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Texas
Rehabilitation
Commission

1999 Annual Report



70 Years
of rehabilitation 1929 - 1999



TRC exists to assist people with disabilities to participate in their communities by achieving employment of choice, living as independently as possible and accessing high quality services.

TRC achieves this mission by:

Involving people with disabilities in decisions that affect their lives and services provided by TRC;

Valuing the diversity of people and providing an equal opportunity environment which offers challenging and satisfying work;

Managing programs which are efficient and effective; and

Being an agency that is accountable to the public.

AEX4340



THIS REPORT

past,

IS DEDICATED

present

TO TRC

and future

EMPLOYEES



TABLE OF CONTENTS

COMMISSIONER'S COMMENTS	1
A LOOK BACK IN TIME	2
TRC PROGRAMS AND SERVICES	
VOCATIONAL REHABILITATION	8
EXTENDED REHABILITATION SERVICES	12
SUPPORTED EMPLOYMENT	12
TRANSITION SERVICES	14
INDEPENDENT LIVING SERVICES	17
COMPREHENSIVE REHABILITATION SERVICES	19
PERSONAL ATTENDANT SERVICES	21
DEAF-BLIND WITH MULTIPLE DISABILITIES PROGRAM	21
DISABILITY DETERMINATION SERVICES	22
ADMINISTRATION	25
ADMINISTRATIVE SERVICES	
AUTOMATED SERVICES	
FINANCIAL SERVICES	
OFFICE OF THE COMMISSIONER	
VOCATIONAL REHABILITATION COUNTY LISTINGS	27



COMMISSIONER'S COMMENTS

In 1929, if J.J. Brown, vocational rehabilitation's first director in Texas, had been able to look to the new millennium and see where TRC is today, he might have laughed off the vision as the effect of too much Texas sun.

For one thing, Brown probably would not have believed that so many significantly disabled people were finding jobs and living independently. He would have been amazed at technology that makes it possible for so many people to lessen or eliminate the effects of their disabilities. And he would have shaken his head in disbelief at the large number of clients successfully placed into competitive jobs.

There is no doubt that this century will be remembered for its incredible advancements in just about every area: medicine, social reform, technology. And through great effort and advocacy by many, people with disabilities have been the beneficiaries of these advancements. Recalling TB hospitals and mental asylums, there's no doubt we've come a long way.

- ◆ *In the last state fiscal year, TRC helped more people with disabilities achieve competitive employment than any other rehabilitation agency in the nation with 24,045 clients successfully rehabilitated.*
- ◆ *In Federal FY 1999, TRC's Disability Determination Program processed 241,637 disability cases for Texans, with a 95.7 accuracy rate.*

So what does this new millennium hold for TRC and the clients and claimants we serve? Looking back from our past and into the future, I can tell you one thing. The mission of this agency hasn't changed nor do I think it will in my lifetime. But the way we go about reaching our goals has dramatically changed and will continue to transform at a greater rate than ever before. The times we live in demand this. TRC's ability to adapt makes us the top Vocational Rehabilitation agency in the nation and a noted leader in the Social Security Administration.

This year, we've dedicated the TRC Annual Report to TRC employees – past, present and future. With a seventy-year anniversary, there is much to be proud of. And we could not have reached this point without the countless men and women who have dedicated their lives to improving the lives of others. My hat is off to each of you.

Sincerely,

Vernon "Max" Arrell

A look back....

J.J. Brown, first director of the VR Program at TEA, retired in 1960 after 31 years.



In 1931, the VR Division launched a promotional campaign to stimulate interest in the needs of the handicapped. Its slogan was to give flowers to every "cripple" in the state.



In May 1929, the Texas State Legislature passed the Texas Vocational Rehabilitation (VR) Act, allowing the state to participate in a new federal/state partnership for helping persons with disabilities find jobs. VR became a very small division of the Texas State Department of Education (later named Texas Education Agency) with a staff of two and

an annual budget of only \$12,500.

Two monumental tasks lay ahead of J.J. Brown, the first VR director, and his executive secretary, Mildred Spillman: to build a program from scratch and to reach everyone who had a disability in Texas.

◆ Word of the VR Program quickly spread. By the end of 1930, 410 persons had applied for services. Brown personally visited 211 of these people, trained and found jobs for 27. Needs soon outgrew both the budget and the original staff of two.

30's - In the early days of the Depression, a federal work program provided monies for salaries and several part-time employees of the VR Division.

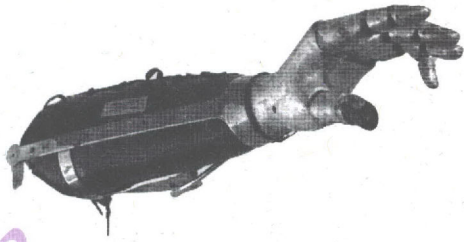
By 1935, the VR Division opened offices in Houston, Fort Worth and Dallas. In 1937, a new office was opened in Lubbock, and the Central Office in Austin was able to hire more staff.

◆ By 1939, a staff of 10 rehabilitated over 400 people with disabilities statewide with a budget of \$150,000.

40's - World War II caused the number of VR clients placed in jobs to jump from 896 in 1941 to 2,052 the next year.

After the war, the VR Division mushroomed when two legislative milestones (1943 and 1947 Amendments to the Federal VR Act) extended the program to provide new services. The new legislation added clients with "hidden handicaps" (mental illness and retardation), medical diagnosis of all applicants, extended physical restoration services to include hospitalization and surgery and expanded training programs. With these amendments, the persons eligible for VR services swelled. An extensive referral network that greatly facilitated the provision of appropriate services to disabled clients in the state was a beneficial side effect of the 40's amendments.





50's – In 1955, The Texas Disability Determination Services (DDS) Program began, with Charles O. Blalock as Director. The program originally did not pay cash benefits, but protected an individual's vested interest in Social Security retirement benefits. By 1956, legislation made it possible for cash benefits to be paid for the first time to disabled workers ages 50-64.

◆ The VR program steadily grew. By the end of the decade, the number of employees had grown to 157, and the VR budget was \$2 million. In 1959, about 2,219 disabled persons gained employment through VR services.

60's – J.J. Brown retired in 1960 after 31 years as director of VR. Claire Fairchild took the reins for a period of sustained growth. The VR program began to work with a greater number of severely disabled clients, and by 1962 had 14 specialized offices in hospitals and state schools across Texas. As counseling staff grew, case-loads also grew increasingly specialized.

In 1960, disability benefits were payable to a worker at any age up to age 65. By 1962, the DDS program grew to 59 examiners and 51,000 applications were processed.

Nationwide, the mid-sixties were years of rapid change. The same holds true for vocational rehabilitation. The budget increased substantially, the number of employees grew and the agency divided its operations into five geographic regions.

◆ In 1969, the VR and DD Divisions were transferred to the newly formed Texas Rehabilitation Commission. Dr. David Wade served as "Commissioner of the Interim," rallying everyone to this new adventure in state government. Mr. Jess M. Irwin, Jr. of Austin, assistant to the commissioner of the Department of Mental Health and Mental Retardation, was soon appointed TRC commissioner.

70's - For TRC and many organizations around the country, the 1970's brought them into the computer age. Some agencies were hesitant to take the plunge, but not TRC. Computers were one big push in the early 70's. Serving the most severely disabled clients was another. The Rehabilitation Act of 1973 required priority services be given to the severely disabled.

In 1974, Congress added Supplemental Security Insurance payments to DDS for people with little



TRC counselor reaches out to disabled homeless individual and takes application for services on the street.



Dr. David Wade

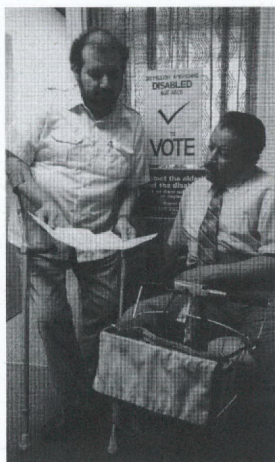
TRC employee, Lee White, works on the original mainframe computer installed in TRC in the early 1970's.

Yesterday....



Charles Blalock,
first director
of Disability
Determination
Services.

**Advocates for
consumer rights.**



or no income or resources. The number of disability claims rose steadily and the time required to review a case increased because of an emphasis on accuracy, quality, standardization and service to the applicant.

In 1976, TRC established a Consumer Consultation Committee to reach out to VR consumers and providers and to offer guidance on TRC programs and policies.

