

# News & Views

★ Texas Rehabilitation Commission ★ A Human Energy Agency ★

Volume 12 Number 3

March 1990

## From petroleum fields to pizza

### The long road back from brain injury

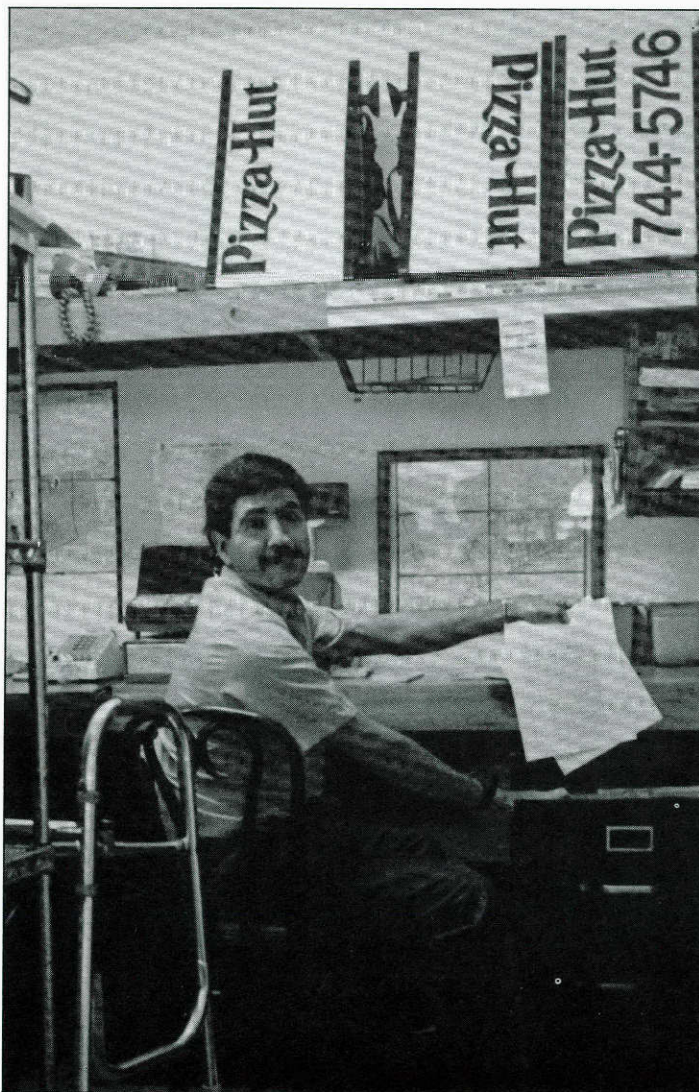
A Galveston city bus stops in front of Pizza Hut on 61st Street every day at 2 p.m. to let off a regular passenger.

Because he uses a walker, it takes Rene Villareal a little longer than most passengers to climb down. But, soon, he is inside Pizza Hut and on the job.

Villareal, former oil field roughneck recovering from a traumatic brain injury after a motorcycle accident in 1986, works as a bookkeeper for the restaurant -- 20 hours a week.

He is another Transitional Learning Community success story.

Tony Ocana, counselor in the McAllen Field Office, referred Villareal to TLC after restoration services at Gonzales Warm



*Each day, when Rene Villareal gets to work, he goes to a tiny office at the rear of the Pizza Hut restaurant, picks several folders from a file cabinet and takes them to a booth in the corner of the dining room where he does the day's bookkeeping. Co-workers readily accepted Villareal and help him out whenever they can.*

Springs followed by a year at home in Mission, Texas.

"I was getting nowhere," says Villareal. "I was just sitting at home, watching TV and being a bum."

"My speech was the biggest thing I had to overcome," he says. "I would get frustrated because it was hard to get things across to people."

*I push myself a lot.*

At TLC, Villareal got intensive speech and physical therapy. He also developed job search and independent living skills. Eventually, he moved into his own apartment with another TLC client.

*Continued on page 3*



# New Horizon house burns

## Nine TRC clients displaced by fire

An early evening fire gutted the second floor of a transitional residence for substance abusers in Galveston January 17.

Four residents, asleep at the three-year-old New Horizon facility, were forced into the night with only the clothes on their backs. They, and five other resi-

dents (working at the time of the fire), lost nearly everything they owned.

The facility, operated by St. Mary's Hospital, also sustained extensive smoke and water damage. Don Collins, TRC counselor in the Transitional Learning Community Field Office, acted quickly to provide clothing and immediate necessities for the residents, all TRC clients.

