

R1500.3
An 78
1992-93



REFERENCE

Texas Rehabilitation Commission

1993 Annual Report

Government Publications
Texas State Documents

MAR 11 1994
Depository
Dallas Public Library *pl*



Our Bottom Line

Cover Story

Kim Mason, TRC community liaison in Dallas, was looking for a resource beyond taxpayer dollars to help prepare clients for interviews. She contacted the Clothes Horse, an upscale clothing resale shop willing to provide clothing and accessories for that important interview — and a new partnership was born.

Now, over 200 clients later, the program is still going strong. And, this service goes far beyond business attire. Kar Haskin, store manager, spends time and effort instilling confidence about the upcoming interview: “You need to ask the potential employer about what they can offer you because you’re worth it!”

This is a great example of the partnership TRC has found within the community in working toward our bottom line — helping people with disabilities become more independent and productive.

On the cover, TRC client, Alicia Smith, and Kar Haskin preparing for an interview. Says her counselor: “This was a real boost to her self esteem and that is so important, especially when a client is in recovery.”

Dedication



This annual report is dedicated to the memory of Gene Raiford, one of the giants of rehabilitation in Texas. She gave a lot in her career and expected very little in return. She was there in 1955 when the Vocational Rehabilitation Program was in the formative stages and she helped give it a good start. She became the state supervisor for physical restoration at age 39 and was responsible for numerous innovations in service to Texans with severe physical disabilities until her retirement in 1980.

She was one of the most colorful personalities in the history of rehabilitation in Texas. In the 60's to the 80's she was called "Mother Raiford" by a host of program specialists in the TRC Central Office because she was everyone's mentor. She loved Indian jewelry, turquoise was her favorite, and wore it proudly. She had such stature, no one dare to say they thought her jewelry was a bit much, even when it was.

She had an affectionate way of calling you by your last name and had the quickest laugh in the office. And, what she knew about physical restoration and the clients who benefited from this service would fill books. She passed this inclination on to her only son, Burton Raiford, who is the commissioner of the Texas Department of Human Services.

Even after retirement, she would call her old friends and check to see who was at their post, with the familiar phrase, "Just checking to see that my tax dollars are being spent wisely!" No one minded. She will be missed.

Table of Contents

<i>Dedication</i>	
<i>Commissioner's Letter</i>	1
<i>Introduction</i>	3
<i>Year In Review</i>	4
Rehabilitation Act Amendments	4
Consumer Advisory Committee	4
Legislative Session	4
Social Security Administration	5
Retirement	6
<i>Description of Services</i>	8
Overview	9
Rehabilitation Services	
Vocational Rehabilitation	10
Extended Rehabilitation Services	12
Transition Planning	12
Deaf-Blind Multihandicapped	12
Independent Living	14
Personal Attendant Services	14
Comprehensive Rehabilitation Services	14
Disability Determination Services	16
Administrative Services	16
Financial and Planning Services	18
<i>Employees of the Year</i>	17
<i>Performance Report</i>	19
Overview	19
Rehabilitation Services	21
Disability Determination Services	25

A Message From The Commissioner

Productive people are the bottom line in our agency. It starts with the people we serve but it also includes our employees, advocates, consumers, vendors, employers and even volunteers who work together to make our world a better place for persons with disabilities.

As the needs of those we serve change, we change the way we conduct our business. Responsive service is the key. That's where our people shine. We wouldn't have it any other way.

The five-year adage is even more true today — if you are still doing your job the same way in five years, you will not be doing it as well as you can be. We must reflect the changing times.

But we accept this and welcome change. The main thing to remember is that change must add to the bottom line — helping persons with disabilities become more independent and productive.

We are at the crossroads of opportunity for our clients, while at the same time demand for our services is at an all time high. We can make some dynamic and far-reaching changes for this commission and the people we serve. Let's make those changes count.