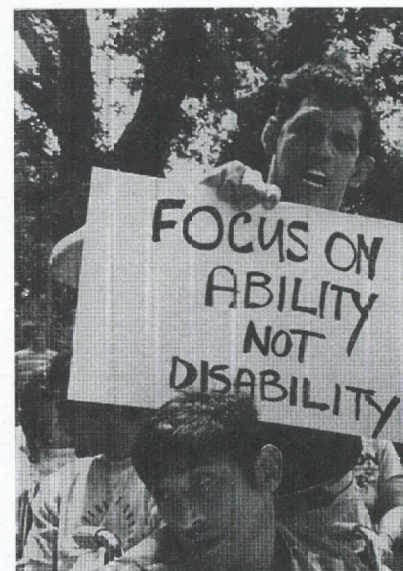
State legislation created the Extended Rehabilitation Services Program in 1977 to provide work and residential living for people with disabilities too severe to benefit from regular VR services.

TRC experienced its first reduction in force in 1978, eliminating nearly 230 jobs statewide. Inflation and fewer staff had an obvious effect on the clients served, reducing services from 23,318 people in 1975 to 14,613 in 1978.

TRC began planning an independent living program to comply with the 1979 amendments of the Federal Rehabilitation Act of 1973 authorizing services to help disabled people live more independently. At the same time, Irwin retired as commissioner, and William K. Harvey was appointed as the new head.

80's - Under the leadership of Vernon (Max) Arrell, who replaced William K. Harvey as commissioner in 1981, serving the severely disabled became a top priority.

◆ In 1978, 34 percent of TRC's VR clients had severe disabilities. By 1983, that number had grown to 62 percent.



Consumers at a rally.

Another priority was helping persons live more independently. Services became diversified with the addition of State funded programs; such as, Extended Rehabilitation Services, Transition Planning, Deaf-Blind With Multiple Disabilities Program, Independent Living Services, Personal Attendant Services and Comprehensive Rehabilitation Services.

Under Arrell's guidance, the agency focused on establishing a streamlined, yet still effective operation. As technology advanced, TRC stayed on the cutting edge by adding computers to all field offices.

Another major thrust during the next two decades was increased contact with our consumers and disability groups.

90's - In 1990, Congress passed the Americans with Disabilities Act, calling for equal access to goods and services for persons with disabilities and prohibiting discrimination in employment. In 1992, a Health and Human Services Commission was formed, and TRC responded with a spirit of teamwork and cooperation.

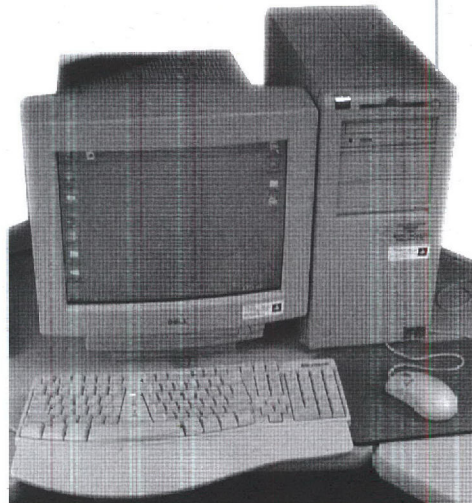


Disability advocates became more organized and effective in calling for a full array of services aimed at putting people with disabilities back into the community with more and better technology. In 1993, amendments to the Rehabilitation Act emphasized employment and client choice.

Advances in science and technology reflect another trend in this decade that brought about drastic and positive changes to the world in general and dramatically affected the daily lives of disabled people and the staff that work to provide them services. New medical techniques saved lives of people who 10 years ago – under the same circumstances – would have died as a result of their injury or illness. For TRC, this meant a growing population of people with more severe disabilities. Services focused on

helping persons live as independently and productively as possible. From hearing aids, to motorized wheelchairs, to a computer generated voice or voice activated computer – technology removed many of the barriers that existed before. Getting the technology to the people who needed it became one of our greatest challenges.

Y2K challenges brought major renovation to the DDS process when new computers were installed at every workstation, providing an array of options never before offered to this division of the agency. Local Area Networks and Wide Area Networks connected every staff member to each other and made a wealth of information available on the world wide web.



First Consumer Consultation Committee established by Irwin in 1976.

The 90's brought a computer to every work station.

A new service-delivery system in 1997, (RehabSys) represented a sweeping breakthrough in streamlining the provision of VR services in Texas. This reengineering project, developed to keep up with the changing needs of our clients, created a new era for rehabilitation services in Texas – one that will truly take TRC into the new century.

Spitzer



In an age of client choice, perhaps no one exemplifies this better than Alex Spitzer. Alex was born with a condition called arthrogyrosis, a rare muscle and joint disorder that left him with limited use of arms, feet and hands. With the help of TRC, Alex followed his dream to pursue a career in dance. Now, he is the first wheelchair user in the U.S., maybe the world, to receive a degree in dance.

“Alex had such obstacles to get through college and then to add dance on top of it,” says his counselor, Carol Gomel. “Alex had to get over some barriers himself. And this was a real combination of TRC and Texas Woman’s

University (TWU) working together. TRC provided funding for tuition, room and board. TWU offered Alex a special degree program and substituted some courses. Alex also credits his TRC counselor for guiding him and helping him get over rough spots while in college.

Alex recently made a successful New York City debut. “Every feeling is shown throughout his body, facial expression and head movement,” says Gomel, who attended a performance locally. “You forget he is in a wheelchair. He and his partner work so well together. He received a standing ovation, which was just a joy to behold.”

“Early on, dance was a good way to get on the same level as someone who is able-bodied,” says Alex. “In dance, you are creating something to the best of your abilities and there is no one right or wrong way to do it. Sometimes, what you can’t express the words, you can through movement and song.”

photo: Alex Spitzer (right) and dance partner Miriam Stern at their New York performance.

Photograph by Huy Nguyen



Today....

Throughout our long rich history, the field of rehabilitation has seen many changes – changes in law, attitudes, and technology. From this, TRC has evolved to offer services that are as distinct as the people we serve. Although we live in a time of incredible change, the goals of these services are as valid today as when they were created: employment, independence and dignity for persons with disabilities.

The following are brief descriptions of our programs, along with performance measures and personal stories of those who benefit from our services. We're proud of TRC's performance but are more proud of what it represents - the positive impact TRC helps create in Texans with disabilities.

In different ways, whether it was guidance, training, medical help or financial support when work was not an option, TRC's investment has paid off for people with disabilities, their families, communities, employers and the Texas economy. And it goes far beyond dollars. People we've helped go on to become positive role models in their communities - passing their success on to another generation of Texans.



THE VOCATIONAL REHABILITATION PROGRAM

The Vocational Rehabilitation Program (VR), a state federal partnership since 1929, helps people with disabilities prepare for, find and keep jobs. Work related services are individualized and may include counseling, training, medical treatment, assistive devices, job placement assistance and other services. Eligibility criteria for this program include: the presence of a physical or mental disability that results in a substantial impediment to employment, whether the individual is employable after receiving services, and whether services are required to achieve an employment outcome.

BENEFITS

- ◆ By retirement, the average rehabilitated client will repay the cost of services at least 10 times through taxes paid and public assistance.
- ◆ For every dollar spent on VR, clients generate more than \$20 in personal taxable income through the remainder of their work lives.
- ◆ VR is funded with a 78.7 percent federal and 21.3 percent state match.

CURRENT DESCRIPTION

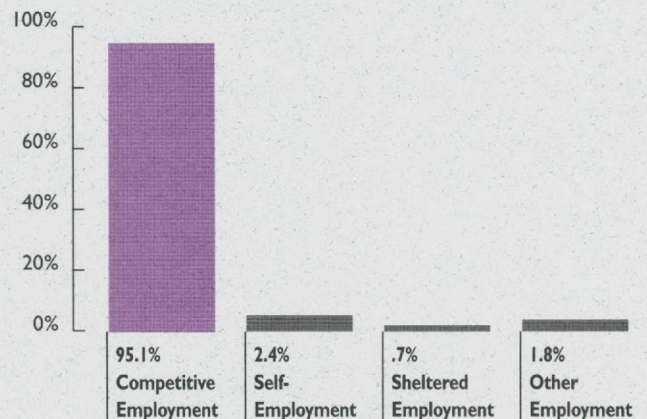
- ◆ There are five regions with 140 offices and 490.5 counselors across the state.
- ◆ In FY 1999, 133,742 persons with disabilities were served. Of the 114,503 eligible clients, 24,045 were successfully rehabilitated, and 68,353 continued to receive services at the end of the year. TRC served 11.18 percent of the potentially eligible population of Texans with disabilities.

- ◆ 78.1 percent of the eligible clients served had severe/significant disabilities.
- ◆ Over 17 percent of all referrals were workers injured on the job. TRC returned 3,180 injured workers to employment.
- ◆ Latest national data available shows that TRC received 5.7 percent of the nation's federal rehabilitation funds, yet we were responsible for 11.65 percent of the nation's rehabilitated into employment outcomes.