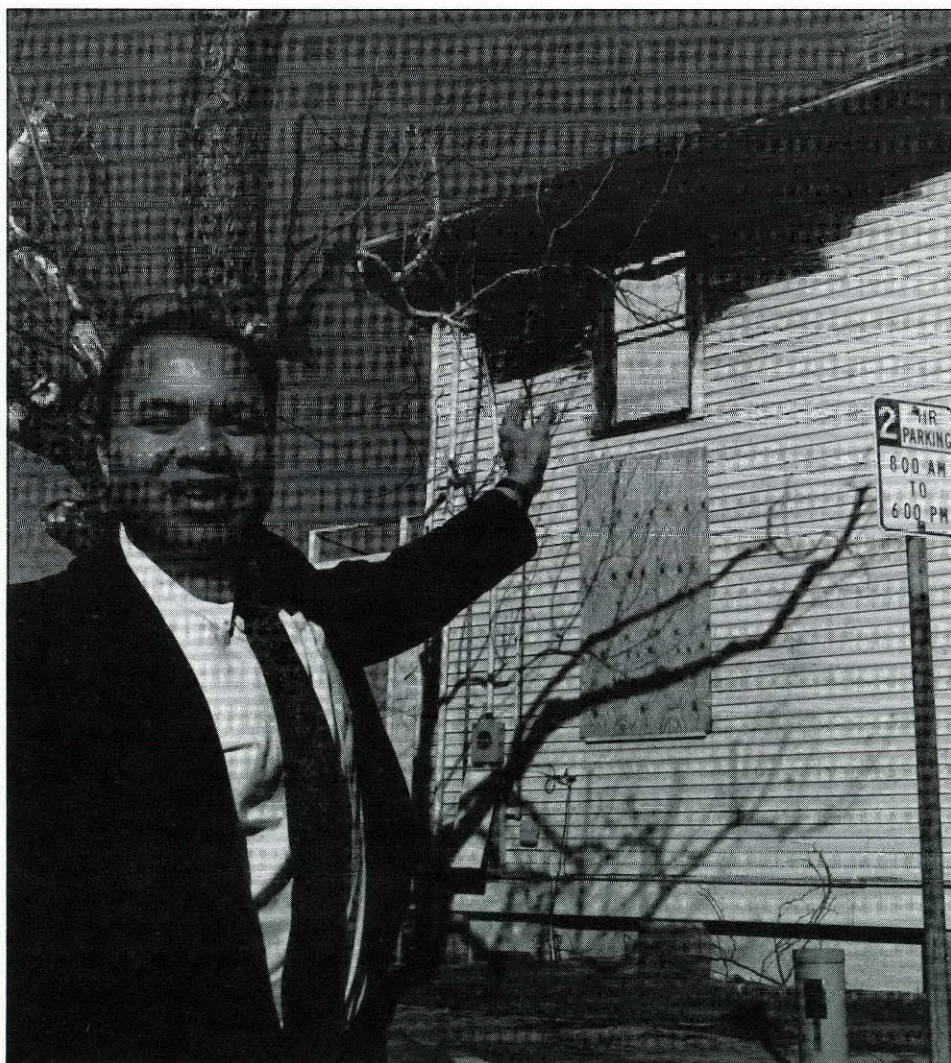
The local Weiner's department store, which gives TRC a 10 percent discount on client items, agreed to stay open beyond business hours that night so residents could replace lost clothing. In all, TRC spent \$1,350 to replace or repair clothing damaged in the fire.

St. Mary's officials are still deciding whether to renovate the fire-damaged facility or relocate the New Horizon program. For now, program residents are in temporary quarters at St. Mary's. They could be there for as long as six months.

The exact cause of the fire and extent of damage is still under investigation. According to Collins, all substance abuse clients are being referred to other area facilities.

## Legislative Update

The Americans with Disabilities Act sailed through the U.S. Senate before the congressional break for the holidays. But, events in Eastern Europe have so shocked the congressional posture on national defense, that little else has been attended to on the current agenda. Informed sources feel that by March, the U.S. House of Representatives will hold hearings to press the ADA into law. The National Rehabilitation Association has scheduled a Governmental Affairs Seminar for March 11-14 where over 100 disability advocates from across the country, 13 from Texas, are expected to actively advocate to their representatives in Washington for the passage of the ADA.



Don Collins, TRC counselor for substance abusers, points to a second floor window at the New Horizon residence where the January 17 fire did most of its damage. The residents, all TRC clients, escaped safely.



## TRC officials meet with SSA commissioner

A contingent of TRC officials -- Commissioner Arrell, TRC Board Chairman Jerry Kane, Board Member Ray Wilkerson and DDS Deputy Commissioner Les Albrecht -- travelled to Washington February 8 for talks with SSA Commissioner Gwendolyn King.

The trip, planned last December, was part of an effort to help relieve DDS workload pressures as well as address federal budget restraints (see December "News & Views").

The SSA-imposed hiring freeze at DDS, brought about by federal budget reductions and a \$300 million short in SSA's current spending plan, is still in effect.

But, TRC officials describe the meeting with Commissioner King as very upbeat.

"It helped establish a more effective rapport between DDS and Baltimore (SSA headquarters), says Albrecht.

