



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

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Don't let that warm smile and quick laugh fool you. This is a doctor who is seriously focused on attending to the needs of people with disabilities, the world over.

Dr. George Dawson gives the term, family practitioner, a new meaning. He has delivered more than 4,000 babies in Abilene, Texas and 400 in a second generation.

But there is more to Dr. Dawson than delivering babies. Answering an ad for a relief doctor in Nigeria, he spent from four weeks to four months as a medical missionary in underdeveloped countries such as Nigeria, India, Brazil, Tanzania, Mexico and Venezuela.

His experiences have given him two things: a case of malaria and a determination to treat exotic diseases from rickets to cholera with down-to-earth diagnostic tools and common sense.

In doing all these things, Dr. Dawson has also managed to become the longest tenured medical consultant to rehabilitation programs in Texas, maybe in the nation.

Dr. Dawson goes way back with TRC. Hired as a "new idea" in rehabilitation, he began a career as a medical rehabilitation consultant that presently places him in his third term on the statewide medical consultation committee for TRC.

In one location, he guided the decisions of young and experienced counselors, including Commissioner Arrell, more than 30 years ago.

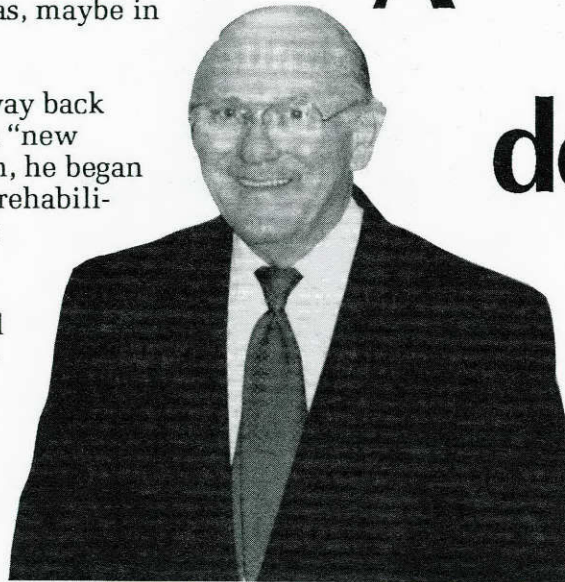
"Working with Max Arrell as a counselor was great," say Dawson. "His philosophy of motivating persons with disabilities aged with mine."

Dawson's work in rehabilitation programs became a priority for him when his daughter was born with severe mental retardation. Once committed to rehabilitation programs, he did it in a big way. As a medical consultant to the Worker's Compensation program at Abilene's Hendricks Hospital, he helped reduce medical costs by 70 percent in pressing

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This is a doctor who is seriously focused on attending to the needs of people with disabilities the world over.

A



doctor
for
all

seasons

Greater Texas Conference to tour the state

Throughout next year, a major statewide program sponsored by the Texas Employment Commission called Greater Texas will be visiting Texas cities offering assistance to individuals and employers.

The first day, called "Jobs for Texans Today and Tomorrow," will be devoted to people seeking work. It will feature "hands-on" training and programs on topics such as locating jobs, interviewing, writing resumes, assessing personal skills and identifying state resources for the unemployed. The workshops focus on self-sufficiency and making the most of an independent job search.

The second day will be devoted to business managers and economic development planners. Participants will learn about the legal issues of hiring, firing, insurance and Worker's Compensation, dealing with regulatory agencies, reducing taxes, and more.

These conferences could be especially valuable to persons with disabilities who are seeking employment. Attendance in each city is limited, so early registration is advised. TEC will be accepting reservations five weeks in advance, and a registration fee will be charged to cover the cost of the building.

Tour Schedule

| | | | | | |
|----------------|------------|-------------|------------|---------|-----------|
| Corpus Christi | Feb. 4-5 | San Antonio | Apr. 7-8 | El Paso | May 19-20 |
| Fort Worth | Feb. 26-27 | Lubbock | Apr. 29-30 | Dallas | July 8-9 |
| Tyler | Mar. 25-26 | McAllen | May 7-8 | Houston | Aug. 4-5 |

Project Network

In every community in America, there are people with disabilities who can and want to work; and there are hundreds of businesses in need of capable, hard-working employees. With that in mind, the Social Security Administration is testing a new community-based program that will attempt to bring these two groups together by matching the talents of people with disabilities to the needs of local businesses that have available jobs.

Project Network features two major components: a case manager who has direct responsibility for working with persons with disabilities as they enter the workforce; and a solid network of community participants—advocates, service providers and employers—who can assure ready access to rehabilitation training and employment services.

