

# TRC TODAY

TRC TODAY is a newsletter for the employees of the Texas Rehabilitation Commission.

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Elsie Reynolds, disability examiner in Unit 15, recently celebrated her 70th birthday. Amid folks who are searching for ways to retire early, Elsie is still working. And she plans to continue working — she just bought a new car and intends to work another five years until she pays it off.

“I am struck by her amazing ability to be a productive member of the work force at her age,” says Billy Tumlinson, case consultant, Unit 15. “And her disability has never made a difference in her attitude or endurance. She’s admired a lot around here.”

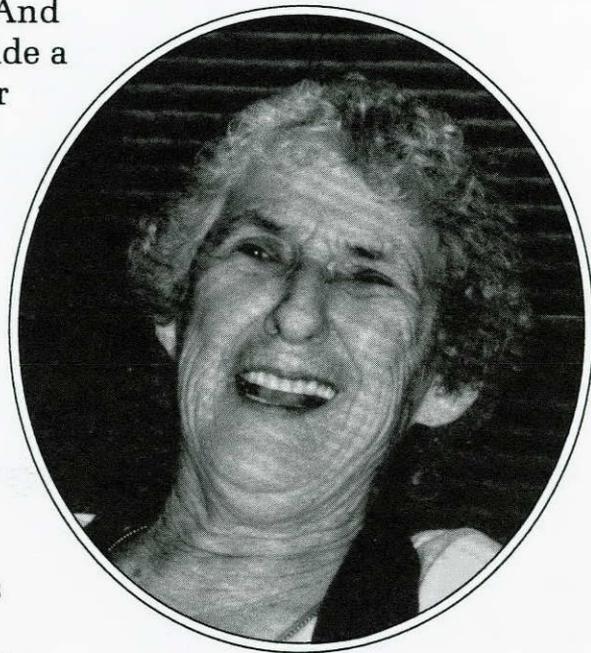
“Elsie at 70 years of age comes in with a smile on her face every day,” says Dale Harper, her supervisor. “She has a lot of energy and is very productive. We wouldn’t know what to do without her.”

Unit 15 celebrated Elsie’s birthday, along with other birthdays in the unit, in style. Employees got their fill of salad, breadsticks and lasagna, catered by the Olive Garden. And a beautifully decorated, delicious German chocolate cake was baked by Regina Madani, disability examiner.

# Elsie

JUN 24 1993

*still  
going  
strong*



**“Her sense of humor keeps her young.”**

—Billy Tumlinson

# Legislative Update

By the time the Conference Committee hammered out their differences, TRC came out a big winner in terms of funding. The House conferees agreed to raise the levels for TRC programs of Vocational Rehabilitation, Deaf-Blind, Personal Attendant Care and Transi-

tion Planning to the higher Senate level. An increase in funds for the Vocational Rehabilitation Program will allow TRC to match as much as 26 million federal dollars during the next biennium. Personal Attendant Services and Transition Planning will be funded at current levels.

Although the Appropriations Bill was essentially held hostage by School Finance, it became free at last and now it's up to the governor to sign.

On a different note, TRC's enabling legislation was signed into law on May 17, containing various important pieces of legislation for TRC.

Next month we will feature the highlights and outcomes of the 73rd Legislature, so stay tuned.

## Going fishing?

Are you one of TRC's 300 employees eligible for retirement incentives just passed by the state Legislature? Well, next month this story's for you. Find out whether you should pull out your fishing pole or sit tight.