"She (King) is determined to help make more resources available for services to claimants," he said.

"Commissioner King exhibited sincere concern for disability examiners and other DDS on-line support staff," says Commissioner Arrell.

"She is well aware that the present funding level does not allow DDS to meet the needs of people with disabilities who apply for disability benefits. I believe she is dedicated to solving the problem," he says.

## Villareal *Continued from page 1*

Last September, with help from his job coach, Nina Davis, Villareal landed the bookkeeping job at Pizza Hut.

"I've been here for four months. They're great to work for ... friendly ... kind ... they help you any way they can."

March 29 will mark four years since Villareal's life-changing accident.

The job at Pizza Hut might seem like a step down from working the oil fields of South Texas where he supported a wife and two children before his accident. But, Villareal is a realist who believes that, right now, any step is a step in the right direction.

"He is stubborn and determined," says Don Collins, who recently took over TRC courtesy counselor duties from Louisa Rosales of the Galveston Field Office.

Villareal is dead-set on improving his speech and physical condition. In fact, once a week before work, he works out for two or three hours at Gold's Gym.

"I push myself a lot," says Villareal. "I want to show my family and friends that when I fall down, I can jump back up!"

## Texans have a lot at stake in this year's census

### The head count is coming

If you survive the month of April without knowing a major census is sweeping America, you will have been in a time capsule.

In April 1990, every household in America will receive a census questionnaire. Every census is important, but this one is very important ... for the general population and for people with disabilities.

For this reason, the governor's office has launched a special

effort, through state agencies, to make this census count for Texans. The campaign will include notices with employees' paychecks, posters and public service announcements. The undercount of the 1980 census is estimated at 500,000 people. That shouldn't happen again.

An all-out effort by everyone to respond to the census will:

- insure Texas has maximum representation in Congress

- protect federal funding based on population shift
- gain much needed information on people with disabilities

For more than 20 years, we have been guessing at the numbers of Texans with disabilities, because no accurate survey had been taken. This census has the potential to provide vital information for future services to people with disabilities. Let's make it count!



# Mail truck crash destroys disability cases

A U.S. Postal Service truck, en-route from San Antonio to Dallas, crashed and burned January 22 just outside Georgetown. The driver was killed.

Its cargo included over 256 (mostly completed) Disability Determination Services case files along with other assorted Central Office and DDS mail bound for TRC and Social Security offices in ZIP codes 75000 through 76400 along the I-35 corridor between Waco and Wichita Falls. About one-third of the case files were "allowances" for disability benefits.

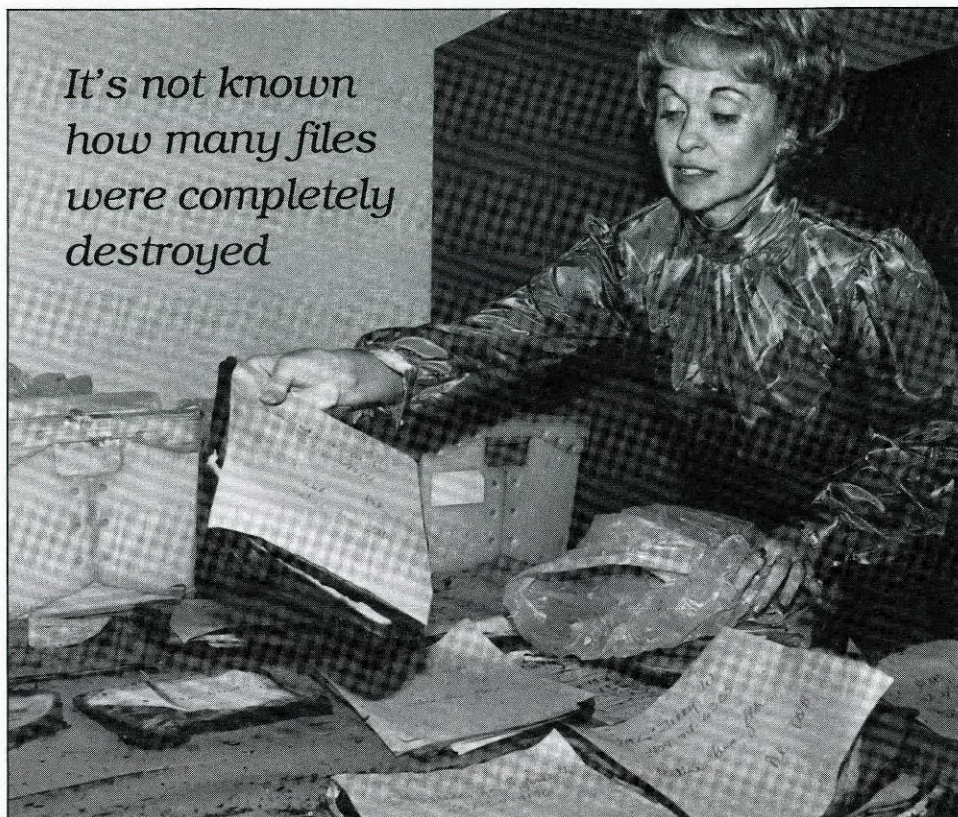
After sifting through the charred remains of the mail, postal workers were able to re-route some of the lightly-damaged mail, but other pieces had to be returned to the point of origin.