Primary Disabilities Served

<i>Musculo-Skeletal Disabilities (including back injuries)</i>	30%
<i>Alcoholism and drug abuse</i>	15%
<i>Deaf/Hearing Impaired</i>	5%
<i>Mental Illness</i>	21%
<i>Mental Retardation</i>	3%
<i>Borderline Intellectual Functioning</i>	4%
<i>Learning Disabilities</i>	7%
<i>Cardiac/Respiratory/Circulatory</i>	4%
<i>Digestive Disorders</i>	6%
<i>Epilepsy</i>	1%
<i>Traumatic Brain Injury</i>	2%
<i>Other Impairments</i>	2%

FY 1999 Placements



Average Weekly Earnings

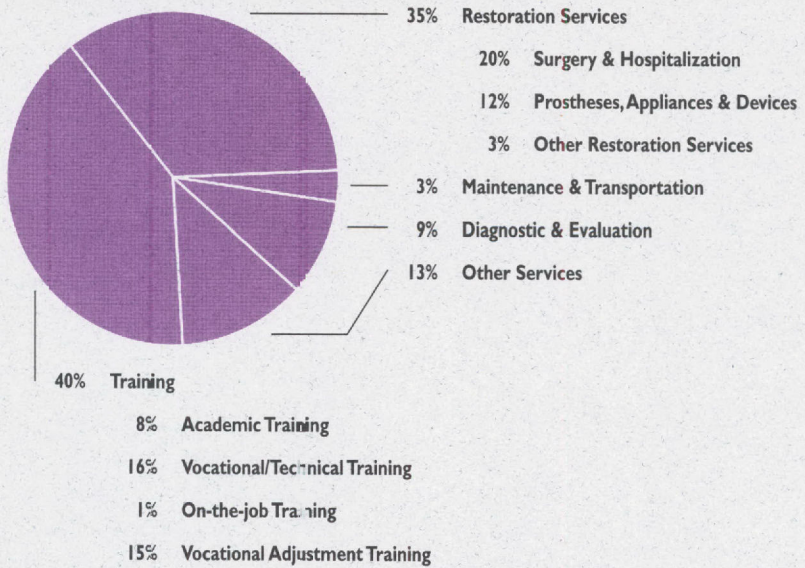
Employed clients' average weekly earnings after TRC services were more than four times greater than before receiving services.

Client Satisfaction Findings

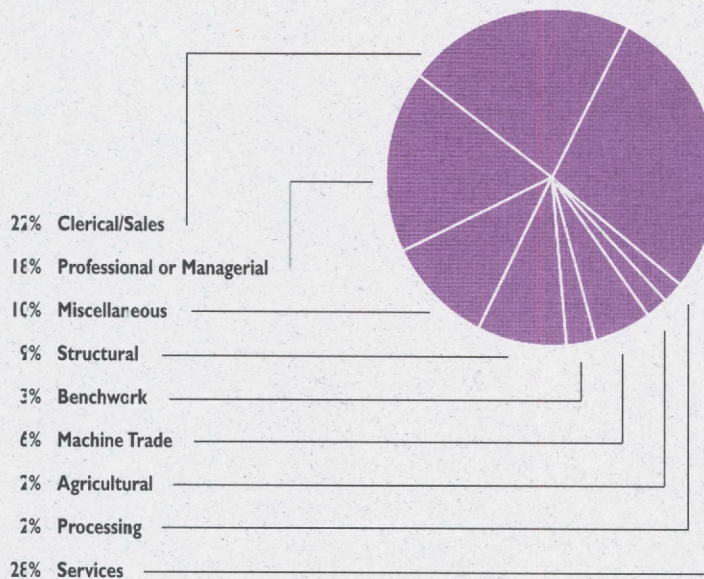
Satisfaction with services is an important measure of our success. The best way to find this out is to go to the source: our clients. This year, 14,152 former clients were polled through a telephone survey and the results indicate:

- ◆ Over 93.0 percent were satisfied or very satisfied with their overall experience with TRC.
- ◆ 97.6 percent said they were treated with courtesy and respect.
- ◆ 92.3 percent said they had a part in the planning of services.
- ◆ 92.0 percent of working clients were satisfied or very satisfied with their employment.

FY 1999 Services Bought for VR Clients



Types of Employment Outcomes in FY 1999





Magee

Mike Magee had just completed high school when he went to see a doctor for what appeared to be a sport-related injury. Within a span of two years, he would go from being a healthy, active teenager to a wheelchair user. And it took four years and numerous physicians to determine that the disease was a rare form of arthritis known as ankylosing spondylitis.

At this stage in Mike's life, TRC helped Mike by sending him to a three-month occupational drafting program at Texas A&M. But Mike was still trying to cope with the disease, so work was not a priority for him. Eventually, his case closed unsuccessfully. His life was spiraling downward. Mike calls this period the "dark years" of being isolated, not working, having no optimism. He did not care to seek employment.

About 13 years later, Mike again requested TRC services. "I knew I had to take control of my life and learn the skills that would be needed for employment," says Mike. "I also needed a wheelchair. I would use chairs, but they weren't holding up. I was in need of a more durable model."

Lynn Scheske, Mike's TRC counselor, encouraged him to volunteer at the Department of Human Services so that he could get some work-related experience and to become more visible and involved in the community. TRC assisted Mike in attending Southwest Texas State University to pursue a degree in computer information systems. Unfortunately, after two years, Mike could no longer continue because of financial and personal reasons.

"Lynn has been very supportive and knowing that the TRC was there made a difference," says Mike. "Before volunteering I didn't go out very much. The volunteer work gave me a way of transitioning and built confidence."

Mike began with part time positions, then a friend who worked with the company Electrosorce in San Marcos, told him about a receptionist position that was available. When he went for the interview at Electrosorce Inc., the quality manager saw that Mike had a computer background and offered him a position in their quality department.

Electrosorce develops, manufactures, and markets advanced, high performance, energy storage products and systems. Mike has been with the company three and a half years and loves his job. "I work with some of the most intelligent and talented people in the world and I have the opportunity to take on many different responsibilities," he says.

"He achieved employee of the month in July because he went above and beyond the call of duty when we had some problems," says Chris Morris, chief operating officer. "He stayed late many nights in a row. I wish we had more like him."

Quality Director, Elias Zachos, whom Mike reports to, agrees: "His disability is just not an issue here. He goes on and does his work. That guy moves around here faster than I do."

At age 19, Sonia Rivera-Garcia was a freshman at the University of Texas-Pan American and the most challenging factor in her life was deciding what major she wanted to pursue. Just a few months into her first semester, however, Sonia discovered that she had more critical things to think about when she sustained a T-5 spinal cord injury in an automobile accident and became paralyzed from the waist down. This shattering life experience would soon provide Sonia with a more clear direction for her life.

After her accident, Sonia became involved with Valley Association for Independent Living (VAIL), a private rehabilitation program, that referred her to TRC for assistance. After a year of rehabilitation therapy, Sonia returned to college, but this time she was a wheelchair user and had a clear goal to major in rehabilitation services and work with people with disabilities.

"My biggest challenge was the physical obstacles," recalled Sonia. "Just getting in and out of the car and across campus in a wheelchair between classes was really difficult. I had bought another car, but my fears and the physical strain of lifting my wheelchair in and out of the car made me dependent on others to go places. My family and friends were willing to help, but I still wanted to be independent again."

Sonia knew that to be independent she would have to overcome her fear of driving. She took a part-time job at VAIL that required her to go to Brownsville every week. Her mother drove her at first, but Sonia knew that was too much of a burden to place on someone else. So, five years after her accident, Sonia bought a van. TRC helped provide the modifications and driver training she needed to regain her independence. Sonia was soon driving herself to school, work, the grocery store, and anywhere she needed to go.

It has been ten years since the accident. Sonia has her bachelor's degree in rehabilitation services, a master's degree in coun-

seling and guidance, and is now working to become a Licensed Professional Counselor. In January 1999, Sonia started working at the Community Mental Health Center and Outpatient Partial Hospitalization Program in Edinburg. In May 1999, she painted her wheelchair white and rolled down the aisle to marry Raymond Garcia, a young man she met in the rehabilitation program at UTPA. Her goal is to eventually set up her own private counseling practice.

"I've faced a lot of challenges over the past ten years and TRC was always there when I needed help," recalled Sonia. "TRC helped pay for my college tuition, bought wheelchairs for me, and helped with my van modifications. I've been able to overcome a lot of obstacles because TRC was there."



Rivera-Garcia



Extended Rehabilitation Services (ERS) is a state-funded program that helps Texans with significant disabilities who require extended ongoing support services in order to achieve and maintain employment. Although ERS offers the choice of placement in sheltered employment, emphasis is placed on community integrated employment opportunities.

