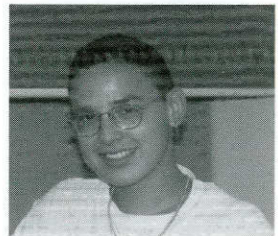
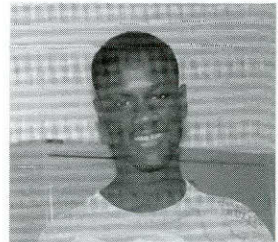
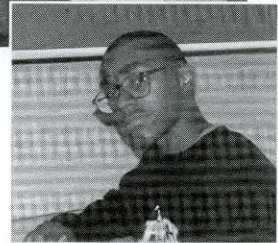
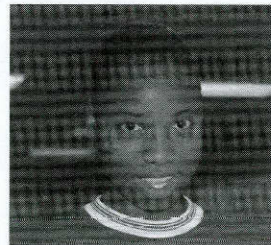
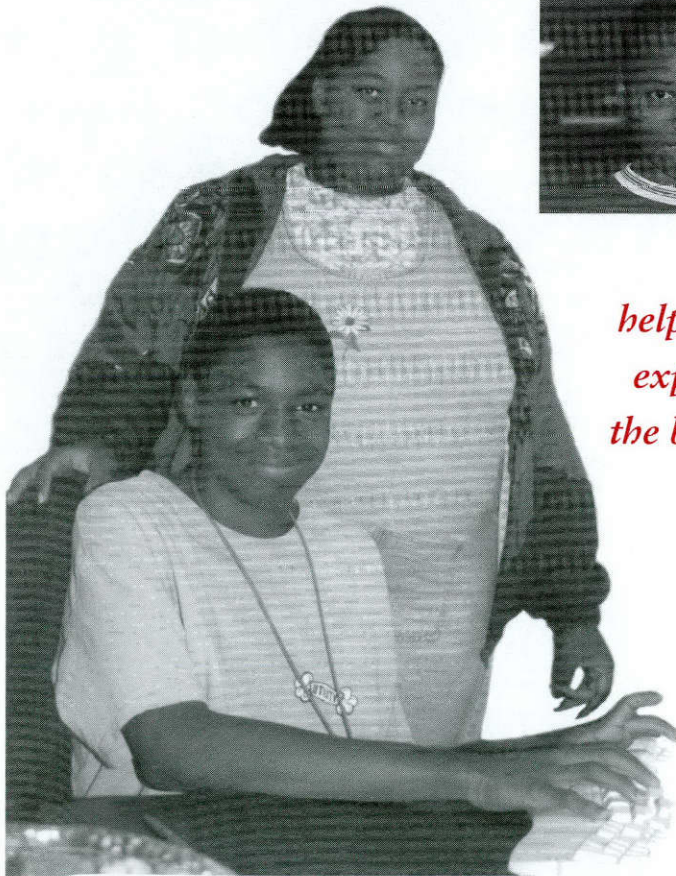
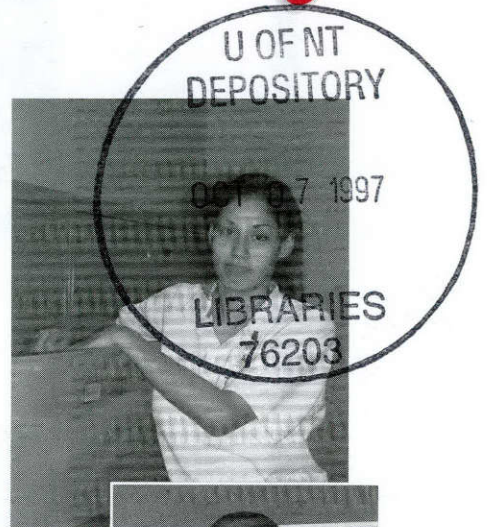




# trc today

## Summer Youth Employment Program



*TRC  
helps youth  
experience  
the business  
world*

*Clockwise above, Kristi Astran (filing), Darrell Stewart, Tommy Shields, Miguel Rivera, James Brandyburg, Dione Blackmon and Keisha Milligan*

# trc today

An Employee Newsletter for Texas Rehabilitation Commission

Texas Rehabilitation  
Commission  
4900 N. Lamar Blvd.  
Austin, Texas 78751-2399  
Vol. 20 No. 8 August 1997

..... Remember writing "what I did this summer" papers when you returned to school in the fall. Dana Stanislawski got a jump start on her fall paper. Read on...