The DDS mailroom got back 100 badly burned case files on disability claimants. These files were sent to a contractor in Fort Worth who will freeze-dry, clean and restore them to prevent further damage.

"The first couple of days were exciting because we didn't know what we had," says Gail Mayfield, systems manager.

DDS officials are now checking files on a master list of cases shipped to see which ones got through and which ones may have to be recreated from scratch. At this writing, it's not

*It's not known how many files were completely destroyed*



*D. Larson, supervisor of mail services in DDS, gathers up case files damaged in the January 22 mail truck fire. Charred files were sorted into plastic bags for shipment to the Steamatic company's document restoration outlet in Fort Worth. There, they will be freeze-dried as one step of the recovery process.*

known how many files were completely destroyed.

In terms of inconvenience to claimants, some may have received soggy notices and some may have to re-sign forms. Initial disability payments to claimants who were allowed benefits may also be slowed down.

DDS is exploring options for reconstructing files involved in the crash. It may be that only minimal work needs to be done on damaged or destroyed files. At

best, however, it will take at least a month to assess the total damage and bring the files back up to date.

Central Office mail damage was minimal according to Lee Henderson, office services supervisor. Only three warrants (checks) were returned and had to be reissued. "Fortunately, it was the lightest 'warrant' day of the month," she says.



# DDS honors first Circle of Excellence

*It means we're helping people with disabilities in Texas.*

The first Circle of Excellence Awards for disability examiners were presented February 8 in Austin.

Thirty-two examiners received the awards which were patterned after the Circle of Excellence Awards for vocational rehabilitation counselors established some three years ago.

Presenting the awards for initial units was Archie Malcom, assistant deputy commissioner for initial operations. Carlos Valdez, assistant deputy commissioner for appellate operations, presented awards to examiners in Reconsideration, Continuing Disability Review and Disability Hearings units.

"It's another way to recognize examiners for their achievements, particularly at a time of increasing workloads and federal budget restraints," says Les Albrecht, deputy commissioner for disability determination. "We

are continuing to plan for awards of this type for other DDS positions, as well."

In January 1989, Malcom, appointed a Circle of Excellence work group, headed up by John Patterson, operations director in Directorate 01, to develop an awards program for disability examiners. By September 1989, the criteria and process was approved and adopted. In November, nominations were submitted.

The work group established target levels of performance needed for examiners to achieve the award. Nominees were judged on timeliness, accuracy and production.

"When we talk in those terms, it means we're helping people with disabilities in Texas," says Valdez.

In addition to a handsome mahogany plaque, recipients received a certificate and a letter from Commissioner Arrell. Eligible award winners will also receive a merit salary increase.

Congratulations to the Circle of Excellence examiners.