BENEFITS

- ◆ ERS services provide the job supports necessary for clients to work.
- ◆ ERS clients earn an average wage of \$ 4.55 per hour.
- ◆ With earnings from their jobs, ERS clients can pay back a portion of their salaries in taxes.

CURRENT DESCRIPTION

- ◆ Located in 22 cities around the state.
- ◆ 35.0 full time employees, both counselor and support staff serve the ERS client population.
- ◆ In State FY 1999, TRC served 1,320 people in this program; 1,005 were served in community integrated employment and 315 were served in an alternative sheltered workshop setting.

Supported Employment assists clients in the Vocational Rehabilitation Program with significant disabilities who need ongoing support to maintain competitive employment. Counselors ensure that clients in this program have the opportunity and support necessary to work in community integrated employment.

BENEFITS

- ◆ TRC provides services leading to supported employment to clients in the VR program with the most significant disabilities who need job support services (such as job coaching) to become employed.
- ◆ TRC provides the job support services leading to supported employment outcomes. After clients are stable on the job, other entities provide the extended, ongoing job supports needed to maintain employment.

CURRENT DESCRIPTION

- ◆ Funds for services leading to supported employment are authorized by Title VI, Part B of the Rehabilitation Act, although VR funds may also be accessed. The funds are used only for time-limited services leading to supported employment outcomes.
- ◆ In State FY 1999, TRC served 5,464 clients through supported employment services; TRC served 1,834 more clients than expected in this program.
- ◆ In State FY 1999, TRC rehabilitated 1,430 clients into supported employment outcomes, 456 more than anticipated.

Although it would have been more common, Wesley Jones did not have his stroke when he was elderly. He had multiple strokes between the ages of two and nine, and he lost considerable physical strength and some cognitive abilities. After an inconsistent work history and at age 29, Wes has found challenging, competitive employment at one of the country's largest and most progressive retail chains, WalMart.

Wes is a TRC client in Extended Rehabilitation Services, which provides the specific, ongoing support he needs to keep working alongside everyone else at the Plainview store. At the same time, WalMart gets what it prizes most highly says store manager R.J. Youngclaus, "We've got a committed, earnest employee with a wonderful smile!" His counselor, Richard Mills from the Lubbock Field Office says of Wes, "ERS services opened some doors, but Wes did the important part, he wanted independence, he wanted to work and he believed in himself."

Wes sits in the employee break room across from the new soft drink machine and says, "I like the people here and I like helping our customers. I want to learn to mix paint and maybe work in automotive ..." then he pauses

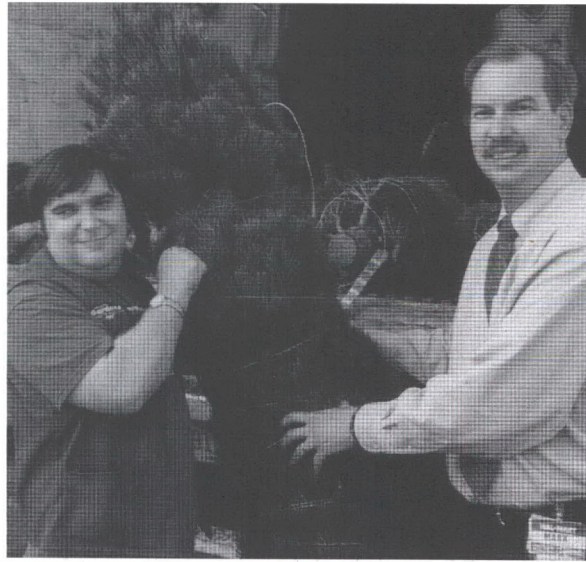
for a moment to add with a clarity that was not anticipated, "...And I like the stock options we get from WalMart. I got a raise and I'm putting some of that back into the company!" he says. "So far, I've got a lot of stock - it's up to about 57 you know."

By keeping an open line of contact in place, an ERS client can be competitive with minimal TRC intervention. Wes says "I've been working a full 40-hour week, sometimes longer, and I'm getting stronger. Work makes me strong and I feel better too." Bruce Horton, the store's assistant manager says, "Wes is an asset to the company that we're very proud of. We've got a 10-foot smile rule here

and Wes keeps that rule better than anyone. He pitches in along with everyone else."

On the way home, Wes talks to Walt Stanley, his job coach from Lubbock's "Helping Hands" about his budget and whether or not he really can afford some cookies he wants to take home. Walt tests the decision with Wes against his budget and Wes proudly writes a check at the counter. As he waves "so long" to some coworkers with one of his biggest smiles, he's got a tight grip on those cookies and on his certain knowledge that he's got some options as a part-owner of WalMart.

photo: Wes with store manager R.J. Youngclaus.



Jones



Transition Planning. TRC VR counselors provide consultative and technical assistance to public school personnel in planning the move from school to work for students with disabilities. TRC Regional Transition Specialists assist VR counselors in coordination with schools, independent school districts and Regional Educational Service Centers.

BENEFITS

- ◆ VR counselors assist eligible students to plan for post graduation employment opportunities.
- ◆ VR counselors encourage appropriate referrals from local schools in the last two years the student is in high school.

CURRENT DESCRIPTION

- ◆ This program provides a framework for TRC, the Department of Mental Health and Mental Retardation, the Texas Education Agency and other agencies to coordinate services to support transition of students with disabilities from schools and/or institutions to the community.
- ◆ As a result of collaborative efforts with schools, TRC received 4,612 referrals in State FY 1999.
- ◆ Each TRC region has a Regional Transition Specialist to assist counselors collaborating with school districts and Education Service Centers.

You know the saying, "It takes a village to raise a child." In Jennifer (Jenny) Janda's life, it has been a large, extended family with a teamwork of professionals from the Georgetown Independent School District, TRC and the Texas Department of Health to provide Jenny supports and assistive technology to help her bridge the gap from high school to life beyond.



Born with spina bifida reactive airway disease and asthma, Jenny's health might be fragile but her quiet determination isn't. Jenny's mobility is very limited and, due to small lung capacity, she spends time in an iron lung every night or more often if needed. Even with these obstacles, she is close to completing her high school education.

Jenny's long term goal is to receive a degree in criminal justice or law and next fall, she plans to start with some basic courses at a local community college.

"I've known Jenny since the sixth grade and I've seen her accomplish so much," says Mary Eby, occupational therapist with the school district. "She is more independent and has made tremendous gains in self-advocacy." School

nurse, Mary McKenna, agrees, "Jenny visits every-day to rest in between classes. She is very insightful. She can tell if I'm having a bad day, even if I try to fake it."

Eby placed a call to TRC last year in an effort to coordinate services for Jenny. With CIDC funding through the Department of Health, Jenny received a specialized power wheel-

chair that allows her to access home/school/community environments and to recline herself, in addition to transportation. TRC's Independent Living Services provided a laptop computer, mouse emulator, on-screen keyboard program and mounting system that works interactively with the wheelchair. Jenny changes from drive to recline to computer mode via a fiber optic switch she activates with a slight arm movement. She operates her computer with her headrest, joystick and a second fiber optic switch.

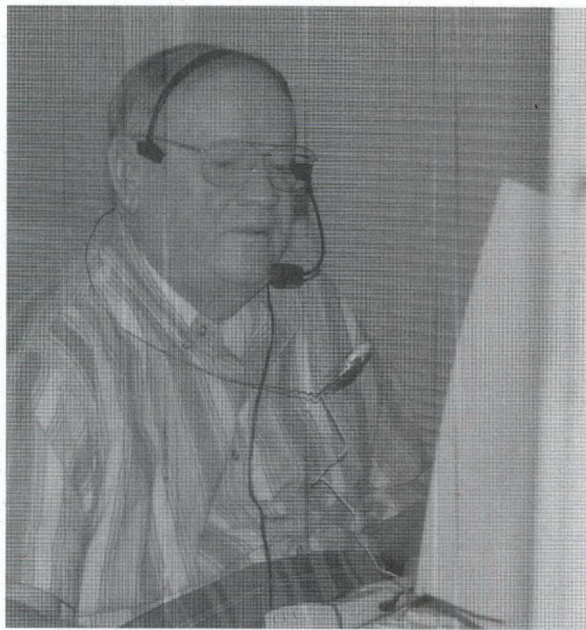
"Our goal was to get Jenny the assistive technology to help her transition to the adult world, whether it be more education, an immediate job or being able to do more independent daily living skills by herself," says TRC counselor Francis Pierson. "And we wanted to do this while she had access to her therapists within the school system so she could better learn the equipment."

Eby agrees, "Our purpose was to prepare Jenny academically and functionally for life after school. Getting this equipment now enables Jenny to extend her capabilities and envision possibilities ahead."

photo: Jennifer Janda with fellow Georgetown High School student.

