

News & Views



★ Texas Rehabilitation Commission ★ A Human Energy Agency ★

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Managers' Approaches Change with New Technology

Editor's Note: This is the third, and final, article in a series on automated offices at TRC.

The rapid increase in the amount of technology being adopted at the Texas Rehabilitation Commission may call for an adjustment among managers in their style of management.

As noted in previous articles on automated offices, the move toward automation at the Commission will allow a great deal of flexibility as it increases our capacity to produce. This is true especially as it relates to the possibility for counselors to do more of their work away from their offices and as it relates to space requirements.

The potential for the individual employee to exercise creativity within the technological system will be heightened, and the latitude to pursue this potential will have to come from the managers. "I think we will see a great deal of individual ingenuity," says Dale Place, Deputy Commissioner for Programs, "and the capabilities are exciting."

By the same token, says Place, office automation will require "... a greater degree of discipline within the system." "The accountability that goes with automation is amazing," he says.

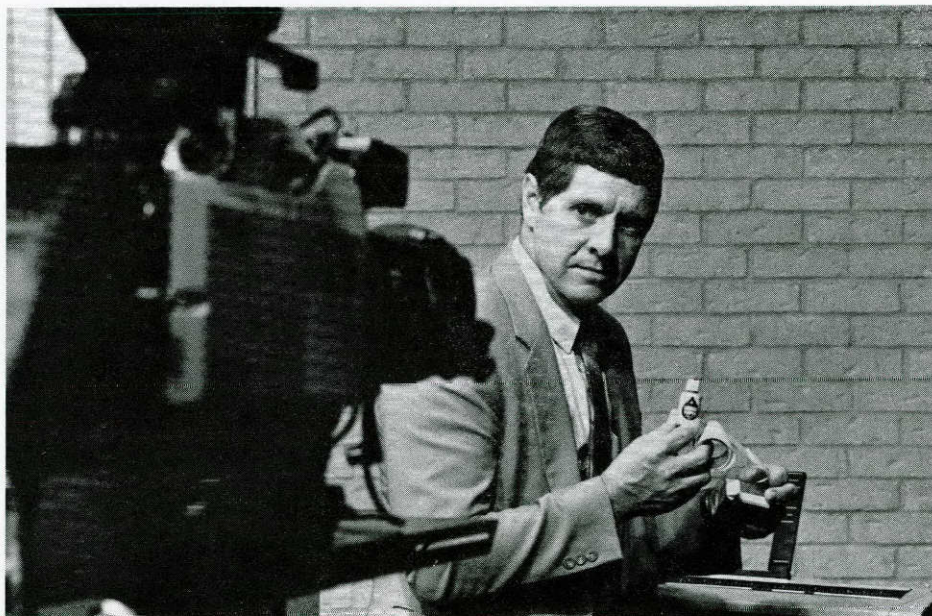
The introduction of highly automated equipment will take some getting used to for most employees, and managers will need to be responsive to any difficulties their employees might encounter in this regard. "Managers will need to develop greater sensitivity to employees and their needs and concerns," says Place.

"We'll have to increase our management training," says Place, "and develop individual seminars in which managers can share with each other their ways of coping with the new technology."

According to James Jackson, Deputy Commissioner for Administration, the TRC Staff Development office is currently trying to identify any such needs we will have in this regard in our management training programs.