## Winners of the DDS Circle of Excellence Awards:

**Unit 01—**  
Tom Beck  
Walter Miller  
Barbara Antonik

**Unit 09—**  
Donna Goodenough  
Sandra Kloesel  
Brad Scott  
Lavonne Hummel

**Unit 11—**  
Lori Broccolo  
Joan Roberts-Scott  
Roger Hight

**Unit 35—**  
Julie Casner  
Jim Reeves  
David Sandefur

**Unit 20—**  
Gary Dean Powers  
Mary Jane Berry  
David Hamilton  
LaJuana Burgess

**Unit 40—**  
Molly Lozano  
Anna Crawford  
Marcy Sprott

**Unit 60—**  
Rebecca Kelley  
Mark Terranella

**Houston ODH—**  
Mary Atnip

**Unit 02—**  
Sally Koch

**Unit 03—**  
Leslie Hendren

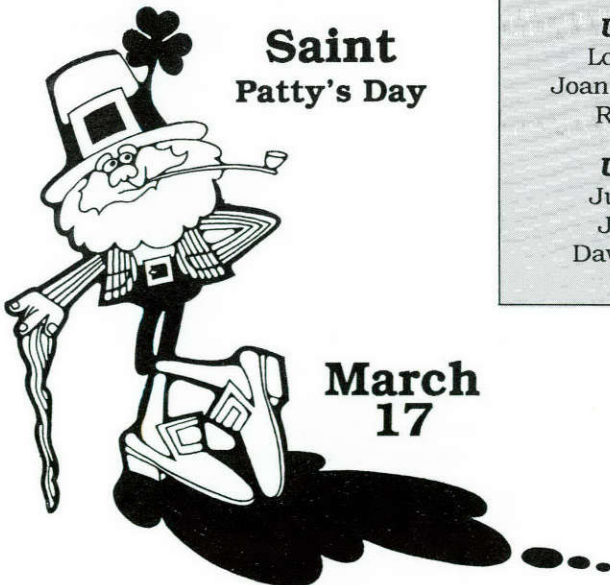
**Unit 04—**  
Karen Stolley

**Unit 06—**  
Barbara Thorn

**Unit 10—**  
Marie Renee Lopez

**Unit 13—**  
Kimberly Malcom

**Unit 17—**  
Sue Henize  
Irene Pena-Miller  
Brenda Hoffman





The Governor's Commission on Women and Women in the Public Sector will co-sponsor a lecture on politics and politicians March 20, 5:30 -7:30 p.m. at the Brown-Heatly Building (TRC Central Office) in Austin. Outspoken *Dallas Times-Herald* political columnist, Molly Ivins, will speak. Admission is free. For more information, contact Donna Darling, Texas Water Development Board, at (512) 463-7869.



"The Challenges of the 1990s: We Can Make a Difference," a conference to be presented by the University of Texas School of Social Work April 5 - 6 at the TRC Central Office, celebrates the 40th anniversary of the UT School of Social Work. The conference will highlight ways to work with agency executives and legislators to meet the challenges of the 1990s. For registration information, contact Alumni Conference Program, School of Social Work, The University of Texas at Austin, Austin, Texas 78712. Telephone: (512) 471-9235. FAX: (512) 471-9600.



The Governor's Committee for Disabled Persons and the Corpus Christi Mayor's Committee is sponsoring a leadership conference March 15 -16 at the Corpus Christi Wyndham Hotel. Changing times and a changing work force will highlight the program with tips from employers on hiring people with disabilities in the 90s. Participants can enjoy the conference and other activities for a registration fee of \$25. For more information, contact Andy Alexander, GCDP, at (512) 483-4382.



The Doug English Lone Star Golf Classic is set for April 2 in Austin. Tournament proceeds benefit the National Paralysis Foundation's spinal cord research program. The tournament, itself, is limited to sports and show biz luminaries. But, two receptions are scheduled to kick-off the classic, and the public is invited. On April 1, El Arroyo Mexican Restaurant will sponsor a celebrity poster signing party. Later that evening, the public is welcome at a tournament kick-off party at Austin's 6th Street club, Toulouse. For a \$5 cover charge, you can enjoy a live band, door prizes and lots of other fun. For more information, contact Cindy Counts at (512) 483-4384



*Go for It!* is a full-color reference book and celebration of sports and recreation for people with disabilities. It's for newly physically or sensory disabled people, their families, friends and service providers interested in discovering different options available in sports and recreation. *Go for It!* is available for \$19.95 from: Harcourt Brace Jovanovich, Inc., School Department, National Customer Service Center, 6277 Sea Harbor, Orlando, Florida 32821, or call (800) 225-5425..



## Consumer Adv welcomes new

TRC's principle advisory body representing people with disabilities put six newly-appointed members right to work at it's quarterly meeting in February.

### Tip of the month

With more and more machines answering your calls, pause to consider ways to leave an effective message:

**Be prepared.**—Always realize that you may have to leave a message, so know what you're going to say and how you want to say it.

**Be polite.**— Always make a good impression.

**Get to the point.**—Always leave your name and phone number. Grab the listener's attention. Point out the advantages of returning you call.





*New Consumer Advisory Committee members take a coffee break with the Commissioner during an orientation session at the February 12 meeting. From left: Dwain McMahan, Ann Dorst, Commissioner Arrell, Suzanne Brown, David Vander Hee and Priscilla Oebel. Not pictured are Charlotte Stewart and Sharon Sheldon.*

*Variety is an important aspect of the committee.*

two-year terms, are: Suzanne Brown, counselor at El Paso Community College; Ann Dorst, board member of the Houston Chapter of the THIF; Dwain McMahan, program coordinator at the Panhandle Action Center for Independent Living Skills; Priscilla Oebel, diagnostician at the Brush Country Special Education Co-op in Mathis; Sharon Sheldon, Sheldon Enterprises, Inc., in Austin; Charlotte Stewart; deputy director for the Dallas Center for Independent Living; and David Vander Hee, independent living specialist at the Valley Association for Independent Living.

"I'd like to be able to have more members; it would allow for that many more viewpoints," says Beneke.

More members ... more variety. Variety is an important aspect of the committee. Beneke believes it promotes personal growth among CAC members.

"At first these people are total strangers, but in the process of working together they become a close-knit group — and these friendships last," says Beneke.

Beneke's goal for the committee sounds like a challenge for more Commission involvement with the committee. "I try to keep the agency interested and involved in the committee. I'd like to see more issues brought to the committee for consideration," she says.

## Advisory Committee / members

The TRC Consumer Advisory committee is made up of people with disabilities, service providers and other public representatives interested in services to Texans with disabilities. It advises the agency on issues of program and policy.