Janda

Condra



“Words are not adequate to express my thanks for the voice-activated computer for my husband, Bill Condra, that the Texas Rehabilitation Commission provided. As soon as breakfast is over, he is sitting in his wheelchair in front of the computer! He’s learning quickly and it surely does help him spend his day more profitably.”

Those words were written to Independent Living Counselor, Diane Soucy, from Doris Condra after TRC provided her husband, Bill, with a voice-activated computer.

Bill Condra had always been active in his community and church. He made his living selling real estate, so a full social calendar was just a part of life for him.

In 1977, at age 52, Condra was diagnosed with ALS, a rapidly progressing and fatal neuromuscular disease, commonly known as Lou Gehrig’s disease. Condra prepared himself for the worst, but his condition didn’t progress like the doctors warned. A year later, a Dallas doctor changed his diagnosis to progressive spinal muscular atrophy, a form of muscular dystrophy, but less aggressively fatal than the dreaded Lou Gehrig’s disease.

Condra continued to work as his condition became more debilitating. In 1985, after a pretty rough fall while showing a home, he decided to hang it up and retire from real estate sales.

Retirement for Condra just meant that he could do more for his church community so he turned his focus to helping and encouraging others. By 1990, Condra’s condition had progressed to the point that he could only get around in a wheelchair and that kept him pretty close to home. “Although friends came to visit all the time,” said Doris, “Bill just needed to be able to do something that he felt was productive with his time. He typed the church newsletter for a while, but the crippling disease soon robbed him of his ability to type.”

Today, at age 74, Condra is learning to use a computer. “I never thought I’d get into the new computer technology when I worked in real estate,” recalled Bill. “As a matter of fact, I really hated it when they took our MLS books and put them on the computer. But, this new voice-activated computer has enabled me to continue help with the church newsletter and I can stay in touch with my friends through e-mail. It has opened a whole new world of information on the Internet that will help me do something my children wanted me do for years — write a book about my life.”



Independent Living Centers and Services

promote self-sufficiency despite significant disability - providing people with disabilities with improved mobility, communication, personal adjustment and self-direction.

Independent Living Services provides adaptive equipment, assistive devices, counseling, training and other services to achieve the greatest degree of independence possible.

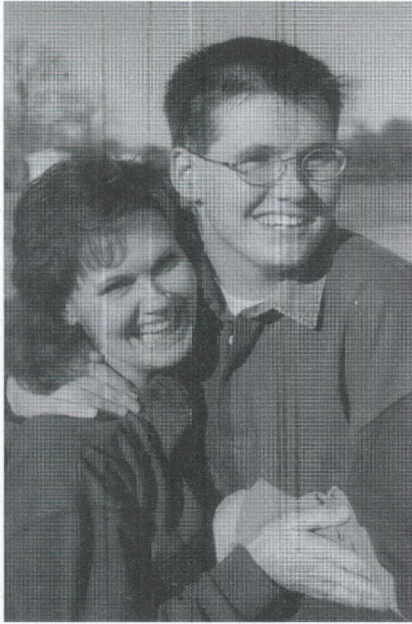
Independent Living Centers are operated by and for people with disabilities throughout the state to provide assistance through peer counseling, information and referral, advocacy support and other measures that encourage people to make their own decisions.

BENEFITS

- ◆ Both IL centers and services help people with disabilities live independently at home and in the community.
- ◆ Case service funds provide needed assistance to people who have no other resources.

CURRENT DESCRIPTION

- ◆ Currently there are 10 state-supported IL centers. Nine of the ten receive state and federal funds; one is solely state funded.
- ◆ In State FY 1999, 10 TRC ILS counselors across the state served 2,073 people.
- ◆ In State FY 1999, 3,260 clients were served through IL centers.



Trussell

Billy Trussell's only memory of the accident is seeing headlights coming. Of course, his mother, Cecilia Everett, has much clearer memories of that day. "Billy, (age 19) came in all starched and looking sharp for a date," she says. "Then he told me he loved me and left." Tragedy struck later that evening. Billy's girlfriend called to say that she heard sirens and was afraid it was Billy. She was right. By the time Billy's mother made it to the accident site, Billy had been care flighted to East Texas Medical Center.

Billy almost didn't make it to the hospital alive. When he did, none of his doctors expected him to live because of the severity of his head injury. When doctors asked his mother if she wanted to pull life

support, she said it was in God's hands. Billy lived through that night and continued to defy the odds. But there were other problems. The family had no medical insurance and Billy would need complete care around the clock after release from the hospital. Doctors recommended a nursing home.

"I felt I really needed to bring Billy home," says Cecilia. So his family worked with Billy day and night. His doctors were amazed with his progress and sponsored a scholarship to the rehabilitation facility at East Texas Medical Center. It was here that Billy came into contact with TRC.

"When I met Billy, his mother had already done a lot of research on his disabilities and resources available" says Denise Clontz, his TRC counselor. "When we started, our long term goal was to find a group home situation for Billy because of the heavy demands he placed on her in the home." But first, Billy needed to achieve some independence to get to that point.

Through funding provided by TRC's CRS Program, Billy received further rehabilitation through the Transitional Learning Community (TLC) in Galveston. "Without TRC, we could not have bridged the gap with funding," Cecilia says.

"When Billy left here, he depended on me for everything," she continues. "When you do everything for the person, cooking, cleaning, dressing, shopping, bathing — seven days a week, 24 hours a day — you don't have the time to be a professional, do the therapy and make sure he does things for himself, and you get worn down. Since TLC, he doesn't depend on me for everything anymore. It's made a world of difference."

When Billy returned from TLC, his mother was able to access a program through the Department of Human Services that pays her a small fund to provide attendant care services in the home. "This allows me to have a little time by myself to buy groceries, take a walk, visit a friend, and not worry about Billy for a while."

A group home may still be on the horizon. Billy is more independent and would be able to handle this transition better now. His mother says it will be a matter of timing and finding the right fit for Billy.

One thing the accident did not take from Billy is a lively sense of humor. He likes to tease and joke with his mother, and they laugh together often. Another is a strong mother/son bond that is unbreakable.

*photo: Billy's mother
Cecilia Everett with Billy.*



Comprehensive Rehabilitation Services

helps Texans with traumatic spinal cord and brain injuries receive intensive therapies to increase independence. Created by the 72nd Legislature, a percentage of court costs collected from misdemeanor and felony convictions go into a special fund to pay for these services.

BENEFITS

- ◆ Timely and intensive rehabilitation is crucial for persons with traumatic spinal cord and brain injuries to reenter their communities and/or live as independently as possible.
- ◆ Provides needed services for persons not eligible for vocational rehabilitation or other comparable benefits.
- ◆ Services include inpatient comprehensive medical rehabilitation at an accredited rehabilitation hospital, outpatient services and post-acute brain injury services.

CURRENT DESCRIPTION

- ◆ In State FY 1999, TRC served 509 clients in the CRS program.
- ◆ Average cost of services are about \$ 20,301 per person served.



It's the kind of news no parent wants to hear. When Sue Carr was told that her daughter, Kristin, had been in an automobile accident, she had no idea what lay ahead.

Barely 16 years old, Kristin was an inexperienced, but good driver. She can't recall exactly what happened, but the impact of the steel casing around the window and windshield caused a head injury that would change her life forever. Kristin underwent immediate brain surgery after being life-flighted to the hospital in a coma. She awoke a week later, paralyzed on her left side.

Although Kristin lay paralyzed in a hospital bed, she was anxious to get back to school and her dance activities. She had been dancing since the third grade and was an officer on her high school drill team. But the doctors told Kristin's parents that

she would probably never walk again, much less dance.

"Fortunately, doctors aren't always right and Kristin's determination and willpower were tremendous," recalled her mom.

"My deepest desire was to dance again," said Kristin. "I thought, 'I'll show them. I'll be doing high kicks on the football field and they can just watch.' If I had believed the doctors, I wouldn't have had anything to fight for." Kristin worked hard at her rehabilitation therapy, and six months after her surgery, she achieved her goal and returned to dance competition.

But Kristin's struggle wasn't over. Previously an A-B student, her short-term memory had been impacted by the head injury and her grades rapidly declined. She struggled, working constantly to make her grades, but her life-long plans for college seemed to be moving out of reach.

During Kristin's senior year, a TRC counselor renewed her hopes to go to college. "His advice was always encouraging to us," recalled Kristin's mother. "Kristin's counselor knew how to calm our fears. He helped us with college costs and presented ideas for Kristin to overcome the difficulties she experienced as a result of her traumatic brain injury."