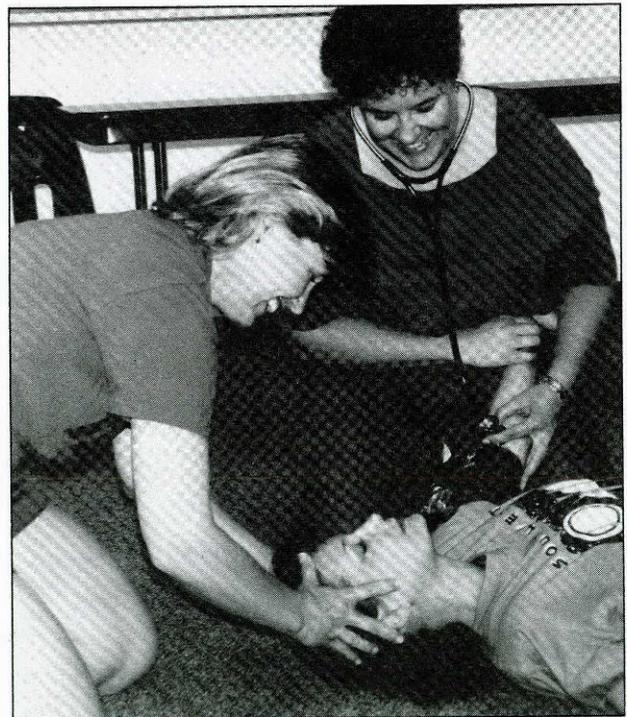
## Rescue 911

Six TRC employees (five from DDS, one from Central Office) have just gone through an intensive 60-hour course in EMS training to be a certified emergency care attendant first responder. "The five to 15 minutes it takes an ambulance to get to a location is critical," says John Morgan, who initiated the program. "Now, we have some employees in DDS and in Central Office that are trained to immediately respond to emergency situations."

"Those who took the course didn't get a penny for it, they did it because they cared," adds Morgan. "There was a lot of outside time and effort. The folks that have completed all the certification steps are terrific. They are the cream of the crop."

**"Someone had a heart attack in our unit and no one knew what to do. I really saw a need for skills like this."**

—Dena Poulter



*DDS employees Mary Jane Berry (left) and Dena Poulter practicing their EMS techniques on Donna Carlton.*

# Leadership by example

Andrea Sargent-Fambles, a TRC attorney, was selected as a winner in the Outstanding Women in Texas Government Awards. Only five such awards are given each year. The category for her award is "Contributions in a Leadership Role."

Sargent-Fambles has been with TRC for about five years. She is among women in the '90s who juggle motherhood, marriage and career with grace. But there are not many women who can claim three degrees and a consistent active participation in diverse civic, scholastic and professional organizations.

And Sargent-Fambles continues to take life at full speed. She became a member of the State Bar College last year. She is a member of the 1992-1993 class of the Governor's Executive Development Program and a member of the 1992 Leadership Austin Class. She is a member of the Austin City Council's Comprehensive Arts Plan Task Force and

a former board member of Black Arts Alliance and the Austin Cable Commission.

"She's never 'business as usual,'" says Max Arrell, commissioner, "but always insists on going the extra mile. Her ability to simplify complex legal problems into clear and usable rules gives managers and employees the confidence to act."

One area in particular that Sargent-Fambles has shown these qualities is on the agency's ADA Advisory Council. "She has been candid and frank anytime she thought we were going down the wrong path," says Ron Trull, ADA coordinator. "She's really made a difference on the committee."

"Not only does she do her job extremely well," says William Churchill, assistant commissioner for Legal Services, "she has that leadership quality that inspires others to do their jobs better. She never compromises quality for expediency."



**"Leadership is one's capability to envision particular goals and inspire others to achieve them."**

—Andrea Sargent-Fambles

## May 1993 Service Awards

**Region I**  
15 years  
Cesar Quinones

**Region II**  
10 years  
Shirley Scruggs  
15 years  
Gloria Collins

**Region III**  
10 years  
Ziana Boudria  
20 years  
Linda Loucks  
25 years  
Judy May

**Region IV**  
15 years  
Adela Brick

**Region V**  
15 years  
Dolores Flores  
25 years  
Olaya Solis  
Jeanette Holland

**Region VI**  
20 years  
Jacquel Callicoatte

**DDS**  
15 years  
Bruce Marshall  
Eleece McIntosh  
20 years  
Mike Erickson  
Hilario Cobarruvias  
Margery Mackey  
Shirley Hargrave  
Kathleen Jones  
Major Jones

**Central Office**  
10 years  
Kathy Hoke  
15 years  
William Coggins, Jr.  
Boyce Sevier  
20 years  
Frances Ramirez  
Opal Walton



# The client comes second?

*The smiling faces of people being recognized during the event...*



*Jo Anne Hull, Irving Field Office.*

You have heard it all before, in our business (as in most) the client/customer comes first. This is a long standing and indisputable fact of providing quality services to clients.

But, wait. A quality movement is sweeping the country with a call for the customer coming SECOND - the Employee Comes FIRST!

No, this is not a contradiction. It is based upon the premise that if an organization values and appreciates its employees first, those employees will take good care of the customer/client through quality service. But leave employees unrecognized and feeling unappreciated, and pride in service exits quickly.