The Commission has had a consumer advisory group, representing a variety of disabilities and services providers, since the 1970s. During the 69th Legislature, the CAC was officially created by statute as part of the Human Services Code.

At the February 12 meeting, new and veteran CAC members

discussed transitional services, the new TRC quality initiative, personal attendant services and the 1992-93 TRC Legislative Appropriations Request.

"It was a good representation of what they do," says Kaye Beneke, assistant deputy commissioner for consumer affairs and TRC staff-member in charge of the committee.

She points out that the committee was a major influence on TRC's appropriations requests during the 1980s for attendant care, comprehensive medical rehabilitation and state funding for independent living.

New additions to the 16-member panel, appointed to



**Tom G. Hudgens, counselor in the Denton Field Office, recently received this letter from Robert Hall, the father of a supported employment client:**

"A very special 'thank you' to the Texas Rehabilitation Commission for the work you have accomplished with my son, Michael. When I brought Mike to you, he was not only unemployed, but, due to the nature of his illness, had become unemployable through normal channels. At 37 years of age, it appeared he was destined to be unable to ever hold down a job again. If he found employment, he could not keep it for more than a very few days. To sum up,

we were looking at a very bleak future for Mike and his parents. Thankfully, we found you and through your efforts, Mike was screened and referred to the Supported Employment Center for Rehabilitation Studies at the University of North Texas. There ... he was placed in a summer job that he would not have been able to do if it weren't for this program. Mike is now holding down a regular job as custodian at the University of North Texas. I feel that this program of supported employment is one of the most valuable programs for handicapped persons I have ever known of. In our case, it did exactly what was needed to bring a young man back into the mainstream of society again and make him a productive worker rather than have him on Social Security disability.

**Following is a letter written to Commissioner Arrell by John R. Sykes, disability claimant, concerning the help he got from Sandra Kloesel, reconsideration examiner in DDS:**

"Professionalism amongst employees, whether in the public or private sector, is an attribute which should always be acknowledged. Such is the case with Sandra Kloesel. I wish to take this opportunity to state that not only was she highly professional and thorough, but evidenced a willingness to listen to me, answer my questions, offer suggestions, and above all display empathy for my situation. Fortunately, and I believe because of the manner in which she handled my claim, I had no need to work with many others within the agency. As a result, I cannot speak to their professionalism and can only hope they demonstrate similar qualities. I commend Ms. Kloesel highly and congratulate you and the Texas Rehabilitation Commission on having a truly fine, outstanding employee.

**Here is a portion of a letter written to Gene Gorham, supervisor in DDS Unit 35, from a claimant who was helped by a disability examiner in his unit:**

"Through a series of errors, my sister's social security was discontinued. Julie Casner went the extra mile in trying to see that this was corrected, since it had been decided that my sister's social security disability income would continue. We have been dealt several roadblocks in the last five months in dealing with Social Security. Julie was able to make several contacts and she was the prime reason for someone admitting there had been a mistake. Without Julie's help, it would have been three months before the checks were reinstated."

**"Here is a letter received at the Central Office from Salome Ochoa, the sister of a client in El Paso:**

"I would like to express my appreciation to you and especially to Mr. Richard Benito (counselor in the El Paso East Field Office) for being so helpful. Thanks to Richard Benito, my brother Gelacio, is getting very valuable training at the Emilio Fernandez Workshop. Gelacio is mentally retarded and without the help provided by the Texas Rehabilitation Commission, it wouldn't be possible for my brother to get a job. We sincerely appreciate the help we have been receiving. Keep on doing the good work!

*Continued on page 11*

## MILESTONES

### TRC Service FEBRUARY 1990

- Region I**  
**10 years:** Priscilla Siqueiros  
 Nila A. Jackson
- Region II**  
**10 years:** Debbie L. Webb
- Region III**  
**10 years:** Melanie H. Nelson  
**20 years:** George W. Moore  
 Vernon E. Sydow
- Region V**  
**15 years:** Marisela M. Garcia  
 Ernest J. Centeno
- Region VI**  
**10 years:** Deloris Packer  
**15 years:** Freddie M. Glenn  
**20 years:** Barbara L. Graves
- DDS**  
**15 years:** Vernetta M. Wutrich  
 Tommie M. Lee  
**25 years:** Les Albrecht
- Central Office**  
**20 years:** John Ribble