In December 1998, Kristin graduated from college with a 3.1 GPA overall. She says she went into a teaching career because she wants to give back some of what she was given after her accident. She has taught adaptive behavior classes at Tomball Junior High School and currently teaches at Tomball High School. Kristin still has some residual problems from the injury such as delayed reactions and problems with short-term memory, but she has learned to work around them. "She has worked incredibly hard," says her mom. "We are extremely proud of her and thankful for the assistance TRC gave us that helped her get there."

Carr



Personal Attendant Services helps persons with significant disabilities with vital daily activities such as bathing and dressing for work, as well as shopping, eating, cooking and cleaning. A state-funded program, TRC shares the cost of attendant services with employed clients at an amount determined by their income.

BENEFITS

- ◆ This program assists persons with severe disabilities by paying for personal attendant services - the cost of which is one of the greatest obstacles to employment.

CURRENT DESCRIPTION

- ◆ The amount of co-payment is based on individual monthly incomes and ranges from \$12 to \$750 a month.
- ◆ In State FY 1999, 129 people were served in four pilot programs and 173,765.25 hours of service were provided.

The Deaf-Blind with Multiple Disabilities Program meets the very special needs of those who are deaf and blind and have at least one other disability - providing the opportunity to increase independence and communication.

BENEFITS

- ◆ Consumers, with assistance from their families and program providers, choose from among three options for residential support.

CURRENT DESCRIPTION

- ◆ This program serves about 104 persons per year.
- ◆ In State FY 1999, 93 families benefited from specialized training and guidance.

Due to legislation passed in the 76th Session regarding long-term care, these two programs were transferred to the Department of Human Services on Sept. 1, 1999.



DISABILITY DETERMINATION SERVICES

Disability Determination Services, funded entirely through the Social Security Administration (SSA), establishes eligibility for Texans with severe disabilities who apply for Social Security Disability Insurance and/or Supplemental Security Income.

Texans with disabilities apply for benefits at their local Social Security Office and their applications are forwarded to DDS for determination.

BENEFITS

- ◆ Federal dollars brought to Texas through disability benefits reach about \$ 315,765,000 per month.
- ◆ Maintains offices in Houston, Arlington and Austin for face-to-face interviews for people who have been determined to be no longer be eligible for disability benefits.

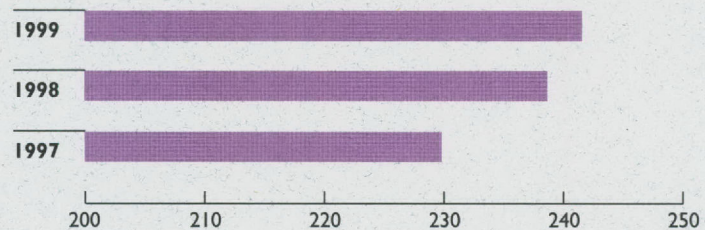
Total Monthly Payments to Texans

(in millions)



Cases Processed

(in thousands)



CURRENT DESCRIPTION

- ◆ In Federal FY 1999, DDS processed 241,637 disability cases for Texans.
- ◆ In Federal FY 1999, DDS reached over a 95.7 percent accuracy rate as audited by the Social Security Administration.
- ◆ SSA has consistently rated the Texas DDS number one among the eight largest DDS's when considering key performance measures.

Dwayne Allison had cancer as a teenager and the treatments left him so weak in his upper body and one leg that he needed to wear a leg brace and use a cane. After high school, he attended a business college. Things didn't work out there, so Dwayne headed to New Jersey and tried his hand at some computer classes. Unfortunately, the training didn't provide the credentials he needed to get hired as a programmer, so Dwayne took a job as a receiving clerk. On his lunch hours he would train in the computer area, hoping for an opportunity to transfer when an opening came up. But that never happened, so after a few years, Dwayne and his wife moved to Dallas to get a new start.

In Dallas he worked as a receiving clerk, again hoping to eventually move into computer programming. He worked a lot just to get ahead. The company Dwayne worked for filed Chapter 13 bankruptcy and, again, he found himself unemployed. "I felt so lost," recalled Dwayne. "My wife and I were on the brink of a divorce. I had lost my job, and most companies didn't want to take a risk with me because my disability had affected my balance. Eventually, I went on Social Security. When a friend

suggested I go to TRC, I was ready to try anything."

Dwayne talked with his VR counselor, Kay Sitton, and for the first time, someone encouraged him to follow his interest in computers. Sitton recommended that he check out the computer certification program at Richland Community College. He and his wife talked about the commitment and, with the support of his family and his VR counselor, he decided to enter the program at Richland.

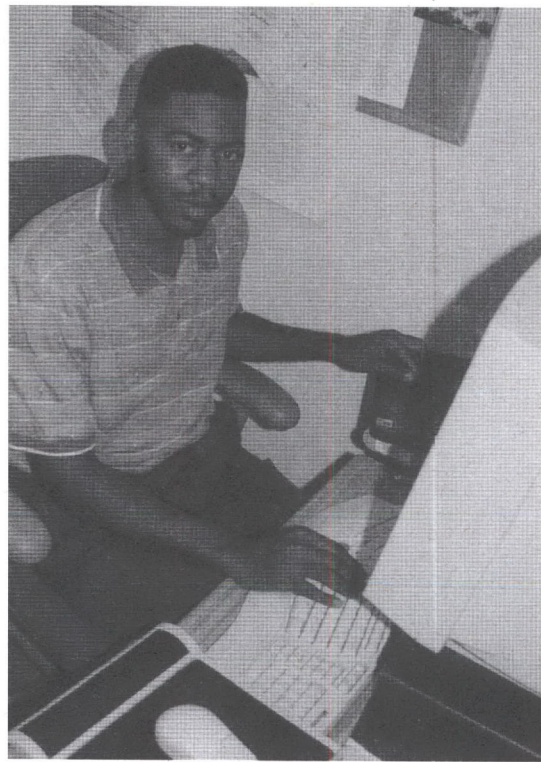
This time it was different. The next few years were filled with long hours of studying, but it was worth it. The Special Services Office at the college helped him with physical accommodations and individual tutoring services. Dwayne graduated from Richland Community College in 1996 with a double associate's degree in computer programming and speech communications.

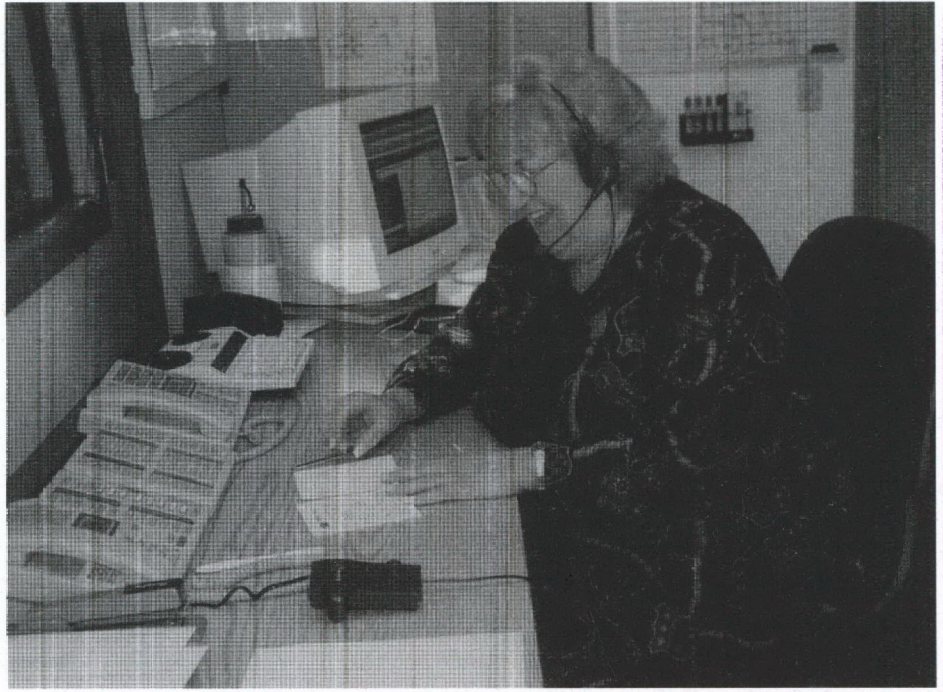
Life for Dwayne is better now. He works as a computer programmer, making more than he ever dreamed because he finally has the credentials. His skills are in hot demand and he says that he has gotten several offers of better-paying jobs. His marriage is on solid ground, his children are doing well in school, and he recently bought a new home. His skills are in

such demand that he recently started his own business that he works on the side, but he is very careful to keep things in balance and places his family as his highest priority.

"I'm really grateful to TRC for opening a door that had been closed to me for so long," Dwayne reflected. "I knew in my heart that I could do well with computers, and all I needed was some direction and someone else to believe in me. TRC really changed my life."