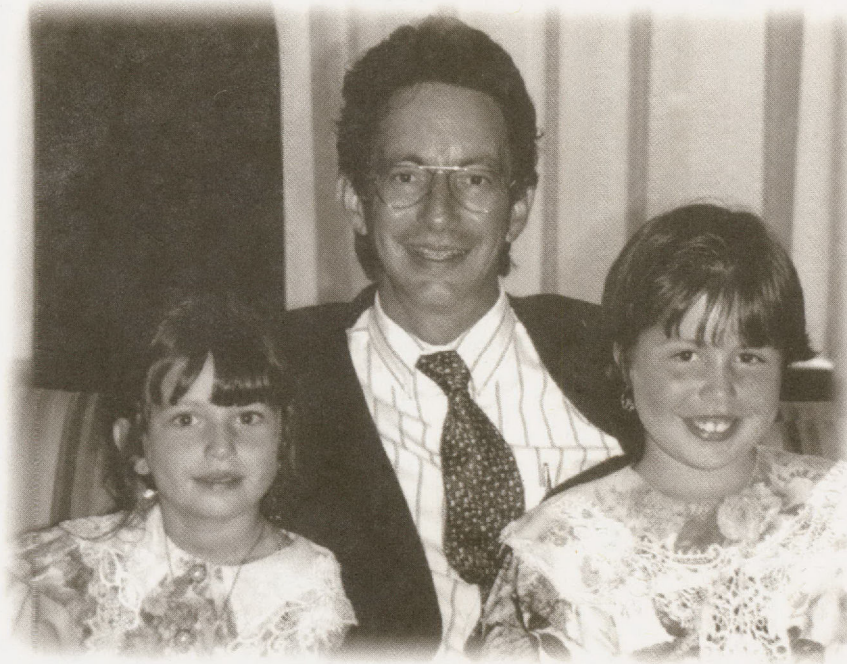


Vernon "Max" Arrell

Commissioner

Texas Rehabilitation Commission

Steve Mayeux Consumer Feature



*T*here are many ways to advocate for persons with disabilities. Steve Mayeux has chosen to work within the system to try to help people with disabilities realize their full rights and full potential — which he has done very effectively.

He works hard to try to find solutions, big or small. Mayeux is manager of the City of Dallas Office on Disability. His responsibilities range from guiding the City's efforts on compliance with ADA to finding shelter and care for a homeless person. For six years, he served on our Consumer Advisory Committee, being chair for the last several years. He was instrumental in facilitating the process for nominations for the new governor-appointed Rehabilitation Advisory Council. In addition, Mayeux was awarded "Disabled Citizen of the Year" by the Texas Rehabilitation Association in 1993.

As a result of his own experience with a disability, (he had polio at 18 months of age and is a paraplegic as a result) Mayeux has a personal understanding of the challenges and attitudes that confront people with disabilities every day of their lives. And he is generous with that knowledge.

Mayeux with daughters Jessica and Alexandra.

Introduction

The Texas Rehabilitation Commission (TRC) helps persons with disabilities become more independent and productive members of society.

With a workforce of over 2,300 employees, we provide a wide range of services that will either prepare Texans with disabilities for employment or for the greatest degree of independence possible — our bottom line.

Texans with disabilities are realizing opportunities never thought possible in our state. The Americans with Disabilities Act has opened the door, advocacy groups have pushed the door wider and clients and consumers are going through to more independent living and employment opportunities.

Technology is helping. Personal computers and other innovations for just about any type of disability can accommodate employees into the workforce and increase functioning and mobility. Just a few years ago many options now available, especially those for severe disabilities, did not exist.

Yet, resources are lagging far behind the opportunities. Competition for state and federal dollars is fierce. Demand for our services grows and we are able to serve only a small percentage of the people needing and asking for our help.

Once again, we are ready to answer new challenges to serve our clients. We are equal to the task. And that task is to make every resource count. We'll spread our resources even further, streamline our process for serving clients, make efficient use of funds and always look for new innovations that will help persons with disabilities — these are ways our people contribute to the bottom line in this agency.

Year in Review

Over the last several years, events on both the national and state levels are changing the way we do our business. This year alone, brought change with far-reaching implications for the agency.

The Rehabilitation Act Amendments

The Rehabilitation Act was amended October 29, 1992, with changes that will have far-reaching consequences for the field of rehabilitation. Consumer choice and the presumption that persons with disabilities can and want to work are its cornerstones.

TRC responded quickly to the announcement of the new amendments. Two committees, that included consumers and field staff, worked together to develop new policy that would reflect the intentions of the new law. Our staff participated in training on the philosophy and values underlying the new amendments.

A New Consumer Council

Another major provision of the Rehabilitation Act Amendments is for a governor appointed Texas Consumer Advisory Council. We were pleased with this turn of events.

We have long considered consumer consultation an important part of our mission. For more than 10 years, we led the VR agencies nationally, and other human services agencies in Texas, with consumer involvement, through a commissioner appointed consumer advisory committee.

The transition to the new council is going smoothly. Consumers themselves were involved in the screening process that yielded more than 50 nominations from which 17 were selected to serve on the new council. In 1994, the new council will begin its work with a solid decade of precedent for consumer involvement in rehabilitation services in Texas to provide momentum.

Meanwhile, TRC will continue its consumer emphasis through an extensive network of consumer advocates giving input in vital activities such as strategic planning and regional advisory committees.

The 73rd Legislature

The "No New Taxes" session started with such ominous projections as the elimination of three TRC programs and other funding shortages, but, when the dust settled, none of those projections rang true.

The help of consumers and disability advocates who made their voices heard early on in the session had a big impact on the outcome. We also had the help of key legislators who championed for rehabilitation services.

The end result was that state funds appropriated to the vocational rehabilitation program will allow a match of as much as \$26 million in anticipated new federal dollars over the biennium. In addition, no state programs were eliminated and the Deaf-Blind Multihandicapped Program received the Legislature's special attention, being the only TRC program to receive funding at the requested level.

Once again, people working together accomplished what wouldn't have been thought possible when the session started.

The commission's enabling legislation was also amended. Two key components of the legislation were "rededicating" funds for Comprehensive Rehabilitation Services and

bringing our state enabling law in line with ADA and the Rehabilitation Act Amendments of 1992.

