

NON-CIRCULATING

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# trc today

An Employee Newsletter for Texas Rehabilitation Commission

## Commissioner PUCKERS for pork!



■ *Commissioner Max Arrell and Associate Commissioner George Schneider get in the spirit of giving at TRC as winners of the "Kiss-the-Pig" contest in Central Office. The contest raised over \$500 for the State Employees Charitable Campaign. Arrell and Schneider tied in votes for first place to kiss the pig. See our online version for more photos of this year's fund-raising events.*

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Texas Rehabilitation  
Commission  
4900 N. Lamar Blvd.  
Austin, Texas 78751-2399  
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## TRC employees give from the HEART

There's something going on at TRC. It's contagious, and it's spreading fast. When the last part of 1998 brought many weather disasters to Texas, it also brought out something special at TRC – generosity and good will.

October is typically the month for the State Employees Charitable Campaign (SECC), and many events were held to raise funds for that. But, there were other needs that touched TRC. When turbulent weather brought rains to the drought-stricken Texas, it also brought floods and devastating losses to several TRC families.

Last month, we told you about two TRC employees who lost their homes and furnishings in the Del Rio floods. In October, several DDS employees lost their personal belongings when their homes and cars were flooded, and a Central Office employee lost her eight-year-old daughter to the raging waters.

In the midst of these disasters and the approaching holiday season, our family of employees

acted from the heart. All around the state, special events were held to raise cash and many of you reached deep into your pockets or searched your homes to help out. Here are just a few special things that you did to help others.

- DDS/TADE held bake sales, Halloween costume contest, pumpkin carving contest and donated nine truckloads of clothing, food, personal items, blankets and other items for Central Texas flood victims.
- DDS held a silent auction and book sale to make this year's SECC a success, raising over \$14,000.
- Central Office held bake sales, a chili cook-off and made other contributions to help a fellow employee who lost a family member in the floods.
- Central Office held a Kiss-the-Pig contest, silent auction, prize drawing and bake sale to raise over \$8,200 for the SECC.
- Region V employees contributed over \$6,500 to the SECC, only a month after sending money, clothing and non-

perishable goods to help a TRC employee's family when they lost everything in the Del Rio floods.

- The Fort Worth West field office raised money to assist the employee's family who lost a child the Central Texas floods.
- The Fort Worth West Field Office is providing a complete Christmas including gifts, clothes and food for a family at Christmas.
- Fort Worth North Field Office employees held drawings for gift certificates and highlighted services provided with SECC funds to raise a unit record-breaking \$1,000.
- A Region II employee, Jim Duff, raised over \$4,300 for AIDS victims by riding his bicycle over 350 miles.

"I always wanted to do something to help," said James Duff, MSS in the Dallas Northwest Field Office who rode in the Texas AIDS ride. "There's a spirit here at TRC that motivated me and gave me support to do something I could never have done on my own."

## New TRC Board member offers parent's perspective

On November 5, Gov. George Bush appointed Beverly Stribling of San Angelo to serve on the Board of the Texas Rehabilitation Commission. Stribling, whose term will expire Aug. 31, 2003, replaces Dr. Dora Gonzalez.

Stribling has served on the City of San Angelo Planning Commission, the San Angelo State School, the San Angelo Schools Foundation, and has been a board member of the United Way of the Concho Valley. She has also been an active advocate for her daughter who suffered a closed head injury in an automobile accident seven years ago.

"I feel I have gained a lot of practical knowledge in how to deal with a family member who has been injured like that," says Stribling. "Our daughter's injuries were so severe that we had to represent her interests in her rehabilitation. What I have to offer is a parent's perspective on that whole rehabilitation process."

Stribling says that she hopes to be a resource for the Board in representing the perspective of families, both financially and emotionally, when they deal with a family member who has a disability.

"Ms. Stribling has been a very strong advocate for TRC," says Commissioner Max Arrell. "I am looking forward to working with her and believe her participation will offer a good geographical balance as well as an effective advocacy role for people with catastrophic and severe disabilities to our Board."



■ James Duff (left) approaches the finish line after riding over 350 miles for AIDS victims in the Texas AIDS ride.

# TRC identifies top three for 98

If you could "bottle a great attitude," you could have filled your bottle at the Employee-of-the-Year (EOY) recognition ceremonies held in Austin on Oct. 21. Supporters applauded 21 nominees from around the state as world famed eight-year-old Damian Green played his fiddle and entertained folks. There were 336 employees nominated statewide and one person in each of three categories was selected to represent their region, Central Office or DDS at the state level.

"We have a lot of good people working here," said Commissioner Arrell, "and it pleases me to recognize some really remarkable employees that make a difference to our clients." All three of this year's winners, Christopher Sanchez, Mona Lopez, and Lucy Endermark, work directly with clients in Field Services. Each received a \$1,000 savings bond and a special plaque, and all nominees received a state of Texas key chain.