Started in August, the research program is currently in its pre-pilot

stage. According to Jim Walker, case manager in the North Dallas Office, the response has been tremendous. "They expected us to have 50 people by December," says Walker, "but we had that by the end of September."

The pilot is expected to begin in June. The volunteers for this are targeted toward, but not limited to, persons who have been receiving disability assistance for two to five years. The research project is expected to last three years.

Currently, Project Network is being offered in north Dallas, Dallas Oak Cliff and Fort Worth areas. If you are interested in participating in Project Network or have any questions, you may call (214) 767-9921 in Dallas or (817) 334-4122 in Fort Worth.

A new opportunity for people with disabilities who want to work

Consumers can call it in

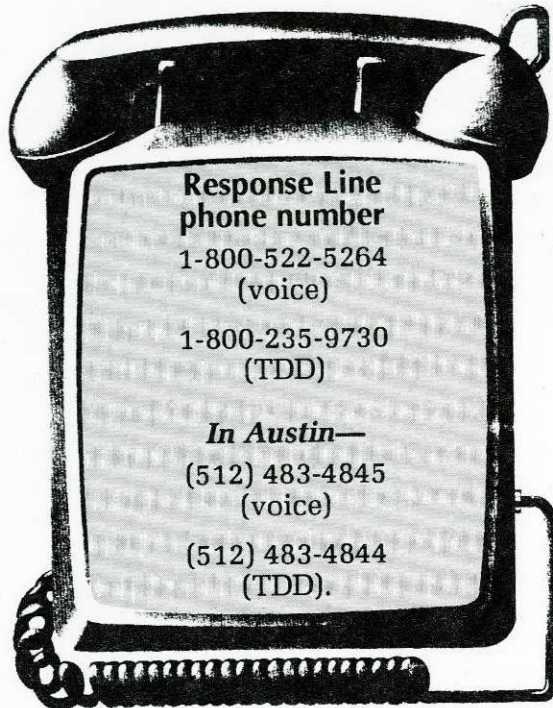
TRC now has a Consumer Response Line that is up and running. Still in its experimental stage, the Response Line is designed as a vehicle through which people can call to comment on any issues and/or ideas posed to them through newsletters or any other means. The phone lines will be hooked up to answering machines 24 hours a day so that people can call at any time.

"This is a big step in consumer relations," says Kaye Beneke, assistant deputy commissioner for consumer affairs. "People have cited that it is too costly and time consuming to travel to public forums and that this impedes them from participating in agency business. We (TRC) felt that we were losing an important voice and decided to change that."

The introduction of the Response Line comes in

conjunction with TRC's six-year strategic plan and the mail out of a consumer newsletter to hundreds of consumers. "Now is a critical time for TRC. The strategic plan will have long-reaching effects on all of us, especially consumers. It is important for us to hear people's response and, if there are any problems, address them."

Because this is a new concept, TRC encourages people to call and share how the Response Line is working for them. Consumers can also use this line to request a copy of the consumer's newsletter. The Response Line is, however, not intended to handle inquiries about client/applicant issues. These will still be handled by Special Services at 1-800-628-5115.



TIRR receives \$1.5 million grant to establish ADA assistance center

The Independent Living Research (ILRU) program of TIRR has received a \$1.5 million grant from the National Institute for Disability and Rehabilitation Research. The five-year grant will establish a regional disability and business accommodation center to provide technical assistance and infor-

mation on the Americans with Disabilities Act (ADA).

The regional center will serve a five-state region including Texas, Oklahoma, New Mexico, Louisiana and Arkansas. The center will disseminate information, provide technical assistance, conduct training and

provide referrals for specialized information to businesses, people with disabilities and others affected by ADA.

For more information on the new ADA Technical Assistance Center, call (713) 520-0232 (voice) or 520-5136 (TDD).

November 1991 Service Awards

Region I

20 years

S. J. Ellison, Jr.

Region III

15 years

Brenda Gescheidle

Region IV

15 years

Brenda Myers

20 years

Judith Zwahr

Region V

20 years

Maria Torres

Region VI

20 years

David Glenn

25 years

D. McCarver

DDS

10 years

Molly Lovett

Central Office

10 years

Robert Tapia

15 years

Gloria Lopez

20 years

Douglas Jourdan

James Spiller

25 years

Evangelina Salinas

And the winners are...

For 1990, the two top employee honors went to Janie Escobedo, rehabilitation services technician I in Region III, and Mike Mayfield, vocational rehabilitation counselor in Region I. They were selected out of 16 regional winners, two picked from each of the six regions, the Central Office and Disability Determination Services.