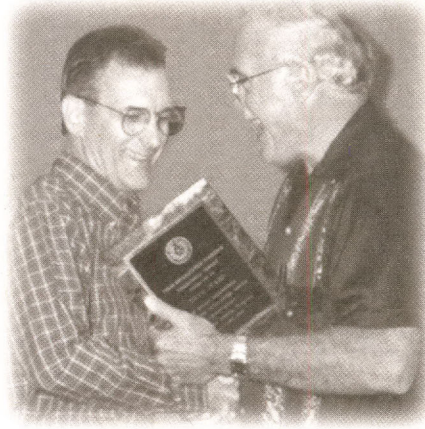
Social Security Administration

FY 1993 was a difficult year for Disability Determination Services. The approval and funding for ADEW (Automated Disability Examiner Workstation) was withdrawn by the Social Security Administration (SSA), even though the pilot for ADEW was highly successful. Throughout most of the year, there was a hiring freeze and two units had to be disbanded. Also, plans for a new building fell through.

In spite of this, employees worked diligently to get rid of backlogs and processed more than they received at 290,873 claims for the year — with a 94.2 percent accuracy rate. Also, the average initial time it takes to process a case went down to 73 days, a significant decrease from the previous year.

There is good news on the horizon for DDS. Bids for new office space went out in FY 1993 and employees for DDS should be in their new environment by 1996. Today, renovations are occurring in their present location to make their surroundings as pleasant as possible.

Kerrville Managers Meeting



An important part of the TRC culture is the Managers Meeting. It is a forum to hear straight talk from the commissioner, renew old acquaintances and make new ones. It is our way of personally renewing commitment to the agency's goals and bonding with managers who often spend their entire career with us.

Awards, and plenty of them, were the highlight of this year's meeting. On the day of the deadline for nominations for Manager Awards, the fax machine ran non-stop, tallying 286 nominations for the 10 categories of achievement.

The manager who took the top prize was Dave Ward, associate commissioner for Administrative and Management Services in Disability Determination Services. Ward has been with DDS for over 20 years, starting as a disability examiner and then working his way up through the ranks.

Ward's nomination was a group effort by all the individuals reporting directly to him. And what they had to say about his abilities to manage says it all: "He successfully delegates challenging opportunities to his staff, providing the tools, support and encouragement they need."

Commissioner Arrell (right) congratulates Dave Ward.

Retirement

Looking for different ways to save money, the 73rd Legislature approved retirement incentives for state employees that many found too good to pass up. And to take advantage of these incentives, employees had to retire on the first date they were eligible.

On Sept. 30, 1993, a record number 77 TRC employees said goodbye to the agency — a total of over 1,600 years of experience. Others could leave later. These incentives will be in place until 1995.

It's a two-sided coin," says Commissioner Max Arrell. "We're losing a lot of experience, but it also allows for mobility and new ideas to come into the agency. One thing is for sure. These people might be replaced, but they won't be forgotten. They are an important part of our history and they will be missed."

These three features speak for all of us — representing the talent and dedication of our retirees.

Retiree John Ribble

When John Ribble began his career in automated services, computers were big enough to fill a large room, and he and his counterparts were mysterious people huddled behind locked doors with strict control of temperature. That was the beginning of the information age of the early 70s, and John was one of the TRC pioneers in computers and automated services.



John introduced TRC to the world of terminals, desktop PCs, passwords, word processing, LANs and WANs, Arrowmail, Higgins, electronic personnel actions, computerized reports, virus protection and brown-outs. We are not sure if we need to thank him or ask him to author a dictionary of computer terms.

One thing is sure. We are more productive as an agency because of John Ribble's vision and his constant admonition to stay up with advancing technology and to use it for the benefit of our clients. Even John could not have known how far and fast computers would go or the advantages they would offer to people with disabilities.

*Retiree
Lon Young*



Known for his easy manner, wry wit and consistent management style, Lon Young spent his entire 35 year career, in three towns — Weatherford, Abilene and Fort Worth. You could say he was very familiar with U.S. Hwy. 80, which connects these three towns.

Beginning as a school teacher, joining the VR program of the Texas Education Agency as a counselor, then area manager in Abilene and finally as regional director in Fort Worth, his career spans 35 years. His tenure as a regional director was one of the longest in the history of the rehabilitation program in Texas.

His personal VR motto as an area manager in Abilene served him throughout his field management assignments, "Fifty closures today — a job tomorrow." Lon's consistently productive style was one of the reasons the Texas VR program leads the nation in many ways.

*Retiree
Hilda Duncan*

Hilda Duncan became a disability examiner in 1981. Since that time she has been a steady, conscientious and dedicated employee, always exceeding performance standards. Smiling without fail, Hilda was one to rise above petty situations and helped others do so as well. Her maturity was a real asset and paid off for the unit's morale.

About two years ago, Hilda was one of the first examiners to take advantage of a job sharing pilot and our agency used her input when formalizing policy regarding this. Job sharing allowed her to keep her job longer and, with such a good employee, we reaped the benefits as well.