## Summer Youth Employment Program

Have you seen people in your office that look like they don't belong? Maybe too short? Maybe too young? Well, they might be participating in the Summer Youth Employment Program (SYEP). This summer, as a program participant myself, I got the assignment to write an article on it for the TRC Today. I accepted the challenge. As I got into the project, I realized — it's tough work! But after a while it gets a little easier, and you feel good about yourself.

The SYEP, funded by the U.S. Department of Labor, is designed to provide low income or at-risk kids between the ages of 14-18 an opportunity to work. Started by Lyndon Johnson in the 1960s, this program has been a success for 33 years. This summer is the second year TRC participated, providing kids exposure to a live work setting.

"I like the people, and I especially like earning my own money," said 14-year-old Keisha Milligan. Keisha, who works in Central Office Human Resource Management, said she plans to save the money she earns and buy new school clothes. This is Keisha's first year to participate in the program.

The SYEP benefits the participants and managers. Susan Farias, Keisha's supervisor, said it helps bring a different perspective into the agency. Pat Hamilton, DDS-HR, said, "For the most part they are a bunch of 'shy' kids, but they have done a great job for us." DDS has six participants in the program.

"The program gives young people a sense of work ethics and it's good for the Commission because it brings people in here that really want to work," said Commissioner Max Arrell.

Deputy Commissioner Leon Holland demonstrates support of SYEP with two students placed in Administrative Services this summer. "I am a strong supporter of the program," added Holland, "because it provides youth a chance to experience the business world and see how adults interact with each other."

From a parent's perspective, my dad Robert Stanislawski, added, "It is a good option to summer camps. It teaches the kids about schedules, deadlines, stress and pressure, getting ready for work and good communication with many people. I'd like to see it expanded to include more youngsters and more emphasis put on youngsters with disabilities."

From my own perspective, I have learned a lot of new and exciting things that will help me later in life. I still don't know what I will do when I graduate from high school, but my experiences at TRC have at least given me some ideas of some things I can do. ★

### Statewide Participants for TRC

Region V - San Antonio (JTPA)	7
Region 9 - DDS -Austin	8
Region 0 - Austin Central Office	2
Region 2 - Dallas Northeast F.O	1
<b>Total TRC SYEP participants</b>	<b>18</b>

"These young people have helped us during the summer months when we are normally short of staff due to vacations," says Sharon Sattler, personnel officer in San Antonio. "Our mentors say they feel really good to be able to help students become more independent and learn about how to work positively and effectively in an office environment. We highly recommend it to other offices around the state!"

If you want to participate in the program next year or desire more information for your area, contact your regional HR office or local JTPA. In Austin, contact Carolyn Mercer at Central Office HRM.

Photo: Fifteen-year-old Dana Stanislawski is a sophomore student at Anderson High School in Austin. Dana said that she especially likes coming to work with her Dad. A two-year veteran in the SYEP, Dana has worked in BSSU, PIO and Claims gaining experience in filing, updating vouchers, answering telephones, entering data in databases, transcribing for closed captioning and writing an article for the TRC Today. Other participants in the SYEP program not pictured are: Brandi Astran and Robert Kimble (DDS-Austin), Laura Delgado, Supreet Grewal, Charles Halloway, Cathy Perales, Marissa Garcia, Johnny Hernandez and Antoinette Josephine Washington (San Antonio) and Genova Mendoza (Dallas).

## What employees say matters...

And what you've told us is that our customer service shines through. In a survey given to about 2,500 TRC employees last summer, employees rated the agency in a variety of areas including team perceptions, work settings, communication patterns and personal demands.

TRC was just one of 51 agencies who participated in the Survey of Organizational Excellence including 14 SACC (State Agency Coordinating Council) and seven HHS (Health and Human Service) agencies.