The managers in the Disability Determination Division will continue to emphasize automation of information gathering as it applies to the Management Information Summaries or the "Redbook" as it is called. The "Redbook" is a com-

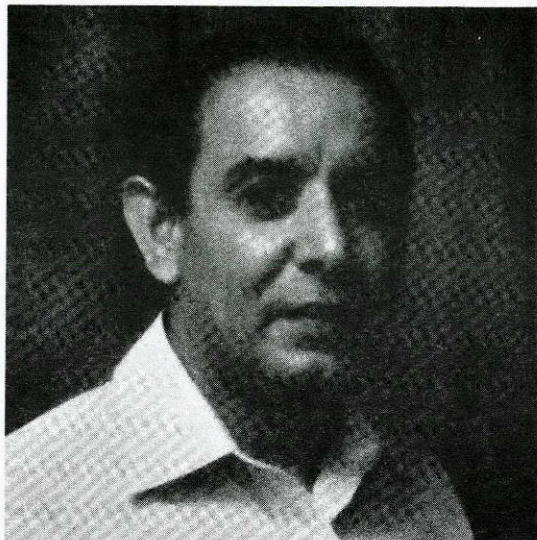
pilation of all DDD activities such as case profiles, staffing reports and programs. Up to this point, however, according to Dave Ward, Director of Operations Analysis, information for this book has been drawn manually from various computer reports. "We're taking this information and, with the budget office, seeing how these can be put on IBM PC/XTs," says Ward. The plan is to have an IBM microcomputer in selected managers' offices. This will provide the managers more timely information, saving them and their staffs time and money. Also, this will allow these managers to build their own unique data bases.



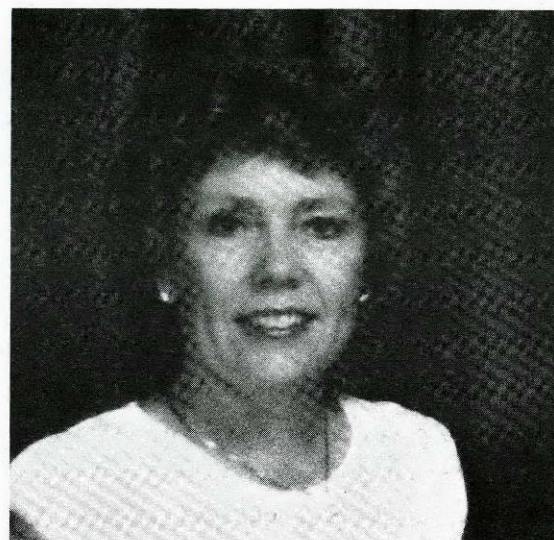
TRC is making a transition from IBM typewriters to multi-functional Panasonic Printers. Above, in a recently taped video presentation, Jimmy Jackson, Deputy Commissioner for Administrative Services, discusses the changes in the way we handle written communication in a modern human services office. The 12-minute tape describes the new Panasonic equipment as primarily a high quality printer with the capability of operating independently as a typewriter. The tape is available to managers and supervisors through the TRC library.

Region I

Adrian P. Cervantez won the Outstanding Employee Award for group 12 - 20 in Region I. He is a counselor in the Amarillo Field Office. Cervantez is cited for creating strong working relationships with his coworkers, clients and the public, for dependability, and for initiative in problem solving. He has developed an effective liaison system in working with the migrant population in the Hereford area. He has been instrumental in projecting a positive image of TRC through his work with the local media during National Employ the Handicapped Week.



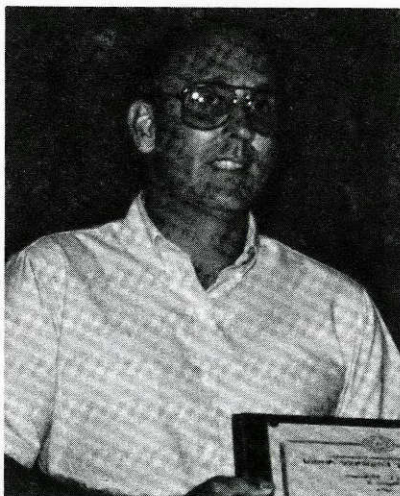
Adrian P. Cervantez



Darlene Boykin

Another Region I employee to receive the Outstanding Employee Award is **Darlene Boykin**, clerical supervisor III also in the Amarillo Field Office. Boykin has become an integral part of management in her office and has assisted the area manager in developing and initiating an extensive program of quality casework control in the Amarillo Field Office. Her positive attitude and effective relationships with coworkers and clients promotes a smooth operation of her office. Boykin serves as chairperson for the Region I automation committee and has worked with the performance appraisal committee in establishing job standards for clerical supervisors.