Hilda's husband, Lloyd, was also an examiner. As one of the few husband and wife teams at DDS, they retired together. But they left behind a daughter who is also an examiner.

Client Feature Rene Villareal



In 1988, Rene Villareal, while visiting his family in Mission, decided to go for a little “joy ride” on his motorcycle. Since he wasn’t going far, he felt there was no need for a helmet. He didn’t return that day. An accident left him severely disabled, with a traumatic brain injury and unable to walk or talk.

In 1989, Villareal became a TRC client and entered the Transitional Learning Center in Galveston, Texas. There, he went through intensive speech, physical and occupational therapy and slowly began to regain the skills he had lost. He has come a long way since.

Villareal recently celebrated his third year anniversary with his employer, the University of Texas Medical Branch, in Galveston. Last year, he achieved his goal of driving a car and is now the proud owner of a new Toyota Corolla. His new goal is learning to walk without assistance. He currently works out three times a week at a local gym and his trainer is optimistic about his chances: “He has come so far already, I know he can do what he sets his mind to.”

“After my accident, I tried to commit suicide. I felt I had nothing to look forward to,” says Villareal. “I am so glad I didn’t succeed because look where I am now. Life feels good.”

Description of Services

TRC helps people with disabilities improve their independence through productive employment wherever possible. This sounds like a simple objective, but it gets complicated when disabilities vary widely in type and severity.

They could be extremely severe such as quadriplegia and traumatic brain injury or less severe such as a mild hearing loss. There are also disabilities that are not visible upon first glance such as drug abuse or mental illness.

Each condition brings different challenges and obstacles to our clients. And each client brings strengths, weaknesses, likes and dislikes that are distinct, regardless of their disability.

Independence to one person might mean a job. Or it may be striving for improvement in daily living skills. And others may need Social Security benefits to survive.

To respond to these diverse and sometimes complex needs of the disabled community, we offer a wide range of services.

The following are brief descriptions of these services. They either directly serve Texans with disabilities or they provide necessary support for the services that do. Although the size and scope of services vary, all are important. Because our bottom line tells us that each person we serve is equally important.

Vocational Rehabilitation

The goal of the Vocational Rehabilitation (VR) is employment — assisting persons with disabilities in getting and keeping jobs. Operating under a federal/state partnership, Vocational Rehabilitation is TRC's largest and longest running rehabilitation program.

Initially, a client and his/her TRC counselor work together to determine what kind of job a client wants and can achieve. After a client's employment goal is determined, they come up with an individualized program of services on how to achieve the employment goal.

Some of these services include:

- Training to learn job skills in college, university or trade school;
- Assistive devices such as wheelchairs or braces to improve functioning and/or mobility;
- Medical treatment to lessen or remove a disability;
- Job placement assistance to find jobs compatible with a person's physical and mental ability; and/or
- On-the-job training.

TRC has put special effort into ensuring that our clients receive quality service. Since 1987, a special program has devoted intensive effort to establish systematic procedures on recognizing, measuring and giving incentives for quality work in the agency. This provides our agency and staff with feedback that can be used for continuous improvement.

The quality efforts in the agency are showing. Over the last several years, former clients have been surveyed for their satisfaction with TRC services. Of over 4,000 surveyed, 83.4 percent reported that they were satisfied with their TRC counselors — a number that has been rising over that last two years.

Client Feature Norma Garza



*B*ehind Norma Garza's sweet manner is a persistence and dedication that has paid off. Having spina bifida and learning disabilities, she became a TRC client as a senior in high school. "Norma is a very reliable and responsible person who wants to be productive in some manner," says Fidencio Ruis, her counselor. "She just needed help in doing this."

TRC assisted her by purchasing van modifications and lift. We also provided vocational training for clerical skills and job readiness training.

After that, Norma volunteered to work three times a week at the Valley Association for Independent Living in Harlingen to build up her skills. Once she was there, her employers saw that she would be a good employee and offered her a job.

"Our greatest challenge was in the job placement," says Ruis. "It's a tough job market down here and our clients can have a hard time landing a job. But she was motivated and willing to go the extra mile by volunteering. She also had the support of her family in driving her to work. It's great to see it all come together for her."

Extended Rehabilitation Services

Due to the nature and severity of their disabilities, some people simply can't hold jobs without some level of on-going support. Extended Rehabilitation Services (ERS), which is entirely state-funded, provides this support in two ways.

Community Integrated Employment (CIE) is just that — employment integrated in the community, where clients need employment related support on a long-term basis. Alternative Sheltered Employment (ASE), for clients who need more assistance, is employment where a large majority of the employees will have severe disabilities.

In support of consumer input, TRC has been moving in the direction of expanding choices for employment in the community, reserving sheltered employment for those who need this option.

Transition Planning

Long ago federal law mandated that public schools accommodate students with disabilities to prepare them for productive lives. But, special education often ends on the school campus leaving students and their parents frustrated over options for adult independence in the community.

Transition Planning helps students age 16 or older enrolled in special education bridge the gap from public schools to independence and jobs. It supports an essential step for students with disabilities to prepare for adult life.