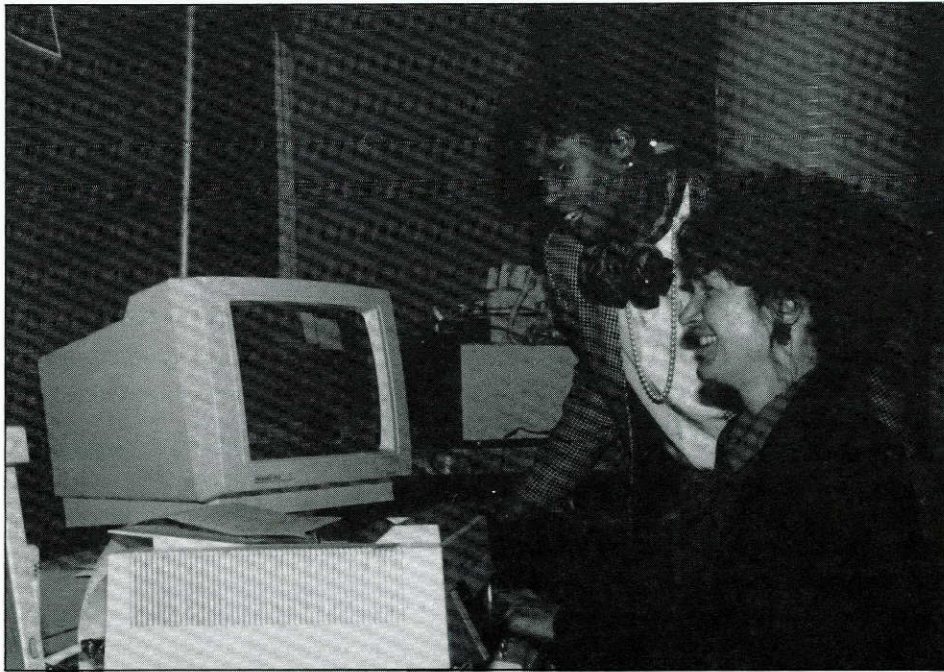
# TRC initial client application system picked for demonstration

It's not a new system. TRC counselors have been using the TRC-developed client intake software, called Counselor Automation Services, for a year-and-a-half.

But, it's good, and it was picked for demonstration at the first Southwestern Region Government Technology Conference February 14 - 16 at the Palmer Auditorium in Austin.

Designed for mainframe input from a microcomputer rather than through a terminal, CAS generates initial client applications. The information is then transferred to the mainframe where it can be used for other reports such as continuing client contact reports.

"With help from counselors and field staff, we wrote a friendly face to this system so that counselors, who may have limited technical expertise, can use it easier," says Andy Robinson, director of customer computing at TRC. "It's a microcomputer software program talking to the mainframe."



*TRC's Counselor Automation Services software for client applications was one of only 11 demonstrations chosen nationwide for the Southwestern Region Government Technology Conference February 14 - 16 in Austin. A conference spokesperson says, "GTC offers a comprehensive picture of how professionals in government will use the power of information technology in the 21st century." Above, CAS designer, Susan Hemphill demonstrates the system to one of the hundreds of people attending the conference exhibits.*

The old terminal to mainframe system was complicated and subject to error. CAS is user friendly with "pop-up" windows for simpler access to codes and hassle-free input.

CAS system benefits:

- no need to use a technical person to input client information
- information for as many as three reports is entered at once, with easier more accurate updates later
- better accuracy, overall
- services to TRC clients are greatly speeded up

Counselors can't purchase services (which may be needed before a client can be determined eligible, such as medical exams or diagnostic tests) until initial contact information is on the mainframe.

"Before CAS, that sometimes took days," says Robinson. "With CAS mainframe input, it can take as little as an hour in most cases."

Two months after CAS was released for use in the field, 60 percent of TRC's initial applications came through this software. As of January 1990, that figure rose to 90 percent.

Susan Hemphill, unit systems support specialist, designed the CAS application and continues to be the primary CAS support person for TRC field offices. She is currently working on an upgrade to the CAS system to be presented in the next few months.

"We want to take this application to the conference to put our best foot forward and show how good we are!" says Robinson.



*This is ...  
a true  
partnership  
between state  
and private  
individuals.*

*TRC Commissioner Max Arrell and Sheridan Barnes, TLC administrator, handle the ribbon cutting duties for TLC's third building January 25. Galveston Chamber of Commerce officials say it was the biggest opening event of its kind ever in Galveston. The ceremonies were broadcast "live" on KGBC Radio.*



## Renovations completed at TLC

Galveston's Transitional Learning Community cut the ribbon on renovations to a third wing January 25.

TRC Commissioner Max Arrell joined Sheridan Barnes, TLC administrator, to officially announce the newly-renovated facility which includes an on-site TRC field office, the Galveston Institute of Human Communications (a high-tech speech laboratory and a pulmonary rehab center) and TLC's community re-entry facilities.

Opened in 1982 by the Moody Foundation, TLC serves the rapidly growing population of brain injury survivors with a comprehensive rehabilitation program which assists them in achieving their highest possible level of independence.

"The additional space gives us more room for our community

re-entry program and space to share with the Texas Rehabilitation Commission because we do work so closely with them in the rehabilitation of our clients," said Barnes.