Outstanding Employee



Jerry Hickman

Region II

In Region II, **Jerry Hickman**, area manager of the Wichita Falls Field Office, is the Outstanding Employee in salary Group 12-20. In FY '84, his unit rehabilitated more disabled persons than any other unit in Region II. His outstanding leadership with regard to casework has fostered innovative methods of working with the community, referral sources, and clients. Hickman has been the primary driving force in the development of the Job Club in Wichita Falls.



Joyce Scogin

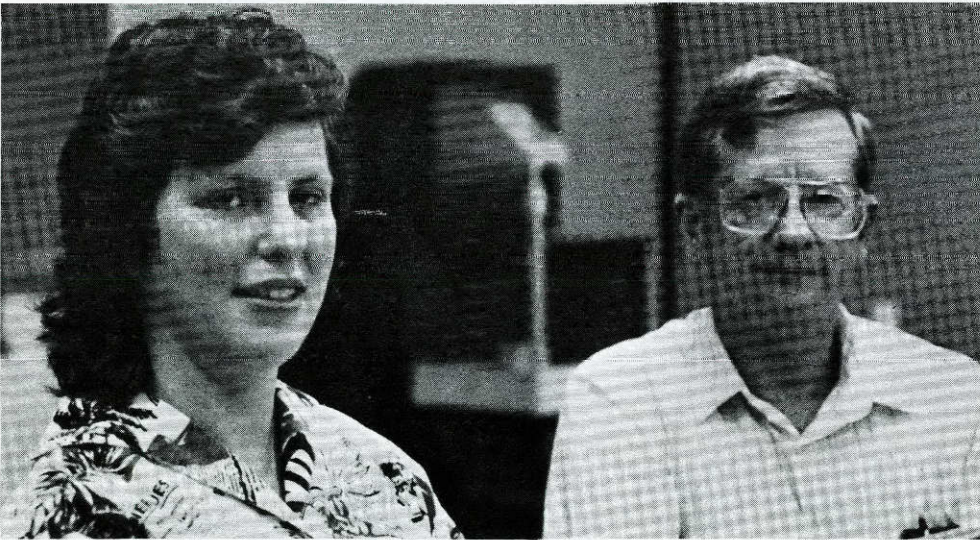
The Outstanding Employee in Region II for salary group 2-11 is **Joyce Scogin**, stenographer in the Denton Field Office. She is a nineteen-year employee of the Commission who works for two counselors and serves as the ADP record control clerk. Her supervisor notes her quality of flexibility and professional manner as necessary in a small office. Scogin is an active member of the local American Business Woman's Association and she was a representative to the Denton Committee for Disabled Persons awards banquet.



Mary Zerson

Jean Weir

Awards for 1985



Charlotte Hill

David Stanley

Region III

David Stanley, Senior Counselor in the Angleton Field Office, is the Region III Outstanding Employee for salary group 12-20. Stanley was among the first group in the state to be promoted to senior counselor in March, 1977. He has assisted in opening several TRC offices, namely Angleton, Alvin, Wharton, and Bay City, and he was instrumental in setting up the Wharton County Rehabilitation Program. Stanley recently served on the United Way Planning Committee, and he currently serves on the Columbia-Brazoria Independent School District Planning Committee for special services for school children.

Clerical supervisor in the Beaumont Field Office, **Charlotte Hill**, is the group 2-11 Outstanding Employee for Region III. At a 1984 Region III conference, she received an award for the best performance appraisal by a manager. She is a backup administrative technician and is currently exceeding 75% of the performance standards of her position. In 1981 she was a member of the Advisory Council of the South Park ISD Department of Special Education.