One of the greatest challenges of our generation will be to focus all available services from numerous health and human service agencies to insure that special education translates into a future of opportunity for young people with disabilities.

Deaf-Blind Multi-handicapped Services

This program serves persons with very severe disabilities — assisting adults who are both deaf, blind and often with other disabilities with daily living skills that enhance their quality of life as an alternative to institutional care.

The Deaf-Blind Multihandicapped Program contracts for residential services to increase daily living skills, parental counseling and guidance to the needs of deaf-blind persons and a summer outdoor camp program that provides training and new experiences in a unique setting.

Initially recommended for elimination by the Legislative Budget Board, the Legislature recognized the necessity of this program and gave it a 107 percent increase in funding. Twenty-four people were served this year. Next year TRC should be able to serve 41 persons in the residential program and 47 the following year.

Client Feature Denise Seguin



“Denise loves to work,” was the first and fastest response to a question given to Margaret Seguin, Denise’s mother, regarding Denise’s favorite activity. This statement illuminates the fact that people, even those with the severest of disabilities, possess basic common values, likes and dislikes and can achieve some degree of independence.

Hilltop House is one of three community-based programs funded by TRC for deaf-blind multihandicapped individuals in Texas. Administered by Goodwill Industries in San Antonio, Hilltop House is designed to assist deaf-blind adults with living skills in a way to enhance their independence and quality of life — and also be a cost-effective alternative to institutional care. Denise is one of seven clients who participates in the program.

“If the group home no longer existed, she would have to come home. We love her too much to put her in an institution,” says Margaret Seguin. “But if that happens, I’m afraid my health will fail. Then, she’ll end up there anyway. She deserves more than that.”

Independent Living

The Independent Living Program (ILP) assists persons with severe disabilities in becoming more self-sufficient in daily living skills, even if their potential to work is very limited. It provides an important bridge for the move out of treatment centers, nursing homes and state institutions into the community. This program works to accomplish these goals in two ways.

First, TRC supports and funds 10 independent living centers across the state. These centers are the "hub" of many activities and programs which provide peer counseling, information, referral, advocacy support and other measures that encourage persons with disabilities to lead more independent and self-directed lives.

Secondly, we provide case service funds for training, personal attendant care, equipment and communication devices that support but do not duplicate services provided by the independent living centers.

Personal Attendant Services

A personal attendant helps a person with a severe disability in daily living activities, such as bathing and getting dressed. Attendant services are vital but expensive and often cost more than people who need them can make on their job.

Personal Attendant Services eliminates one of the biggest obstacles of persons with disabilities in keeping their jobs. It allows a client who's working to share the expenses of personal attendant care with TRC at an amount determined by their income.

This gives important incentive for work by allowing persons with disabilities to make money above the costs of basic care.

Comprehensive Rehabilitation Services

Comprehensive Rehabilitation Services is a dedicated fund, administered by TRC, to be used for comprehensive rehabilitation of persons with spinal cord injuries and traumatic brain injuries. These funds are used to pay for services that include inpatient medical services, outpatient medical services, cognitive training and behavior management.

Studies show that the faster a person with spinal cord injuries receives services in a comprehensive rehabilitation hospital, the greater their chance for independent living.

Mandated by the state Legislature, a percentage of money from each DWI, speeding ticket and motorcycle helmet fine goes into a special fund to pay for these services. For FY 1993, we received almost \$9 million in funds for this program, up from \$5 million the year before. And, to date, we have been able to help over 500 Texans who, otherwise, would not have been able to receive these services.

Client Feature Patrick Sisti



*F*or as long as he can remember, Patrick Sisti's life seemed to be racing out of control ... state and federal prison, jobs with no future, a slow burning anger that destroyed relationships, no self esteem, health problems, suicide attempts, depression and drugs. The drugs were a big part of it.

Something had to be done. Patrick knew it and so did his TRC counselor, Roxanne Wheelis. Previous treatment programs hadn't helped. But this was different, he had something to shoot for — a new career in air-conditioning repair. With Roxanne's help, training from Austin Community College and support from a drug recovery program, he made some important, positive steps in his recovery.

A.C.C. was impressed — they employed him as an A/C technician in the maintenance department. Now things are looking up for Patrick.

Disability Determination Services

Disability Determination Services (DDS) determines eligibility for persons with severe disabilities who apply for Social Security benefits and is entirely funded by federal dollars. More than one-third of all TRC employees work in the DDS division.

For the second consecutive year, employees worked together to exceed the production goals mandated by the Social Security Administration. Also, processing time for initial cases significantly decreased for the year. These are truly remarkable achievements given the fact that, being a federally funded program, these employees have limited resources, little automation and difficult Social Security policies to follow.

In response to the growing number of AIDS and HIV-related claims and the difficulty in determining these claims, DDS has a special unit whose sole purpose is to adjudicate AIDS and HIV related claims.