Outstanding employee selections are based on performance above regular job activities; positive relations with co-workers, clients and the public; dependability, initiative, and flexibility; projecting a positive agency image; and participating in community programs benefitting people with disabilities. Awards are divided into two salary categories: Group 1 (salary categories 2-11) and Group 2 (salary categories 12-20).



Janie Escobedo has worked with TRC for six years. During this time, she has volunteered to assist in the training of countless new employees, as well as provide additional support to other staff members, clients and vendors thereby gaining a wealth of knowledge regarding the poli-

cies and procedures of her department. Escobedo's help in the development of a training guide for new employees has helped streamline tasks and maintain efficiency without sacrificing quality of work.

It is Escobedo's attitude which also makes her shine. She is always there to lend a helping hand and her cheerful, friendly attitude always has a positive effect on people she comes in contact with. She is personally concerned with every client and family and treats them all with respect.

Mike Mayfield has consistently exceeded job requirements bringing his unit and region statewide recognition. His work in the development of creative programs for severely retarded

Top Employee of the Year

Janie Escobedo Group 1

Regional Employee of the Year

Region I

Sue Wagner Group 1

Mike Mayfield Group 2

Region II

Candace Coleman Group 1

Jane Anne Ethridge Group 2

Region III

Janie Escobedo Group 1

Nathalie C. Hallmark Group 2

Region IV

Arlene Arauza Group 1

Anna Bounds Group 2

Year - 1991 Winners

Mike Mayfield Group 2

Year - 1991 Winners

Region V

Dolores S. Flores Group 1

Marisela Garcia Group 2

Region VI

Tammy Gillespie Group 1

Thomas Metcalf Group 2

Central Office

Anne Marie LaGesse Group 1

Robbie Davis Group 2

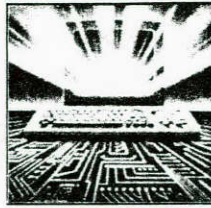
DDS

Paula N. Stone Group 1

Kathleen Jones Group 2

individuals has resulted in many of his clients being placed in jobs earning above minimum wage and becoming confident, independent individuals.

Mayfield is ethical in all of his dealings. He is a teamworker who demonstrates professionalism in every area of his work. His genuine, sincere manner and his positive attitude are beneficial to all his co-workers. Mayfield believes in TRC goals and does more than his part in seeing that they are fulfilled. He works effectively with public officials and other agencies to build and maintain a positive image for the commission.



Eye on the 90's

DDS technology getting closer

Lately, TRC has been making headlines in several publications such as *Government Technology*, *UNIX Today* and *Unisys World* due to its rapidly developing automated workstation for DDS.

In 1990, TRC received funding from the Social Security Administration to launch a pilot program for automating administrative and clerical tasks. Since this time, TRC has committed computer expertise and resources to thrust the system of disability determination into the cutting edge of technology.

Although the automated workstation is not due to be operational until October 1992, many are already heralding it as a major advancement in office and system automation.

"This has the potential for positive improvement in the system as large as the beginning use of telephones and typewriters," says Executive Deputy Commissioner James Jackson. "The prospect for improving both the examiners work environment and better service to the applicant is exciting."

In September, TRC awarded Applied Information Sciences, Inc. (AIS) a contract to develop the pilot phase of the TRC Automated Disability Examiner Workstation (ADEW) project. ADEW will be based on Unix operating system and open systems technology. The objective of the pilot phase is to create a real-world environment in which to test the system.

"Our current system can bury examiners in paper. We intend to put office automation to work for us," says Dave Ward, assistant deputy commissioner of administrative management services. "We can't wait to test the new system and make sure it's one that will work for the examiners."

"Our current system can bury examiners in paper. We intend to put office automation to work for us..."



Region I

Suzanne Brunt was selected to fill the MSS position in the El Paso Central Field Office. Brunt has been with TRC since 1970, holding a variety of positions including key punch clerk, accounting clerk, administrative clerk, unit system support specialist and rehabilitation services technician III.

**If you are a
Native American,
or especially a
Creek Indian,
CALL
1-800-628-5115
because
TRC is looking for you.**



The commission has designed a program to help qualified Creeks reenter the job market through vocational or college training, counseling and job placement.

TRC is in the process of actively searching out Creeks living in Texas that have a physical or mental disability. Richard Yahola, vocational rehabilitation counselor for the Indian Task Force, hopes that this program can improve the quality of life for many Creeks living in Texas. He says that the American Indian population is disproportionately misrepresented in the number of individuals applying for services.