Fellow employees make nominations and funds for prizes are raised by sale of T-shirts around the state. Watch for an announcement that will be coming soon on the bulletin board for a contest to design the T-shirts for the 1999 EOY.

Here's what fellow workers had to say about the top three in '98:

## CHRISTOPHER SANCHEZ

Christopher Sanchez is new to TRC having worked as a Secretary III in the San Antonio Regional Office for a little over a year. He is always ready to assist and has helped various departments of TRC with an "I'll take care of it" attitude. Chris is proficient in sign language and is often asked to interpret for clients/customers. He is an advocate for people with hearing impairments, a member of the Office Safety Committee, and takes great pride in working for an agency that assists people with disabilities. Although he is hearing impaired himself, he never allows that to get in his way of doing a good job. Three months into his employment at TRC, Chris's job duties changed. He willingly accepted the new responsibilities and adapted to a different style of management.



He assisted the regional information technology and training specialist with computer issues when Region V piloted Microsoft Outlook and is 100 percent proud to work for TRC.

## MONA LOPEZ

A 14-year veteran of TRC, Mona Lopez is an RST III in the El Paso Field Office who consistently demonstrates a positive "can do" and "team player" attitude. Having had many different assignments, she looks at each one as a challenge and puts forth great effort to provide quality service to TRC clients. Mona has met with school district transition counselors, special education teachers, students, and service providers and assisted in disability-related workshops to impart an understanding of TRC and increase service opportunities for people with disabilities. Although Mona recently returned to college to get a degree in psychology, she still finds time to mentor her coworkers. She is well versed in TRC Rehab System and serves as peer coach to several coworkers. Her enthusiasm and knowledge are often called upon to assist the area manager in the absence of the MSS.

## LUCY ENDERMARK

As a Vocational Rehabilitation Counselor in the Dallas Northeast Field Office, Lucy Endermark's counseling style focuses on client's interest, abilities and ambitions. Lucy's clients quickly see themselves as productive and able to contribute

to their families and communities. Lucy exemplifies the work ethic. Her kind and caring manner is an integral part of the techniques she developed as a true community servant. She works closely with and has a wonderful collaborative association with the the Dallas dialysis community. She has received local, state, and national recognition for her outstanding efforts and successes in helping

■ 1998 Employees of the Year were honored at the Oct. 21 celebration and awards ceremony in Austin. Left to Right: Mona Lopez, Christopher Sanchez, Commissioner Max Arrell and Lucy Endermark.

persons with End Stage Renal Disease (ESRD) to reach the highest quality of life possible through VR services. In addition to regular job duties, Lucy has been a mentor to coworkers, has spoken at many educational symposiums on VR, and has written articles for an ESRD patient newsletter to educate and encourage patients to seek VR services. Lucy is an eight-year employee of TRC and the liaison counselor to the El Centro Computer Programmer Training for People with Disabilities, with a 100 percent placement rate in the program. She also received the 1998 Robert M. Marx Region II Award.

## Employees who have received 12 maximizers

OCTOBER/NOVEMBER 1998

REGION 2

Belinda Pascoe  
Bobbi Shell  
Brenda Russell

Carolyn Shults  
Dulce Argueta  
Gena Swett  
Greg Ware  
Jane Fuld  
Regina Lowenberg  
Reuben Taniguchi  
Sharon Miller



■ At the recent Texas RehabACTION Network Annual Conference, Linda Loucks, assistant commissioner for Buyer Support Services, won the Ken Vogel Memorial Award. The award is given for exemplary teamwork in a managerial role. In the photo is Linda Loucks with presenter Karl Vogel.

## Working Solutions help counselors and clients

**D**id you ever try to put together a bookcase without a hammer or screwdriver? Or, bake a cake without a bowl and spatula? You might eventually do it, but if you used the tools, it certainly made your job easier.

TRC has always been at the forefront in giving staff the tools they need to do their job. And now counselors have something else to add to their toolbox. It is called Working Solutions, and it's a packet of five booklets designed to help clients get a job and keep it.

"The books were designed to be used with clients to identify employment barriers and solutions, and specific interests and values," said Mike Brevell, program specialist who was involved with the team that developed the packet. "Counselors may choose to give a client an assignment out of it or use it interactively in a group setting like a job club where the clients could benefit from the interchange of the group."

"Two of the booklets were approved last year, 'Writing a Resume' and 'Getting a Job,' and are on the best seller list in the Warehouse right now," said Mary Wolfe, deputy commissioner for Field Services. "We hope the packet will be a big hit and provide our counselors another tool to help teach clients how to find and maintain employment."

The booklets, stocked in the TRC warehouse, are available at no cost to the counselor as a set, or they can be ordered individually. Each booklet has its own order number or they can be ordered as a packet (Working Solutions) that contains a cover and spine and can be placed in a three-ring binder.