Texas is the only state in the country that offers face-to-face hearings with applicants that have been turned down for benefits. Many times an applicant's last chance to receive benefits, DDS has been able to

allow for 30 to 40 percent more HIV-related cases by getting additional information at the interviews.

Texas is also one of the few states engaged in a special project targeting the VA homeless population. This is a joint project with Veteran's Administration, Social Security and DDS in Dallas. Hearings Officers conduct interviews at a VA facility and take extra effort in receiving medical records, sometimes even arranging for medical examinations on the same day.

Administrative Services

Administrative Services provides the "behind the scenes" support for TRC's service delivery to clients. This support is a wide range of activities which include human resources and staff development, consumer affairs, purchasing, office leases, special services, records management, facility management, automation support, warehouse, printing, media services, library and public information.

Administrative Services is carried out by people in a variety of roles, often transparent to the observer. Silent, but effective, these employees provide the daily support that is necessary for us to serve so many clients so well.

More than 138 office leases have been carefully reviewed and re-negotiated to comply with guidelines for accessibility under the Americans with Disabilities Act.

Security Administration is working on an emergency disaster relief plan that would account for the specific needs of people with disabilities along the Gulf Coast in the event of severe storm hazards.

Consumers have traditionally maintained a strong voice in TRC operations but never more so than now. This year, consumers and advocates rolled up their sleeves along with employees to determine new policies. TRC works to keep consumers involved and informed by providing a special newsletter and toll-free number that consumers can use to respond to TRC programs and policies.

Under new management, a slogan has been developed that shows Administrative Services' commitment to responsive customer service. Continuous cooperation, coordination and communication are the words to live by to ensure efficient support and enhanced value of TRC's service delivery system.

The 1993 Employees of the Year

Outstanding employee selections are based on performance above regular job activities, positive relations with co-workers; clients and the public; dependability, initiative and flexibility; and other activities that make the employee outstanding.

Deborah Canchola

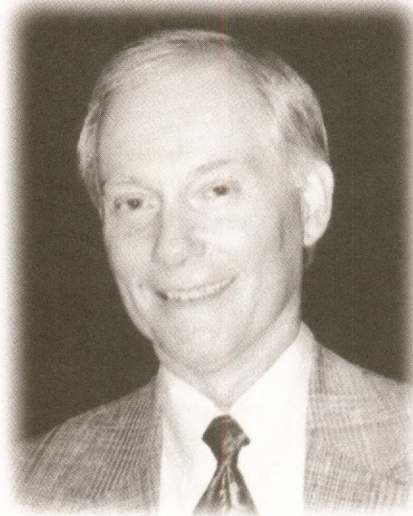


RST, Lubbock West Field Office

Debbie will always go that "extra mile" to serve clients. Her enthusiasm is contagious, both to clients and staff alike and she can always be counted on to give 100 percent. She'll stop by a doctor's office to pick up or deliver medical records, go to vendors' sites to train and resolve problems — meeting clients there to ensure they get the right equipment.

She assisted in the coordination of the Ronald McDonald Christmas Project and does small acts of kindness for fellow co-workers, contributing greatly to the high morale in her unit.

Ted Thayer



Program Specialist, Central Office

Ted's devotion to his job as program specialist, his careful guidance and mentoring of less experienced staff and his willingness to travel almost 50 percent of the time has helped untold thousands of TRC clients with the severest of disabilities cope effectively with the demands of life and work.

Ted retired in September but, even after retirement, he scores big as Employee of the Year. We will miss his colorful style, humor, swagger and verve.

Financial And Planning Services

Plan your work and work your plan. A simple, but profound formula which has served us well. Financial and Planning Services (FPS) drives this formula with some core functions.

Strategic planning, by involving all of our stakeholders in an intensive scrutiny of where we are and where we need to go, is essential to our future success. Our consumers are an important part of this strategic plan and participate fully in our process.

Working our plan is called interactive planning, where the commissioner's planning board sets policy that serves as guideposts for more than 161 interactive boards that represent all of the various functions in the agency. The result — employees responding to our agency's mission with tailored participation on their part, making them more productive and increasing the sense of participation throughout the Commission.

Although there are 82 different forms of Total Quality Management in Texas state government, interactive planning being one of them, ours is the only one among them to receive international recognition.

FPS monitors legislative activity for our agency and did an outstanding job in FY 1993 of keeping TRC up-to-date on key issues during the legislative session. In addition, FPS developed reports that outlined TRC services per legislative districts. We were the only agency to do this.

Buying and paying for services is a big part of carrying out our plan. We pride ourselves in prompt and responsive financial accounting and payment. This past year, we processed close to a million vouchers, the second largest number of payments made by a state agency in Texas.

Performance Report

Accountability is important to our bottom line of ensuring that as many people with disabilities as possible receive quality services.