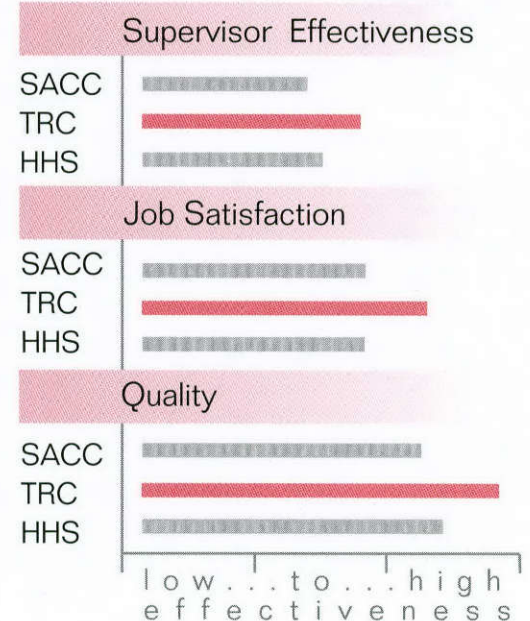
TRC rated above average in all categories. TRC employees perceived agency strengths to be customer service, benefits and compensation, working well with the public and other agencies; computer resources; and that goals are consistently met.

Although TRC rated higher than other HHS and SACC agencies in all categories, employees listed the following as areas for improvement: salaries, valuing employees, trust, bureaucratic channels; pace of work and leadership opportunities.

More detailed information from this survey is currently being shared with managers and staff so that employees have the opportunity to give input on survey results and offer suggestions for improvement which then can be shared with upper management.

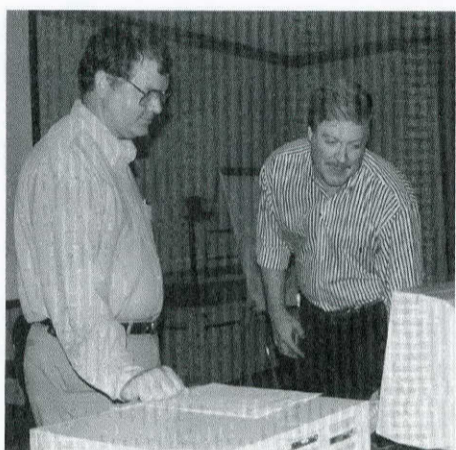
"It's clear that our employees have a strong sense of pride in TRC but we also recognize that there are things we can improve on," says Commissioner Arrell. "That's the whole point of the survey."

### Survey of Organizational Excellence



## French say "Oui, Oui" to TRC's Software Distribution System

**Problem:**  
**How do**  
**four people**  
**distribute and**  
**install, in three days,**  
**a software program on**  
**1,440 pc's located**  
**around Texas?**



**T**RC's Automated Services (AS) staff faced that dilemma with the installation of the new Rehab System on June 1. What they did is so impressive that Sollac Manufacturing, a \$6 billion company, sent their representatives from France to Austin to take a closer look.

Facing tighter travel budgets and a need to distribute software quickly and efficiently, AS staff met the challenge and set out to research solutions. "We knew we didn't have the staff to do it the way we had been doing it," said David Bost, software management supervisor. "We used to mail new applications to the field offices on floppy disks and depend on staff there to install it on the computers. But, varying workloads and

*David Bost (left) and Russell Smith prepare to explain TRC's software distribution process to Sollac Manufacturing representatives.*



*Left to Right: (top row) Smith, Bost, Susan Moore, Rita Clements and (bottom row) French visitors Stephane Pitavy, Olivier Petel, Louis DuPont and Gilles Desitter.*

computer configurations created inconsistencies on how and when software got installed. Even in 1994, we knew we needed a better system."

With reengineering in full swing and the redesign of the Rehab System fast approaching, there was a big push to get a rapid means of distributing software. "Bringing up the new Rehab System pushed that need to a higher priority," said Bost. A key factor in the formula was to connect all pc's in the state with a wide area network (WAN). By April 1995, all workstations were on-line via the WAN.

AS staff looked at a variety of software solutions and decided to go with Attachmate and a software distribution system called NetWizard. The first test of NetWizard, in June 1995 identified some weaknesses, so Attachmate and AS worked together to iron out the kinks. With some customizing and a NetWizard upgrade plus standardizing all pc's on the system with Windows 95, we were again ready to put the new system to its test.

In November 1996 the upgrade was installed, and TRC

set the benchmark in software distribution when pc's statewide were upgraded simultaneously from one central location. "Distribution takes about 24 hours to execute," says Susan Moore, NetWizard manager. "The system usually downloads to 97-98 percent of the computers around the state then we work out the problems one by one. It may take several days, but we stay on at it until we get 100 percent on line and working — anything less than that is just not acceptable."