Yahola wants to remind Creeks that disabilities are not always visible and might be hidden such as high blood pressure, alcohol or drug abuse, or diabetes. He urges anyone who might be eligible or if they know of someone who might be to call for more information.

Amarillo Field Office Counselors Terry Zimmerman, Nedra Dill, Laurie True-love and RST Barbara Sirmon assisted in organizing the Focus on Disabilities Banquet held October 12, 1991 in the Amarillo Civic Center. The banquet was sponsored by the City of Amarillo's Advisory Commission for the Disabled. TRC presented an award to an Employer of the Year and Employee of the Year.

Region II

The Arlington/Easter Seal Unit welcomed aboard Louisa Rosales as counselor #258 in the unit.

Region III

Karl Andrews was selected for the position of regional datacomm maintenance technician. He brings many years of installation and troubleshooting/repair experience to the Region III support team.

Region V

The Region V Employee Selection Committee hosted a reception on October 16, 1991 to honor Region V employees of the year Dolores Flores, RST in Uvalde, and Marisela Garcia, ERS program manager in Brownsville.

Marjorie Brune, regional administrative technician, accepted an award for TRC from the American Cancer Society on November 13, for its leadership role among San Antonio businesses in protecting their employee's health by instituting a smoke-free policy in the workplace.

The San Antonio Human Resource Management personnel participated in a ten member school Job Fair at Incarnate Word College on November 22. Over 1000 graduates attended.

Region VI

Betty Irwin, rehabilitation services technician in the Dallas Southwest Field Office, retired after 8 years of service with TRC.

Cause for Applause

The following are portions of letters received by TRC employees from clients:

George Moore and Judy May: (Lufkin Field Office)

I just wanted to say "thank you" for being such a great help to me and my family during their time of need; you were a blessing sent from God.

I had my surgery on August 29, and I'm healing up fast. The doctor said it would be four weeks from the time of my surgery that I will be ready to return to work.

Again, I want to thank you, TRC. I don't know what I would have done without you.

Doug Herrin and Family

David Norman: (DDS, Public Information)

We are very quick to criticize our government employees but forget to commend them. Mary Johnson is the examiner on this claim and I have spoken with her several times in the past thirty days.

This lady is courteous, conscientious and displays compassion for someone who is ill and in need. At the same time, she is devoted to her job and performs her duties with the Commission very efficiently.

It is very gratifying to know that we have a lady with these qualities in the capacity of helping people with disabilities.

Mrs. George J. Williamson

Les Lovell: (Austin Regional Office)

I want to express my thanks and appreciation to you and your staff for the excellent service provided me during my period of rehabilitation. A special thanks goes to Harry Lundell, Carol Mason and Charlene Zegub who went out of their way to provide me with a professional and personal touch that is often lacking in some government agencies.

At a time when I was despondent and in need of assistance, Mr. Lundell, Ms. Mason and Ms. Zegub provided me the opportunity to look to the future in another field and I truly appreciate their personal concern and professional response to my case. They are a credit to TRC.

Henry F. McMinn

Linda Daniels: (DDS, Unit 16)

I understand that your office handles many, many cases such as mine, and when I first decided to call your offices, I was afraid that your overworked staff would not be very helpful. It was a pleasant surprise when I called and was treated with kindness and courtesy and furnished with prompt informative answers to my questions. I would like to especially acknowledge Ms. Debra Sylvester with whom I have had the most contact. She has been helpful and courteous, always pleasant while patiently explaining the applicable procedures I must follow. She seems to me a true professional service representative.

On a number of occasions, I have called and other personnel answered the phone. They too were just as accomplished, courteous and informative. You have an exemplary staff. Please express my heartfelt gratitude to them for their assistance.

Edward Moreno

Doctor *continued from page 1*

for immediate medical rehabilitation for injured workers.

"Communication was the key to our success," says Dawson. "In fact, that is probably the key to success in most programs of rehabilitation." Wise words from a physician who learned to communicate to many people with disabilities, in many languages and in many different lands.

Letters



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 inquiries to Randy Jennings, Public Information Office, Texas Rehabilitation Commission, 4900 N. Lamar Blvd., Austin, Texas 78751-2316; or telephone (512) 483-4421.

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Why are these guys smiling?



For one, they have completed six years of service on the TRC Consumer Advisory Committee. Also, Miles O'Loughlin, chairperson from Pampa (L) and Dr. Tom Irons from Dallas are brandishing their picture of the capitol dome as an expression of appreciation from Commissioner Arrell. Other members of the committee completing their term were Judith Babbitt (San Antonio), Tom Maloney (Abilene), and Dwain McMahan (Amarillo).

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to all
of our
readers!*

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