Region IV

Mary Zerson, counselor in the Richmond Field Office, is the Outstanding Employee for group 12-20 Region IV. She is an exemplary employee who performs beyond the normal expectations of a counselor. Zerson has trained new counselors, taking additional case-load responsibilities for vacant counselor positions, and has established effective working relationships with community resources. She is an active participant in the annual Fort Bend County Health Fair and is president-elect of the Austin County Interagency Council. Zerson spearheaded one of the first Job Readiness programs in the state at the Richmond office.

A stenographer in the Houston Field Office East, **Jean Weir**, is the group 2-11 Outstanding Employee from Region IV. Her supervisor notes her prompt and efficient work in the office as well as her sensitivity to the needs of the clients as her qualifications for this award. Often, she stays after hours or works through her lunch hour to expedite paper work that needs immediate attention. She totally dedicates her initiative and flexibility to accomplishing the goals of the Commission.

From these award winners, one from each salary group has already been chosen for the Top Employee of the Year. These two winners will receive their awards at the December Board Meeting.



Jeanne Rutan

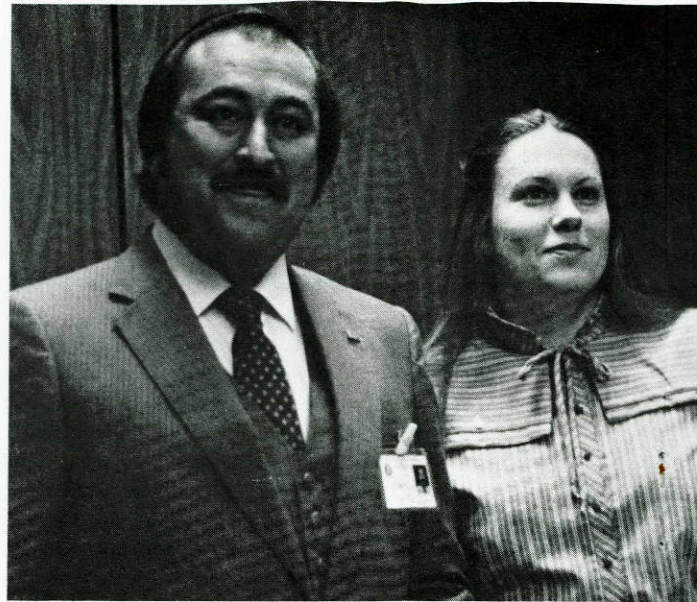
Region V

Region V's Outstanding Employee of the Year from salary group 12-20 is **Jeanne Rutan**, counselor in the San Antonio Field Office South. Rutan's caseload currently is catastrophically severely disabled persons. Much of her time is spent meeting her clients in places convenient to them. She has extensive knowledge of areas not usually associated with ordinary counselor requirement such as computers, prosthetics, orthotics, van lifts, TTY machines, and hearing-ear dogs. Her cooperative attitude and dependability are a great asset to this office. Rutan is currently a member of San Antonio Mayor's Committee for Disabled Persons.



Alice Gutierrez

Alice Gutierrez, secretary in the Kerrville Field Office, is the Region V Outstanding Employee for salary group 2-11. She has 15 years experience with the Commission, and, as secretary in a small office, assumes multiple responsibilities. Gutierrez has continuously adapted to change and constantly projects a positive image of the agency in dealing with physicians, hospitals, and public officials. She is presently assisting her supervisor with a three-year study on the economics of disabilities.



Reyes Gonzales

Paula Stone

More Outstanding

Region VI

Region VI counselor in the Longview Field Office, **Judy Freeman**, is their Outstanding Employee for salary group 12-20. Freeman periodically serves as acting area manager and often plans and conducts staff meetings for the Longview unit. She has established good working relationships with referral sources, vendors, doctors, medical health clinics, and other social agencies. Her schedule is arranged to meet the needs of her clients and vendors, and she has made several presentations of the TRC Overview to community organizations.