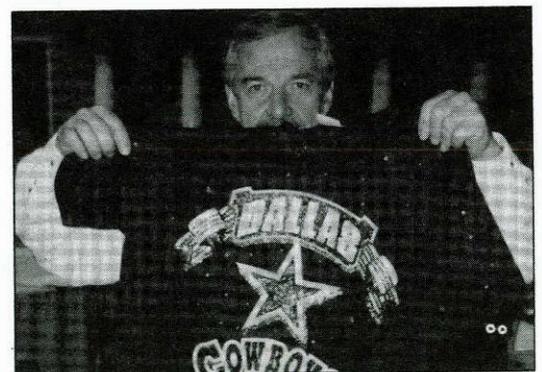
Some say Walmart's Sam Walton started it all when he promised to dance on top of a table in

a hula hoop if his employees would meet an impossible standard for customer service. They did and he danced, to the delight of employees and customers. And, the movement was born.

Recently a group of TRC employees, mostly managers, were invited to attend a two day workshop in Employee Recognition. After a keynote address by James L. Jackson, TRC executive deputy commissioner, they were challenged to come up with a variety of ways for managers to recognize employees for exemplary performance.



*Deeanne Barnett, event coordinator.*



*John Heck, Fort Worth South Field Office.*





*TRC, long known for valuing employees, is poised to implement a statewide program of employee recognition. Look for the Maximer Awards and Manager Awards coming soon. Stay tuned ... and get ready to be recognized!*

## **Golden nugget ideas**

They came up with more than 100 "golden nugget" ideas. Here is just a sample of what was offered:

- ✓ Discounted tickets for movies, Six Flags, etc.
- ✓ X-rated award for extra effort, being extra nice or special
- ✓ Pat yourself on the back – photo copy of your hand posted outside your office
- ✓ Employees allowed to attend special training of their choice
- ✓ Give employee a holiday on his/her birthday or date of employment
- ✓ Have a designated day of "come walk in my shoes" with the employee's manager
- ✓ Give the employee the option to CHOOSE how they want to be recognized
- ✓ A bumper sticker saying "I got caught doing something right at the Texas Rehabilitation Commission"
- ✓ Nice (permanent) gold or silver name tags
- ✓ Write a personal note of congratulation
- ✓ Just say THANK YOU!



*Bertha Hinojosa, Dallas Regional Office.*



*Linda Daniel, DDS - Unit 16*

**Region I**

Rita Debusk was selected as counselor and Kim Sanders was selected as RST for the Midland Field Office.

**Region II**

Marcia Haley, RST in the H.E.B. Field Office, is retiring after 13 years of service with the Commission.

**Region III**

Dora Trevino was selected as RST for the Cross Park Field Office. She is transferring from the University of Texas at Austin Field Office.

**Region IV**

Marie Senegal, counselor at the Houston Northeast Field Office, received her Doctor of Education degree from Texas Southern University.

Sharian Livingston, auditor in the Houston East End Field Office, received her Doctor of Education degree in Counselor Education from Texas Southern University.

Congratulations to both employees on their tenacity and hard work!

**Region V**

Dana Aranda was selected as RST in the Beeville Field Office. She took Sherry Cruz's position, who transferred to the Victoria Field Office.

Albert Ramos was selected as counselor in the Victoria Field Office. Ramos previously worked for DDS in Austin.

Rick McIlveen was selected as counselor in the Victoria Field Office. He is transferring from the Lamarque Field Office.

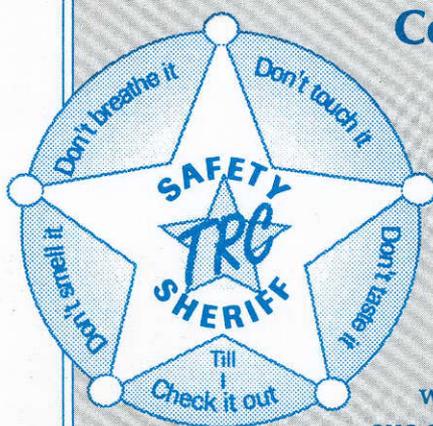
Pamela Minter was selected as RST in the San Antonio North Field Office.

**Region VI**

Marlene Owens, human resource assistant in the Dallas Regional Office, received her B.S. degree in Accounting from U.T. Dallas. Way to go!

Talesia Beasley was selected as counselor in the Dallas Northeast Field Office in charge of the traumatic brain injured caseload.