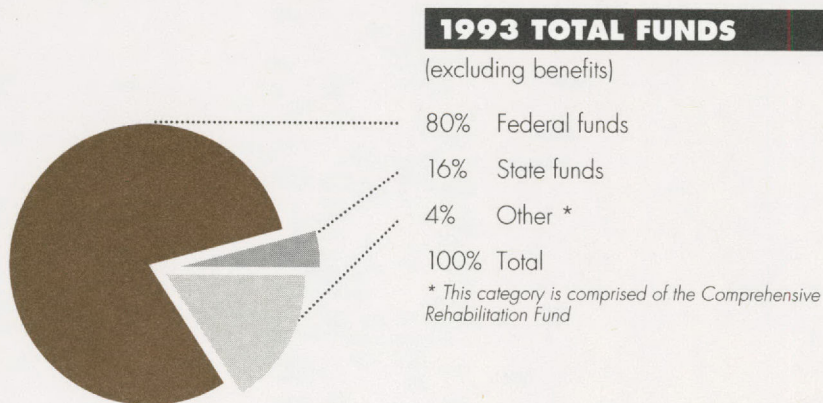
We can be very proud of our efforts last year. Our largest two programs, Vocational Rehabilitation and Disability Determination, exceeded goals set for both quality and production. As well, almost all other rehabilitation programs met or exceeded their goals.

This performance section is our report card for FY 1993.

The Big Picture

Where does the money come from?

TRC is funded through federal and state dollars. Disability Determination Services is 100 percent federally funded. The Vocational Rehabilitation Program receives state funds to match federal allocation. All other TRC rehabilitation programs are entirely state funded.



State funds appropriated to the vocational rehabilitation program will allow a match of as much as \$26 million in anticipated new federal dollars over the biennium. In addition, the Deaf-Blind Multihandicapped Program received the Legislature's special attention, being the only TRC program to receive funding at the requested level.

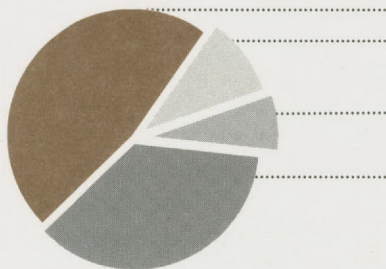
73RD LEGISLATIVE STATUS REPORT

General Revenue Comparison (million\$)

	FY 92-93	FY 94-95	% increase
VR	\$ 51.2	\$ 60.5	18.22%
ERS	8.1	8.1	
PAS	1.0	1.0	
Independent Living Centers	3.1	3.1	
Services	3.9	3.9	
Deaf/Blind Multihandicapped Transition Planning	1.3	2.7	107.7%
	.8	.8	

This chart DOES NOT reflect the federal money the agency gets to administer the vocational rehabilitation and independent living programs. These are STATE funds, only.

How did we spend it?



EXPENDITURE BUDGET

- 47% Services to clients *
- 10% Purchased services for DD applicants/claimants
- 36% Program Support and Implementation **
- 7% Administration
- 100% Total

* Services for clients include the following TRC programs: Vocational Rehabilitation, Extended Rehabilitation Services, Independent Living Services, Comprehensive Rehabilitation, Public Offenders Program, Transitional Planning, Grants (Migrant, Tech=Ability) and Deaf/Blind Multihandicapped Program.

** Program Support and Implementation includes service delivery personnel salaries, operating expenses of field office, capital outlay and grants.

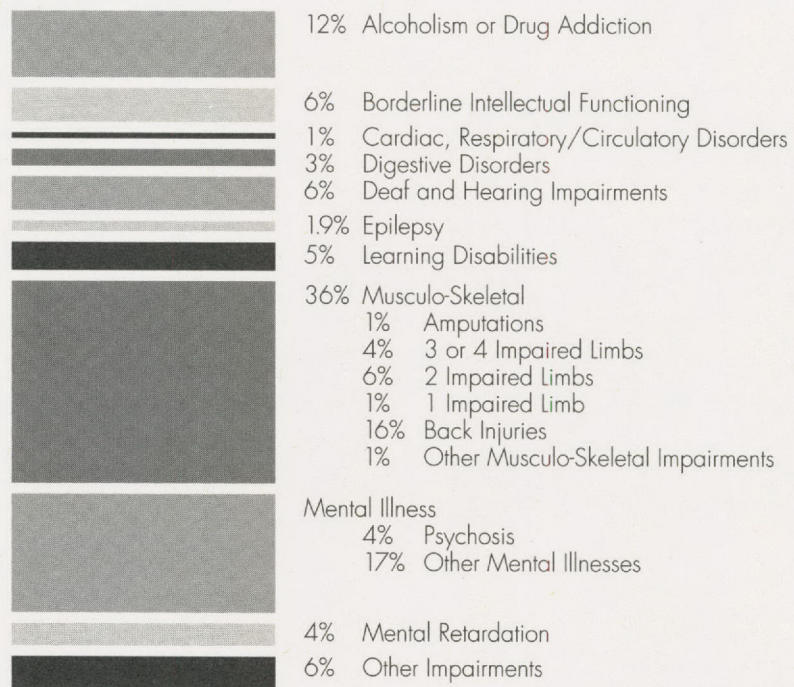
Vocation Rehabilitation Program

Who did we serve?