Marie Coher is the Outstanding Employee for Region VI in the 2-11 salary group. She works in the Dallas West Field Office as an ADP operator. Coher regularly assists in training secretaries and has functioned as clerical supervisor during vacancies in that position. She is bilingual and regularly interprets Spanish for the counselors. She has been futuristic in her recommendations for changes and increased efficiency on the use of computers.



Judy Freeman

Marie Coher

DDD



Reyes Gonzales of the Disability Determination Division is a vocational specialist supervisor in the San Antonio Hearings Office and is the DDD Outstanding Employee for salary group 12-20. He has been very active in the National Association of Disability Examiners and currently serves on NADE's Executive Board as immediate past president. Gonzales has conducted numerous training sessions in DDD. His contributions to DDD and to disabled individuals nationwide have been outstanding.

DDD's Outstanding Employee for salary group 2 - 11 is **Paula Stone**, administrative secretary for Operations Directorate 01. She is the resource person in the Directorate for personnel matters and the Supply Ordering System, she conducts training of the unit clerical supervisors in such areas as leave reporting and performance appraisals. Stone is currently president of the Texas Public Employees Association and as such performs many functions including informing the membership of important legislative issues. She is active in the Muscular Dystrophy Association and serves as the main coordinator for the TRC Defensive Driving Course.

ding Employee Awards



Renee Johnston
Robert Stanislawski

Central Office

Robert Stanislawski is the Central Office Outstanding Employee for salary group 12-20. He is supervising auditor in the Internal Audit Division. During five years with the agency, he has contributed significantly to key result areas of the internal audit implementation plan by incorporating such concepts as cost/effectiveness, environment, timeliness, and the value of a highly visible audit presence. He continues to mold and influence the direction of internal auditing in state government. Stanislawski is a charter member of the Spina Bifida Association - Austin Chapter, member of the Knights of Columbus, and member of the National Rehabilitation Association.

The Central Office Outstanding Employee for salary group 2 - 11 is **Renee Johnston**, office manager/administrative technician. She has become involved in making computers more efficient in her office. Encouraging other staff members to learn sign language, she has initiated training sessions in signing. Johnston serves as secretary of the TRC Employee Fund and assisted in coordinating the 1985 Developmental Disabilities Public Forum. She is a tactful, positive, professional employee who plans ahead in order to deter potential problems.

Governor's Committee Holds Employment Award

An awards luncheon at the Wyndham Hotel in Austin on October 1st honored several Texans who have made significant contributions in the past year to employment of disabled persons in Texas.

Each year, the Governor's Committee for Disabled Persons sponsors this event which is in part aimed at increasing public awareness of the employment potential of disabled persons.

chairman of the board of the Garland Area Rehabilitation Center.

★ The Public Employee of the Year Award - **Steve Johns** of Dallas.

★ Governmental Agency of the Year Award - **The Veterans Administration Data Processing Center** in Austin.

★ The Employer of the Year Award (for a company of over 200 employees) - **Individual Development Center** in Wichita Falls.

★ Employer of the Year Award (for a company of under 200 employees) - **The Sheraton Reservations Corporation**.

★ Disabled Person of the Year - **Wayne Leavitt** of Carrollton.

This year, Carole Rylander, member of the State Board of Insurance, addressed the gathering and urged continued efforts in the work to develop job opportunity for disabled persons.

The 1985 employment awards and recipients are as follows:

★ The Governor's Citation for Meritorious Service - **Dr. R. Neal Schneiderman** of Dallas, president of the Association for Independent Living.

★ Physician of the Year Award - **Dr. Duane Hinshaw** of Garland,

MILESTONES

This segment of News & Views honors TRC employees celebrating 10 years or more with the Commission as of the month previous to publication. Due to the length of the list, we are restricted to publishing these anniversaries in 5 year increments only. Here is a list of employees who have reached these "milestones."