Aundra Cox was selected as RST in the Dallas Central Field Office. Aundra worked for TRC in the Wichita Falls Field office in the 1970s.



**Congratulations Terry Cooper**

He volunteered to be the "Safety Sheriff" for his department and here is the badge to prove it! The folks at the Print Shop, working around hazardous chemicals and heavy equipment, are serious about safety and appreciate Terry patrolling the area.

The "TRC Today" staff would like to hear if you are doing anything unusual like this in your area. Call us or write us about any "fun or unusual" ways employees are chipping in to make the office a better place to work.

# HHSC Update

Recently to come out of the Health and Human Services Commission is the concept of "shared resources" among agencies. This concept comes from recommendations that focus on combining physical resources, sharing manpower and reducing duplication.

Interagency workgroups have already been formed to see how this can be accomplished. Some of the

areas they will be working on include:

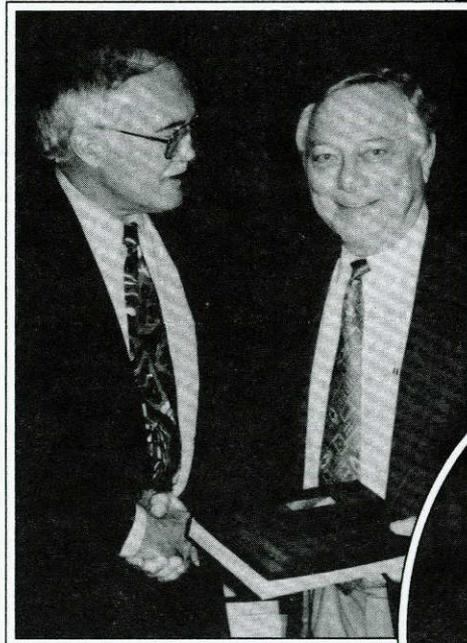
- consolidation of facility management in co-located offices;
- sharing of training curricula and resources;
- consolidation of video production services;
- coordination of interagency volunteer activities; and
- development of interagency audit teams.

"All agencies want to save money," says Max Arrell, commissioner. "If these work groups can come up with ways for TRC and other agencies to operate more efficiently, I'm all for it."

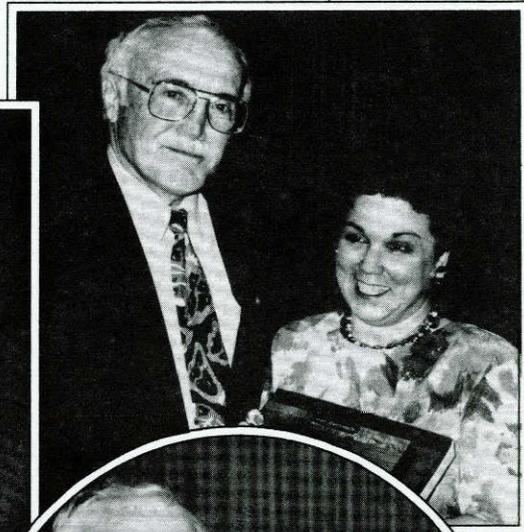
TRC is considered to be among the larger health and human service agencies that will play big roles in the development of shared support structures.

## Applause! Applause! Applause!

Here are a few of the over 50 employees that received awards recently for being a facilitator of an interactive planning board. "A lot of the credit for the success of our agency's interactive planning efforts goes to these facilitators," said Jimmy Jackson, executive deputy commissioner, at the ceremony. "They come from every part of the Commission and bring enthusiasm which is encouraging to all of us."



Commissioner Arrell giving awards to: (top right) Mary Sconi-Wolfe, East Austin Field Office; (center) Brian Forrester, Dallas Regional; (bottom) La Juana Burgess, DDS, Unit 20.





**Rain**  
and threat  
of tornado  
couldn't dampen the  
First Annual "Cinco de Mayo"  
Celebration held at Central Office.  
Organized by the Texas Youth Com-  
mission with numerous TRC volunteers,  
about 300 employees from different health  
and human service agencies attended.  
Rain forced the event into the parking garage  
and the threat of a tornado drove the attendants  
into the office building. But when the coast was  
clear, all came out for fajitas, dancing and music  
by mariachi bands. Some, however, teasingly  
redubbed the event "Sinko de Mayo."

## **Cinco de Mayo**



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