Allison





Knight

Anne Knight, age 63 and a native of England, is not looking to slow down or embrace retired living. In fact, this lively and effervescent woman relishes her work as a front desk receptionist for the TRC South Austin Field Office. "I love it. I just love it," says Anne with a laugh. "One client who is deaf comes in every day simply to visit. That's the thanks. I know I am helping someone every day."

To Anne, helping people is especially rewarding because she began her association with TRC as a client. Anne had a long-term career as food and beverage manager in the hotel business. She developed significant arthritis and eventually had both hips replaced, so she

could no longer work in this field. Unemployed, she lost her self-esteem.

Anne came to TRC and counselor Raymond Gerson worked with her to turn that around. Says Gerson: "Anne felt she was facing heavy age discrimination, in addition to her disability. People would look at her wealth of management experience and be afraid to hire her at something lower than that. She obviously had so much going for her I felt that something in customer relations would work. I had been on the phone with her so many times and I knew she had excellent phone skills."

"Raymond gave me my self-esteem back," says Anne. "On the phone he would listen to me and talk

to me. If he was busy with a client, he would call me back. That gave me the confidence to go to job interviews."

Gerson saw an opportunity for Anne through a special program federally funded for workers ages 50 and above. In this program sponsored by The Parks and Recreation Department, Anne is able to work part-time and keep Social Security benefits. "When I found out about the job in the South Austin Field Office, I had other opportunities," adds Anne. "Yet, they made me feel so we come." Anne has enjoyed her employment so much that she volunteers to work afternoons in the office.



ADMINISTRATION

Vital administrative services are provided by these areas: Financial Services, Administrative Services, Automated Services and Office of the Commissioner.

Financial Services provides the data, information, allocation, payment and accounting to ensure TRC fiscal accountability and efficiency.

Administrative Services provides behind-the-scenes support in the following areas: human resources, buyer support and operations support services.

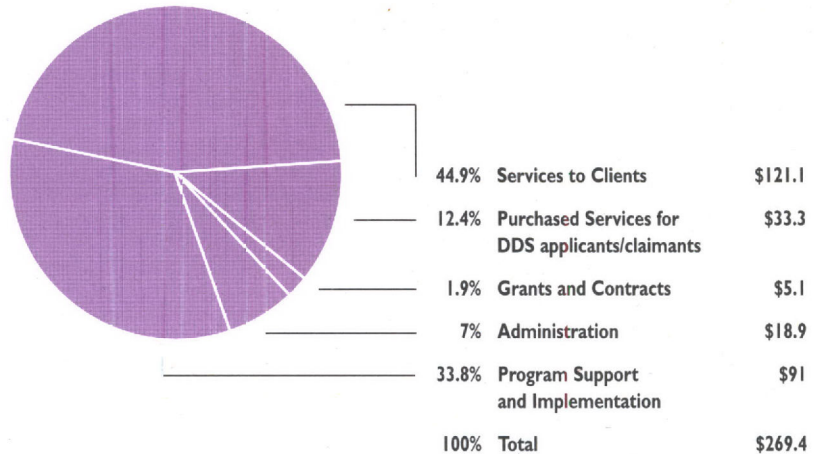
Automated Services provides planning and support for TRC's information resources, including computer hardware and software, network operations, Internet/intranet, telecommunications, and information services.

The Office of the Commissioner provides the vision and executive leadership for the agency. Offices include general counsel, subrogation, management audit, management information services, civil rights, medical services, and planning.

TRC also provides administrative support to the Texas Council for Developmental Disabilities. The Council is a 30 member board dedicated to ensuring that all Texans with developmental disabilities have the opportunity to be independent, productive and valued members of their communities.

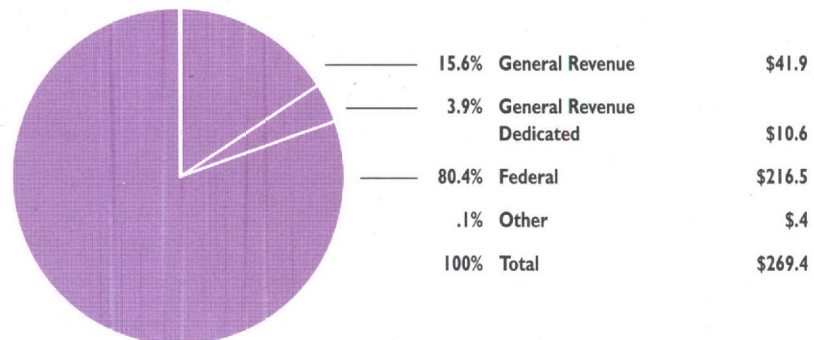
Federal FY 1999 Agency Expenditure Budget

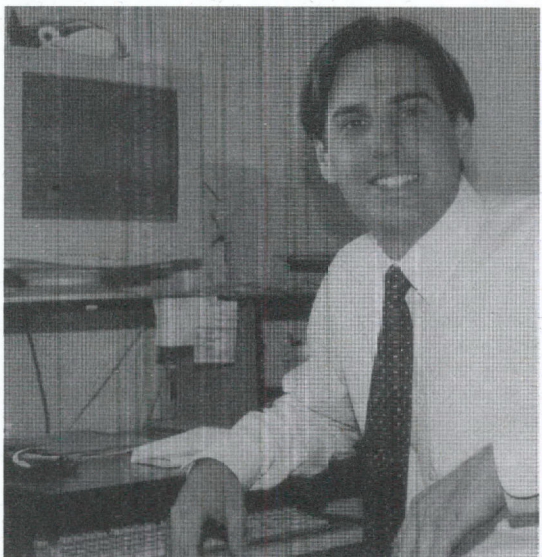
(in millions)



Federal FY 1999 Total Funds

(in millions)





Doran

Gordon Doran is intelligent, articulate, outgoing and appears to be a very self-confident, young professional. What most people don't know, however, is that Gordon is hiding something. Gordon lives with a significant disability and can barely read and write.

Gordon was diagnosed with severe dyslexia when he was in the fifth grade after having difficulties in school. He was subsequently moved into special education classes where he stayed until he graduated from high school. "They didn't know what to do with me in special education resource classes," recalled Gordon. "I didn't have to read, so I floated through school making jokes and having fun. The less I did, the less they expected me to do."

As Gordon grew older, he became an expert at hiding his disability. "Most people just think you're stupid," said Gordon. "I mean, when you can't read or write, it's embarrassing. Imagine how difficult it would be to function in the world today, not able to read and write."

Gordon knew to reach his goals for his future he needed a college education. But how does a kid with a fifth grade reading ability and writing at a third grade level make it in college? During his senior year in high school, a TRC counselor spoke to graduating students and Gordon saw that there really was help available.

"The counselor met with me and my parents, and this gave me hope," said Gordon. "TRC helped me develop a plan, and my parents and my counselor's office helped me complete forms and applications that I found difficult to read." TRC also helped with Gordon's college tuition and tutoring.

Gordon started with the lowest fundamental classes offered. He worked part time, got student loans and applied for special grants. "I learned to work around systems," says Gordon. "I went to my instructors and told them immediately so that I could get special accommodations with textbooks on tape, extra time to take tests, etc."

Gordon says it took him about three times longer to do his studies than most students because of his disability. The first three years in college, Gordon got his textbooks on tape and followed along with his finger in the book to reinforce what he was hearing. When he finished junior college four years later, his reading skills had improved to a point that he could read without the tapes.

Gordon graduated from the University of Houston with a bachelor's degree in business administration in 1998. He has an entrepreneurial spirit and is CEO of his own advertising and residential external cleaning businesses. To give back to the community, he also helps other students with learning disabilities realize that they, too, can beat the odds and go to college. "Attending college with a learning disability was very painful and frustrating," recalled Gordon, "but I wanted to get that college degree and I'm very thankful that TRC was there to help me do it."