It has been nine months since that benchmark test, and software upgrades are distributed routinely. Moore says that they have downloaded over 30 upgrades since November and saved over \$5 million (\$175,000 for each upgrade) in travel costs with the new system.

The next time you start up your computer and something looks different, be assured it wasn't little gremlins at work during the night. It was AS staff, working nights and weekends, to make sure you have the best, the fastest, and most up-to-date system to help you do your job.

EMPLOYEES WHO RECEIVED ..... 12 MAXIMIZERS



### REGION 4

Stephen Akhiemokhali  
Cindy Anderson  
Terri Caldwell  
Vera Castro  
Joyce Cooley  
Sylvia Capetillo  
Tiffany Fregia  
Karen Gaede  
Carlynn Huffer  
Joan Johnson  
Marion Johnson  
Mary Johnson  
Adeline Kasper  
Jamie Kucera  
Karen McDaniel  
Magda Ortega  
Randy Oshman  
Jackie Red  
Betty Ruyle  
Marie Shotwell  
Carena Terral  
Cynthia Thomas  
Jean Wong  
Arlene Arauza

### REGION 4 CONT.

Sandra Guy  
Toni Martindale  
Tammie Kiser  
Vera Craddock

### REGION 5

Lauren Begam-Brannan

### DDS

Arnold Bratland  
Art Lara  
Barry Marshall  
Bill Lewis  
Denise Beck  
Donald Primm  
Gloria Rodriguez  
Jim Parmar  
John Peca  
Liz Romero  
Lynda Garcia  
Mary Ann Rackley  
Mike Jones  
Penny Schubert  
Sherri Eddy

## Letters . . . Letters . . . Letters . . . Letters . . .

*Here is an excerpt from a letter from state Rep. Jim Pitts to Commissioner Arrell about information provided by DDS staff Robert Gips and Dennis Neitsch.*

... I want to commend two men in your public information office who have been extremely helpful to my staff. Robert Gips and Dennis Neitsch have always handled all of our inquiries in a professional, competent, and thorough manner. Because they have been so helpful and efficient, my office has been able to access information that has aided those in need. ... It makes public service much easier when you know you can rely on a state agency to do a good job. I applaud Texas Reha-

bilitation Commission for the job these two men perform for the residents of District 10 as well as all Texans.

*This letter was sent to VRC Frank Donaldson from a client in Manor, Texas.*

I want to express my appreciation for you and TRC's positive support over the last six years. You all gave me the opportunity to succeed and the chance to get an education and I will always be grateful. I was unable to earn a living and I cannot thank you enough for your help and positive assistance. ... I am able to pay my bills finally and feel much better and should be on my feet. ...

## McKinney Field Office grand opening



TRC celebrated the opening of the McKinney Field Office on July 11. "As one of the fastest growing counties in North Texas, expanding human services in the area will afford accessible resources to many people," said Sen. Tom Haywood who was on hand for the ribbon cutting. The new office, located at 901 N. McDonald Street, Suite 403, opened for business on July 1. Photo left to right: Marlene Owens, administrative services coordinator; Robert Marx, regional director; Sen. Haywood; Commissioner Max Arrell; and Jim Knauss, area manager.

## Gov. Bush Appoints Independent Living Council

Gov. George Bush appointed 15 new members to the State Independent Living Council (SILC) on June 25. The new Council members represent areas from all over the state and have staggered three-year terms.

The Rehabilitation Act of 1973, Title VII, requires states to appoint an independent living council to work with the state vocational rehabilitation and blind agencies. The Texas SILC works with the Texas Rehabilitation Commission (TRC) and the Texas Commission for the Blind (TCB) to provide leadership and direction on independent living (IL) issues in Texas. In cooperation with the TRC and the TCB, the SILC jointly develops, submits and signs the State Plan for IL, holds hearings and forums to get input on IL issues and serves as a point of coordination between the council, IL centers and state agencies.

"The State Plan, mandated by federal law for states to receive IL funds, is the pivotal blueprint for current and future IL activities," says TRC Commissioner, Max Arrell. "Its development depends largely on the responsible leadership and hard work of the council. I look forward to working with this new group of leaders."

The Independent Living program helps Texans with severe disabilities to achieve the highest degree of independence possible. It also works with independent living centers around the state, concentrating on self-sufficiency and quality of life even though work potential may

be very limited. In FY 1996, TRC served 1,761 in the Independent Living Program.