Since 1984, TRC has served 105 people with traumatic brain injury through the TLC program. It includes a long-term housing and supported work component in nearby League City called Bayridge Village. Forty-one TRC-sponsored clients are now successfully employed as a result of joint TRC/TLC efforts (see story p. 1).

In FY 1989, TRC had 609 people with traumatic brain injury on its active caseload statewide -- that was up 13 percent from the previous year. It is almost double the active TBI caseload in FY 1987.

"Closed head injury cases are the fastest growing disability we work with right now," said Commissioner Arrell. "No where in this state or this country do I know of a facility that is better suited for treating people with closed head injuries."

"I think this is ... a true partnership between state and private individuals," he said.

Also on hand for the TLC opening were Galveston Mayor Pro Tem Barbara Crews and Armin Cantini, chairman-elect of the Galveston Chamber of Commerce board of directors.



## Transitions

**Harvey Mosmeyer**, area manager in the McAllen Field Office, retired February 28, with almost 37 years of Commission service. Long-time friends and co-workers honored Mosmeyer at a retirement dinner in McAllen.

Effective March 1, **Wes Huerta**, area manager in the Harlingen Field Office, will take over area manager duties at the McAllen unit in the position left by Harvey Mosmeyer.

**Dr. Albert Vickers**, chief state administrative medical consultant, will step down to assume an administrative advisory position after 31 years with the disability determination program. **Dr. Robert Castle**, Vicker's designated back-up, has accepted the position of chief SAMC. In addition, two assistant chief SAMC positions were created and filled by **Dr. Gerald Bell**, who will be in charge of physical cases, and **Dr. Maggie Sedberry**, who will be the assistant chief for mental cases.

**Archie Malcom**, assistant deputy commissioner for initial operations, retired February 28 after 16 years with DDS.

**Mable Buford**, former job readiness trainer for the Rosenberg Field Office, was promoted to a counselor position. Buford will serve clients in Fort Bend and Colorado counties.

**B. Tom Morrison**, former TRC counselor in the Big Spring District, died December 27. Morrison served 14 years with the Commission before his retirement in 1980.

## Letters Continued from page 8

**Mario Flores, counselor in the Edinburg Field Office, received this letter from a successful client:**

"Through the assistance of TRC and JTPA, I have become gainfully employed at the Texas Department of Human Services in Edinburg on a permanent basis. I thank you and your staff for all of the courtesies extended to me while I was seeking employment. Without your assistance, I do not know if I could have come to this point. I sincerely hope you will continue your efforts in helping people such as myself who would otherwise not have this opportunity to prove ourselves to employers."

**Here is a letter sent to Adrian Cervantez, area manager in the Amarillo Field Office, by a grateful client:**

"I wish to thank the staff of your office for the efficiency with which they helped me have my car adapted with a left foot accelerator and a knob grip for the steering wheel. The whole procedure took far less time than I anticipated. I was treated with understanding and respect from the first phone call with counselor Dorothy Cook when I made the request, through my dealings with LuJuanda Cross in the office, to having Darlene Boykin meet me at National Home Health Care today to close it all up."

## Tax Returns:

### Avoid these common errors

Last year taxpayers made these mistakes most often on 1040A and 1040 forms:

#### On 1040A

Percentage of all errors (for taxpayers who don't itemize):

1. Calculated earned income credit incorrectly 24%
2. Didn't enter standard deduction 9%
3. Made error in claiming personal exemption 7%
4. Made math error in computing refund 4%
5. Claimed wrong filing status 3%

#### On the 1040 (for taxpayers who itemize):

1. Calculated earned income credit incorrectly 7.7%
2. Made error in claiming personal exemption 2.9%
3. Didn't enter standard deduction 2.5%
4. Made math error in computing total income 1.8%
5. Didn't enter spouse's Social Security number 1.8%



 **Applause**

These TRC employees recently received press coverage for the Commission: **Barbara Ballard**, ERS program manager in the Amarillo Field Office; **David Cohen**, counselor in the Baytown Field Office; **Marisela Garcia**, counselor in the Brownsville Field Office; **Judy Freeman**, counselor in the Longview Field Office; **Gerald Nooner**, counselor in the Temple Field Office; **"Pug" Litteken**, employment preparation instructor/coordinator in the Wichita Falls Field Office; **Russel Clarke**, research associate in the Central Office; and **Commissioner Arrell**.

**Bob Marx**, regional director in the Dallas Regional Office, recently accepted an honor on behalf of the Commission from the Dallas

Epilepsy Association at its annual awards banquet. The Partners for Progress Special Recognition Award will be displayed in the conference room of the Region VI office. "We are proud to be recognized by other agencies in our community," says Marx.

In the February "Applause" section, we mistakenly mentioned Gail Mayfield, systems manager in DDS, as the author of an article written for *Forum*, the National Association of Disability Examiners publication. In fact, **Janie Wilkes**, medical professional relations officer, was the author of "Consultative Examination Manuals/Guidelines" which appeared in the latest issue of *Forum*.



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