- Self-Assessment** (Order #01921) - explains the role of the counselor and client and leads the client through a self-examination of their assets and limitations affecting employment.
- Choosing A Job** (Order #01923) - explores the client's skills, interests, goals, values, and expectations that influence their choice of an employment goal.
- Writing A Resume** (Order #01918A) - gives some types and examples of good resume writing.
- Getting A Job** (Order #01916A) - provides information and tools the client needs to conduct a job search.
- Keeping A Job** (Order #01922) - offers suggestions on how to appropriately handle various situations the client might encounter in the workplace.
- Working Solutions** (Order #01924) can be placed in a three-ring binder and includes all five booklets in a packet with a cover and spine.

## New computers for DDS

**B**etween November and March, DDS employees will find themselves with new computers. The new workstations, which bring the entire Commission up to Year 2000 compliance, will have Microsoft Office, Outlook, Internet Explorer along with DDS and SSA applications. The new computers will run TRC applications such as AdminSys and Buyer Support Services, and state and SSA applications. DDS will have access to the TRC Intranet and web site.

Servers are also being replaced during the installation. The upgrade is part of a national project by the Social Security Administration. SSA has a national contractor, who is replacing the servers on Thursdays, computers starting Fridays and throughout weekends to minimize lost work time.

Customized training presented by DDS HRD staff to DDS employees on Microsoft Office and Windows NT will occur in conjunction with the installations. Along with training, DDS has developed a mentorship program to help with the transition to the new system. Each unit will have one to two employees designated as mentors that received additional training to be able to assist others on an as-needed basis. Unit managers will also act in a mentorship capacity.

"These workstations and servers are faster and more powerful and they will also provide us better connectivity with TRC Central Office and SSA," says Dave Ward, DDS deputy commissioner. "This new system will not only make work-life easier for employees at DDS but will help us provide the best service possible to Texans with disabilities."

## Across the State

November/December - 1998

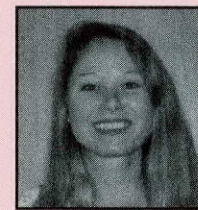
### Welcome Aboard

Yolanda Montoya  
Charlene Cummock  
Wanda Moses  
Barbara Baldwin  
Christina Pallarez  
Allison Shield  
Chelsea Varner  
Henry Perrin  
Kenneth Olson  
Gerald Weller  
Paul Essex  
Frances Bradley  
Lorie De La Hunt  
Sharon Ulrich  
Carlee DeHoyos  
Angelica Ancira  
Steffani Greer-Jones  
George Wynne  
Frances Pierson  
Janice Ford  
Freedia Miles  
Latoya Phillips  
Rosa Brown  
Magdalena Figueroa  
Jennifer Bell  
Helen Cole  
Cindy Goodin  
Richard Moothery  
Lamisha Williams

### Retirements

Fidencio Ruiz, Harlingen Field Office  
Victor Kendall, DDS Program Operations Unit 19  
Doris Rossman, DDS Recon/CDR Unit 35  
Terrence Donovan, DDS  
Rose Ann Crawford, Region II  
Mary Lou Coffin, DDS  
Mike Jones, DDS  
Betty Hughes, Region II  
Reta Davis, DDS

### Kudos



Cheryl Madewell in the BSS Unit recently earned her certification as a customer support analyst. Cheryl completed intensive training in communication, problem solving, information management, computer skills and telephone etiquette.



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Shayla Fleshman, Director of Public Information  
Prissy Pense, Editor

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### State Service Awards

*Nov./Dec. 1998*

*10 Years*

Sherry Brewer  
Cynthia Collins  
Vera Craddock  
Martha Garza  
Ginger Harp  
Yvonne Melonson  
Linda Monk  
Deborah Pettit  
Cheryl Reed  
Randy Wood  
Dana Achten  
Stephen Akhiemokhali  
Juanita Barnett  
Joann Belk  
Linda Borg  
Larry Caldwell  
Carole Carsey  
Maria Gonzalez  
Emily Ugarte  
Lucy Walker

*15 Years*

Jane Ramsey  
Gloria Rodriguez  
Debra Davidson  
Barbara Farmer  
Raymond Gerson  
Lois Nufer

*20 Years*

Shirley McKamie  
Mary Wolfe  
Linda Jones  
Virginia Soliz

Linda Ward

*25 Years*

Jaime de los Santos  
Carolyn Meals  
Laura Rettig  
Joe Bullock  
Ruben Guerrero  
Patsy Heard  
James Hough  
Mary Huges  
James Melgoza  
Gloria Penalver  
Ivy Weed  
*30 Years*  
Shirley Hamm  
Barbara McCarley  
Delia Bazan  
Pankie Ned  
Shirley Pinson  
Joyce Tiemann

Here are a few that were overlooked in recent issues.

*10 Years*

Joan Sandefur - September  
Shirley Guidry - September

*20 Years*

Bob Edwards - September  
Paul Goldborer - May

*25 Years*

Doris Wells - September

*30 Years*

Mary Correa - August  
Nancy Murray - October