REGION I

15 years: Les Lovell
Mario Martinez
Delinda Verner

REGION II

15 years: Louise Wagner

REGION III

15 Years: Jerald Stewart
20 Years: W. L. Mott

REGION IV

15 Years: Joyce Cooley
Marion Johnson

REGION V

10 Years: David DeHoyos
15 Years: Julian G. Flores
R. S. Robertson

REGION VI

10 Years: Ruby N. Walker
15 Years: Frances Hall
Sylvia C. Kirby

CENTRAL OFFICE

10 Years: Mary Jo Froelich
Verdi Mae Jennings
Rachel A. Mikesh
15 Years: J. Scott Clay
Buddy Fields
George Hamm
Charles B. Morris

DDD

10 Years: Barbara E. Agnew
Dorothy J. Briley
Myrtle C. Chambers
Erma H. Church
Julie F. Garza
Reyes Gonzales
Elizabeth Y. Moralez
Paula L. Seewald
Lonnie E. Zumalt
15 Years: Shirley E. Blevins
B. J. Thompson
20 Years: Darlene Allen
Gracie Machado



Wayne Leavett is president of his own company, Medical Rehabilitation Aids, which assists disabled people in obtaining medical equipment. Here, he receives the Disabled Person of the Year Award from Carole Rylander at the Governor's Committee for Disabled Persons awards luncheon.

Transitions

Tom Ross, who has been on temporary assignment at the Texas State Management Development Center at Lago Vista, returned to DDD on September 1st to serve as the Assistant Director of the Disability Hearings Program.

Linda Hall, also returning from assignment at the Texas State Management Center, is now serving on the Administrative Services staff as a technical writer.

Donald K. Fulp of the San Angelo Field Office was recently promoted to Senior Counselor.

Region VI employee, Jack W. Sudderth, is retiring effective January 15, 1986, after 17 years of service.

Mike Bartlett was promoted to Operations Director in DDD on October 1, 1985. He assumed responsibility for units 03, 06, 13, and 15.

Former Council Specialist of the Texas Planning Council for Developmental Disabilities, Roger Webb, has been selected to fill the Executive Director position.

Billie McKinnon of the Abilene Field Office has become the new area manager in the Lubbock Field Office.

Jerry Crain, former program officer for Region V, has become area manager in the San Angelo Field Office North.

Richard Palacios has assumed the duties of program officer for Region V.

The following new appointments were made to the TRC Medical Consultation Committee effective October 1st: George Albert Dawson, M. D. of Abilene, Jo Bess Reesing Hammer, M. D., of Austin, John R. Rainey, Jr., M. D. of Austin, Robert R. Somerville, M. D., of Harlingen, and Robert E. Vance, Ed. D. of Austin.

Phillips Grabbe, counselor in the Grand Prairie Field Office, has retired after almost 17 years of service.

Reyes Gonzales, former disability hearings officer in the Office of Disability Hearings in San Antonio, has become a vocational specialist supervisor.



Governor Mark White has appointed TRC Board Chairman, Jerry Kane, to the 40 member Health and Human Services Coordinating Council. Kane, pictured above with Commissioner Arrell, says the purpose of the two-year old council is to effectively make changes in state health services policy.

★ Applause

The Shaffer Hearing and Speech Center in Beaumont, Texas was recently certified by TRC as a rehabilitation facility for the deaf and hearing impaired. This is the first hearing and speech center in the state to be certified under the Commission's Standards for Rehabilitation Facilities.

Congratulations to Julia Crume, counselor in the Midland Field Office, who has been selected as a participant in the Midland Chamber of Commerce 1985 Leadership Training Program.

On September 19, 1985, the Port Arthur Field Office had a ribbon-cutting ceremony at the opening of the recently relocated TRC office. "The Port Arthur News" and KJAC-TV were on hand for the dedication.