COUNTY LISTINGS

VOCATIONAL REHABILITATION STATE FY 1999

County	Weekly Income (average in dollars)		Successfully Employed	Total Eligible Served	County	Weekly Income (average in dollars)		Successfully Employed	Total Eligible Served
	Before Services	After Services				Before Services	After Services		
A					Cherokee	71	244	60	366
Anderson	41	240	55	271	Childress	122	244	10	33
Andrews	63	600	6	49	Clay	95	278	17	88
Angelina	48	224	90	411	Cochran	42	174	3	10
Aransas	68	231	27	103	Coke	N/A	N/A	0	19
Archer	77	378	15	92	Coleman	185	279	6	40
Armstrong	0	240	1	7	Collin	68	376	358	1,822
Atascosa	119	308	29	173	Collingsworth	83	185	9	29
Austin	97	353	30	118	Colorado	19	256	18	72
B					Comal	64	272	85	490
Bailey	166	249	5	16	Comanche	133	371	12	59
Bandera	44	305	24	123	Concho	0	136	2	7
Bastrop	127	307	63	382	Cooke	94	327	46	203
Baylor	80	280	10	51	Coryell	96	295	60	260
Bee	39	236	29	144	Cottle	114	218	3	13
Bell	83	267	228	1,118	Crane	288	668	2	21
Bexar	49	269	1,839	7,677	Crockett	120	315	1	15
Blanco	105	261	12	55	Crosby	142	214	7	30
Borden	N/A	N/A	0	4	Culberson	60	265	11	23
Bosque	16	295	19	81	D				
Bowie	72	245	118	576	Dallam	40	257	11	17
Brazoria	49	320	265	1,130	Dallas	69	343	2,593	12,225
Brazos	76	292	148	775	Dawson	51	215	16	57
Brewster	173	288	20	83	Deaf Smith	37	239	20	86
Briscoe	0	160	1	4	Delta	159	230	7	40
Brooks	49	119	13	33	Denton	85	399	385	1,659
Brown	81	291	48	263	DeWitt	59	269	20	102
Burleson	75	270	22	61	Dickens	120	254	4	7
Burnet	62	306	35	201	Dimmit	69	159	7	41
C					Donley	0	318	5	18
Caldwell	36	257	60	270	Duval	42	215	26	97
Calhoun	85	288	17	86	E				
Callahan	41	320	7	59	Eastland	58	224	17	77
Cameron	86	231	371	1,802	Ector	126	280	167	849
Camp	179	259	10	54	Edwards	87	203	3	8
Carson	177	332	7	33	Ellis	120	359	100	584
Cass	41	227	36	188	El Paso	54	241	784	3,315
Castro	169	226	11	51	Erath	119	353	82	467
Chambers	35	341	16	122					

County	Weekly Income (average in dollars)		Successfully Employed	Total Eligible Served
	Before Services	After Services		
	F			
Falls	29	281	13	52
Fannin	34	403	25	161
Fayette	79	305	22	112
Fisher	60	60	1	14
Floyd	66	311	10	37
Foard	160	273	3	13
Fort Bend	57	350	228	1,324
Franklin	113	134	6	34
Freestone	52	215	10	49
Frio	26	219	36	114
G				
Gaines	229	305	15	29
Galveston	27	330	366	1,781
Garza	160	160	2	9
Gillespie	97	264	19	85
Glasscock	250	250	1	1
Goliad	70	228	12	43
Gonzales	68	255	37	159
Gray	40	246	33	118
Grayson	107	324	221	905
Gregg	85	258	186	867
Grimes	104	271	16	82
Guadalupe	64	285	107	519
H				
Hale	125	259	71	255
Hall	122	192	5	11
Hamilton	33	307	12	65
Hansford	267	370	5	20
Hardeman	0	169	7	36
Hardin	40	270	47	196
Harris	42	319	3,650	18,008
Harrison	56	302	71	340
Hartley	0	327	2	7
Haskell	92	213	10	61
Hays	81	297	129	701
Hemphill	21	341	4	27
Henderson	107	296	75	440
Hidalgo	82	236	487	2,596
Hill	51	300	39	220
Hockley	110	267	18	90
Hood	86	346	51	322
Hopkins	126	259	55	217
Houston	46	268	35	132
Howard	74	218	73	326
Hudspeth	63	166	2	6
Hunt	93	326	117	580
Hutchinson	90	222	30	122
I				
Irion	53	363	3	8

County	Weekly Income (average in dollars)		Successfully Employed	Total Eligible Served
	Before Services	After Services		
	J			
Jack	86	320	8	33
Jackson	136	273	13	75
Jasper	17	283	26	139
Jeff Davis	0	500	1	8
Jefferson	58	284	345	1,558
Jim Hogg	97	146	7	35
Jim Wells	66	238	60	195
Johnson	54	337	148	636
Jones	75	273	25	138
K				
Karnes	46	294	27	109
Kaufman	125	364	48	221
Kendall	91	317	20	104
Kenedy	N/A	N/A	0	0
Kent	N/A	N/A	0	12
Kerr	118	285	52	314
Kimble	389	389	2	27
King	N/A	N/A	0	0
Kinney	0	220	1	27
Kleberg	108	258	23	130
Knox	200	200	2	25
L				
Lamar	98	229	137	667
Lamb	137	295	13	34
Lampasas	29	242	41	184
LaSalle	29	204	10	44
Lavaca	59	231	17	86
Lee	9	283	12	50
Leon	128	202	17	100
Liberty	58	257	56	310
Limestone	62	256	13	72
Lipscomb	0	328	2	18
Live Oak	146	253	19	64
Llano	65	290	24	108
Loving	N/A	N/A	0	0
Lubbock	91	260	384	1,482
Lynn	188	364	9	22
M				
Madison	48	247	10	35
Marion	11	248	15	81
Martin	77	262	4	12
Mason	103	291	4	8
Matagorda	79	264	50	331
Maverick	12	198	38	178
McCulloch	100	440	5	29
McLennan	54	287	235	1,109
McMullen	N/A	N/A	0	8
Medina	54	313	31	138
Menard	N/A	N/A	0	7
Midland	108	277	132	633
Milam	70	234	31	104

County	Weekly Income (average in dollars)		Successfully Employed	Total Eligible Served
	Before Services	After Services		
	Mills	70		
Mitchell	146	259	6	42
Montague	84	269	42	175
Montgomery	103	286	268	1,459
Moore	56	295	11	50
Morris	107	232	9	73
Motley	73	208	3	7
N				
Nacogdoches	48	248	51	270
Navarro	125	256	81	399
Newton	44	251	11	32
Nolan	67	259	41	218
Nueces	77	254	391	1,681
O				
Ochiltree	178	326	7	34
Oldham	500	500	1	4
Orange	45	304	101	443
P				
Palo Pinto	39	333	38	136
Panola	136	339	19	129
Parker	88	366	100	445
Parmer	181	242	7	29
Pecos	124	243	27	74
Polk	113	268	41	207
Potter	88	263	207	868
Presidio	0	242	2	18
R				
Rains	58	281	18	70
Randall	108	292	114	550
Reagan	0	280	3	22
Real	0	410	2	22
Red River	48	227	21	83
Reeves	66	213	21	58
Refugio	33	169	6	47
Roberts	N/A	N/A	0	3
Robertson	113	226	12	58
Rockwall	152	371	21	101
Runnels	61	219	16	65
Rusk	41	290	28	205
S				
Sabine	240	597	5	24
San Augustine	33	182	14	44
San Jacinto	52	271	39	209
San Patricio	80	243	95	325
San Saba	79	246	15	38
Schleicher	65	250	4	19
Scurry	64	258	8	53
Shackelford	189	287	9	24
Shelby	11	196	20	95
Sherman	0	350	2	5
Smith	88	286	225	1,184
Somervell	59	303	12	63

County	Weekly Income (average in dollars)		Successfully Employed	Total Eligible Served
	Before Services	After Services		
	Starr	83		
Stephens	36	244	14	50
Sterling	N/A	N/A	0	8
Stonewall	N/A	N/A	0	14
Sutton	0	333	5	29
Swisher	127	240	18	74
T				
Tarrant	66	339	1,768	9,160
Taylor	90	276	195	866
Terrell	275	353	2	4
Terry	97	273	10	38
Throckmorton	152	291	8	17
Titus	85	277	20	121
Tom Green	89	267	119	591
Travis	82	316	959	4,910
Trinity	45	207	21	77
Tyler	4	221	19	99
U				
Upshur	85	255	38	264
Upton	0	210	1	21
Uvalde	64	212	35	136
V				
Val Verde	64	170	56	188
Van Zandt	43	230	41	214
Victoria	111	267	179	705
W				
Walker	149	276	80	375
Waller	8	343	21	85
Ward	34	231	13	50
Washington	119	264	39	172
Webb	106	220	271	1,149
Wharton	45	342	49	237
Wheeler	62	248	10	32
Wichita	84	278	343	1,562
Wilbarger	157	233	23	74
Willacy	129	212	25	145
Williamson	116	378	155	717
Wilson	22	336	20	131
Winkler	47	304	7	54
Wise	52	317	29	224
Wood	96	364	32	230
Y				
Yoakum	201	250	6	35
Young	100	300	36	197
Z				
Zapata	63	197	21	123
Zavala	106	206	7	33

Totals **24,045 114,503**



Vernon (Max) Arrell
Commissioner

Charles Schiesser
Chief of Staff

Charles Harrison
Deputy Commissioner for
Financial Services

Leon Holland
Deputy Commissioner for
Administrative Services

George Schneider
Deputy Commissioner for
Automated Services

Dave Ward
Deputy Commissioner for
Disability Determination
Services

Mary Wolfe
Deputy Commissioner for
Field Operations/External
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