The Council will hold its first meeting in Austin on Aug. 25 and 26. For more information about the Council or the IL program, contact Vernon Dement, program specialist in central office at 512-424-4422.

### Term expires Oct. 24, 1997

Gigi Edwards, Austin  
Don Eubanks, League City  
Richard Palacios, San Antonio  
Barbara M. Rolland, Amarillo  
Lana Jean Sosenska, Spring Branch

### Term expires Oct. 24, 1998

Karen W. Beasley, Bronson  
Norma Crosby, Houston  
G. Joan Kroll, Fort. Hancock  
Joseph Muniz, Harlingen  
W. Wayne Pound, Fort Worth

### Term expires Oct. 24, 1999

Martha Bagley, Dailas  
Stephen R. Prenger, Arlington  
Jonas E. Schwartz, Austin  
Earl T. Walden, Jr., Katy  
Craig D. Wall, San Antonio

## Across the State

### Welcome Aboard

Erica Ybarra, administrative technician  
Meredith Jacobs, planner  
Brandon White, clerk  
Anne Simmons, clerk  
Rachel Hernandez, HRM director  
Andrew York, clerk  
Jeffery Delgado, clerk  
Maria Ybarra, accounting clerk  
Sylvia Edwards, counselor  
Sheri Hudgeons, RST  
Lori Justice, RST  
Randall Norris, counselor  
Lasonya Glover, RST  
Linda McMillin, RST  
Carolyn Nolen, RST  
Joshua Engler, counselor  
James White, RST  
Linda Lyons, counselor  
Charlotte Davis, RST  
Kelly Stevens, counselor  
Michael Day, counselor  
Wilson Price II, counselor  
Adriana Cavazos, RST  
Salvatore Moscarda, counselor  
Marie Combs, RST  
Johnna Cordry, disability examiner  
Donna Jones, disability examiner  
Louis Faiel-Dattilo, disability examiner  
Janet Mulcahy, disability examiner  
Janne Bowen, disability examiner  
Roy Hernandez, disability examiner  
Cynthia Kocks, disability examiner  
Catherine Kent, disability examiner  
Anitra Blayton, disability examiner  
Claudia Worth, disability examiner  
Luz Asfura, disability examiner  
Susan Ringenberg, disability examiner  
Arnoldo Longoria, disability examiner  
Cristal Pitts, disability examiner  
Napoleon Onyeje, disability examiner  
John Roddey, chief of staff services  
Rebecca Muzquiz, clerk  
Samuella Cohen, disability examiner  
Elizabeth Merrill, disability examiner  
Lauren Sebel, disability examiner

### Retirements

Louise Cupp, RST III in Region 4, retired June 30, 1997, with 12 years of state service.

Darla King retired June 30. King was an RST in the Irving Field Office and had worked for the state for more than 17 years.

Patricia Lincecum, RST II in the Beaumont field office, retired July 31 with 31 years of state service.

Melba Ellinger, RST III in the Abilene field office, retired on July 31 after working for the state for 26 years.

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

Address Service 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) 424-4043.

Shayla Fleshman, Editor  
Prissy Pense, Writing & Photography  
Susan Antoniewicz, Design

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

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

## State Service Awards August 1997

### 10 years

Eduardo Estrada  
Lawrence Bradley  
Edna Walker  
Lucinda Anderson

Holly Barnes

James Newman  
Barbara Warren  
Yvette Flores  
Martha Garza  
William Mauer

Irma Rocha

Leasa Stephens

Shirley Sumpter  
Shiwarner Younger  
Linda Torres

### 15 years

Curtis Beamus  
Bobby Robinson  
Carole Barnes  
Jack Mathis II

### 15 years cont.

Doris Davis  
Tamara Ross-Miller  
Marcia Sprott

### 20 years

Shirley Scruggs  
Gail Green  
Ramiro Hernandez  
Cecilia Lehmann  
Gail Mayfield

### 25 years

Rachel Hernandez  
Ray Minyard  
Stanley Brummal  
A. Barrera Jr.  
Jeanette Terrell

*TRC today online  
is coming soon to the  
agency intranet.*

### Special Recognition:

Congratulations to Corena Terral, administrative technician in the Houston Regional Office. Corena wrote an article that was published in the Administrative Assistant Adviser June 16, 1997 issue. The semimonthly publication is distributed nationally.