These TRC counselors recently received letters of commendation from the Commissioner on the quality of their casework: Wesley L. Long, Texas Tech University Field Office; Alan M. Craig, Amarillo Field Office; and Barry L. Hill, Amarillo Field Office.

The following employees recently received press coverage for the Commission: Mary Valentini, program officer in the Lubbock Regional Office; Sandy Smith, counselor in the Fort Worth Field Office West; Wally Mott, counselor in the

Huntsville Field Office; Lucian Oden, counselor in the San Antonio Field Office North; Mark Marak, counselor in the Grand Prairie Field Office; David Stanley, counselor in the Angleton Field Office; Nancy Murray, counselor in the Edinburg Field Office; Andy Loker, counselor in the Beaumont Field Office; Ted Thayer, program specialist in the Central Office; Virginia Roberts, executive director for the Governor's Committee for Disabled Persons; Diane Garcia, counselor in the Garland Field Office; and Commissioner Arrell.

Robert C. Mehan, Jr., Ed.D., vice-president for instruction at Howard College in Big Spring, Texas, was recently appointed chairperson of the Texas Rehabilitation Commission Consumer Advisory Committee.

We were remiss in a recent issue of "News & Views" when we failed to mention that Adeline Kasper, stenographer in the Wharton Field Office, received the Texas Association of Rehabilitation Secretaries Service Award at the TRA conference in July. Congratulations Adeline.

Carol Champion, staff psychologist in the Harlingen Field Office, has been appointed by Governor Mark White to the Texas Board of Professional Counselors.

LETTERS

1986 Funding Unresolved

This is a portion of a letter sent to Congressman Martin Frost from TRC client Charles Plummer concerning the assistance he received from the Commission:

I am in the process of having to rehabilitate myself as a result of an on-the-job accident nearly three years ago. In my quest for a new means of earning a living, I have now been referred to Carolyn Hargrove, counselor with the Texas Rehabilitation Commission at the Grand Prairie office. With her help I have been going to school and will be continuing my studies this fall. The change I am forced to make is difficult; it has and will continue to be easier for me because of good people like Carolyn Hargrove and the State of Texas and their rehabilitation program.

The following is an excerpt from a letter received by Jan Skinner in the Houston West Field Office from Client Bill Alston.

I have just had the pleasure of having the assistance of the TRC office at 8100 Washington Avenue. I wish to thank TRC and in particular Ann Green for all the help that was provided me. I can honestly say that she, through caring, kindness, and helpfulness is the only reason I now have my new position. I have returned to being a productive member of society.

Christine Feagan, one of the first three women vocational rehabilitation counselors in Texas, died July 24, 1985. She established the first VR offices between Fort Worth and El Paso in the early 1950's in Midland and Odessa and served the Commission there until she retired September 3, 1970.

State rehabilitation service providers watched closely on October 17th as Senator William Proxmire introduced an amendment on the Senate floor which would have authorized cutting back the Health and Human Services Appropriations Bill to 5% below level funding.

The House version of the Appropriations Bill, which has already been passed, does recommend level funding, or funding at the same level as the 1985 figure. The Senate's version of the bill provides for \$128 million more for rehabilitation programs than the House Bill, including \$90 million more for basic state grants (Section 110 funding).

Proxmire's amendment did not pass, so the Senate Bill stands as is ready for presentation to the House/Senate Conference Committee for reconciliation with the House version.

Observers say that the two versions of this measure, if they reach the Conference Committee in their present form, would present the largest differences ever reconciled for rehabilitation between House and Senate conferees.



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Editor's Note: In last month's "News & Views" in an article called "SSA May have lost Your Records," we indicated that a Form OAR-700PC would be enclosed with employees' September pay checks to be filled out to check earnings figures with the figures SSA has on file. Unfortunately, SSA did not provide TRC with those forms, and they were not included in the pay envelopes. For those employees interested in checking their earned wage figures, Form OAR-700PC can be obtained from your local Social Security office.

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