probably noticed this already.

The Commissioner said that the commitment is to quality — that nothing will be released before its time. And, as we get farther along in going from theory to reality, we've found that how the products are released are changing. But, the final outcomes and objectives aren't. For example:

- Negotiations for large volume medical providers have not yet

yielded a cost-effective alternative. So for now, we're looking at other ways to improve how we provide medical services to our clients, which will include streamlining or replacing MAPS.

- The automated rehabilitation services and procurement processes have been delayed until Sept. 1996. Since these systems are highly dependent on each other, it was decided that it would be best released as a complete package. This allows for better testing and training.

- Now for good news — The online medical references such as the Physician's Desk Reference, Stedman's Medical Dictionary and MERCK Manual, will be released before anticipated, starting in November.

By now, you should have your new computers and be connected state-wide. Other releases, such as hard-dollar budgets, the new RSM, the Vocational Assessment Tool and MIS Tools are on schedule and will be coming your way soon.

REACHING THE MAX...



DDS Unit 1 joins the ranks of those who have received 12 or more Maximizers.



*Seated Left to Right: Ed Lee, Linda Floege, Nancy Arista, Cynthia Nañez  
Second Row: Judy Perrin, Julie Garza, Mike Davis, Darlene Link, Karen Kasza, Kitty Kent, Ken Honeycutt, Linda Jones Back Row: Joan Eisinger, Tom Beck, Becky Randolph, Angie Broussard, Bill Dunn, Roger Hight, Sandra Prochnow, Judi Henderson, Jeff Gigliotti - Absent: Gary Schaffer*



*These folks have earned 12 or more Maximizers. Left to Right: Cecelia Stark, HRM  
Jana Weiss, Arlington FO  
Ellie Lambert, Arlington FO*



Texas Rehabilitation Commission  
4900 N. Lamar Blvd.  
Austin, Texas 78751-2399

Address Correction Requested

# trc today

*TRC Today is published by the Texas Rehabilitation Commission for distribution to its employees and retirees throughout the state. We welcome submissions for publication, but reserve the right to edit or screen materials according to newsletter policy. Address submissions or inquires to Shayla Fleshman, Public Information Office, Texas Rehabilitation Commission, 4900 N. Lamar Blvd., Austin, Texas 78751-2399; or telephone (512) 483-4043.*

*Shayla Fleshman, Editor  
Randy Phinney & Susan Antoniewicz, Design*

BULK RATE  
U.S. Postage  
PAID  
Austin, Texas  
Permit No. 1605

63  
UNIVERSITY OF NORTH TEXAS  
DOCUMENTS DEPARTMENT  
NTSU LIBRARY  
BOX 5188 N T STATION  
DENTON TX 76203

## State Service Awards - September

### 10 years

Sylvia Cantu  
Mary Edwards  
Rebecca A. Sanders  
Cristina V. Cochran  
Celestine Pope

### 15 years

Douglas Gullickson  
Barbara K. Smith  
Regina Lowenberg  
Joyce Monsey  
Terrie Craig  
Maribel Garcia  
Luana Warden  
Theresa Portillo  
Alyce Crozier  
Lois Jarmon  
Roy Watkins

### 20 years

Verdie Jennings  
David de Hoyos  
Julie Garza  
Nancy Garren  
Tina Chambers  
Paula Looney

### 25 years

Louise Wagner  
Billy Feltman  
Rebecca Marler  
Joyce Cooley  
Marion Johnson  
Mario Martinez  
Oralia Torres  
Brenda Thompson  
Warren Napier

### 30 years

Lee White  
Gloria Wilson  
Gracie Hernandez  
Darlene Allen