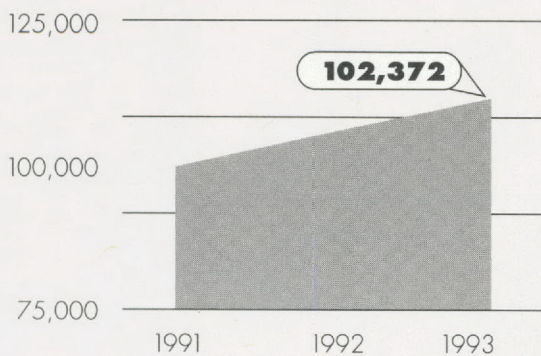
Over the last several years, the number of persons TRC served has significantly risen, as well as the number of persons successfully rehabilitated in FY 1993. TRC serves persons with a wide variety of disabilities. Of them, over 75 percent have severe disabilities. The largest categories of disabilities served are musculo-skeletal and mental illness.

PRIMARY DISABILITIES OF ELIGIBLE CLIENTS SERVED

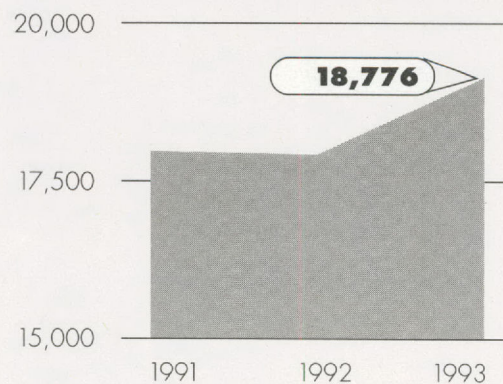
FY 1993



CLIENTS SERVED

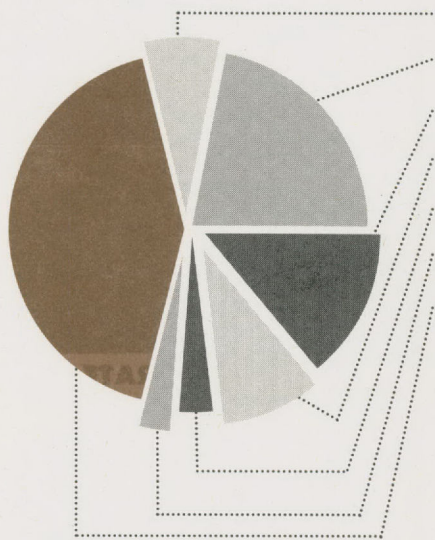


CLIENTS REHABILITATED



What did we do for them?

Forty-two cents of every dollar in case service money in FY 1993 went for training of clients for employment. This covers a wide variety of skill development, from college education to on-the-job training. Our second largest category is surgery and hospitalization.



SERVICES BOUGHT FOR CLIENTS

with the Vocational Rehabilitation Dollar
FY 1993

- 14% Diagnostic Exams
- 22% Surgery and Hospitalization
- 7% Prosthetic Appliances
- 3% Transportation
- 3% Maintenance
- 9% Other
- 42% Skills Training
 - 7% College and University
 - 1% Business School Training
 - 12% Business/Vocational/Technical Training
 - 9% Miscellaneous Training
 - 3% Technical Associates Degree Training
 - 1% On-the-job Training
 - 10% Vocational Adjustment Training

The end result ...

About 94 percent of the clients rehabilitated went into some form of competitive employment. Only 1.8 percent were placed in sheltered workshops.



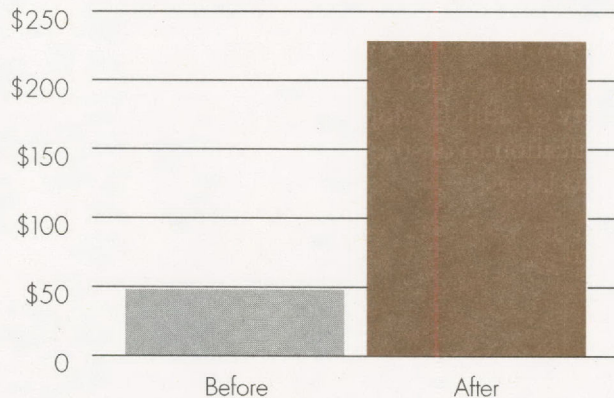
REHABILITATION PLACEMENTS FY 93

- 94.5% Competitive Employment
- 2.8% Self-Employed
- 1.8% Sheltered Workshop
- 0.9% Other

Vocational rehabilitation is an investment which pays. Typically, client earnings increase significantly after receiving services. And vocational rehabilitation pays for itself. For every \$1 spent in Texas on VR, over \$15.37 was generated in personal taxable income.

Last year, 87 percent of employed rehabilitants earned at least minimum wage. The average hourly wage was \$6.32.

AVERAGE WEEKLY EARNINGS



What do our clients think?

We went directly to the source to determine the quality of VR efforts — our clients. Performed by a consumer organization for TRC, about 4,000 clients responded to a telephone survey, telling what they thought of TRC and the services they received. Done for the last three years, the results have been consistently favorable.

Here's what they had to say in 1993:

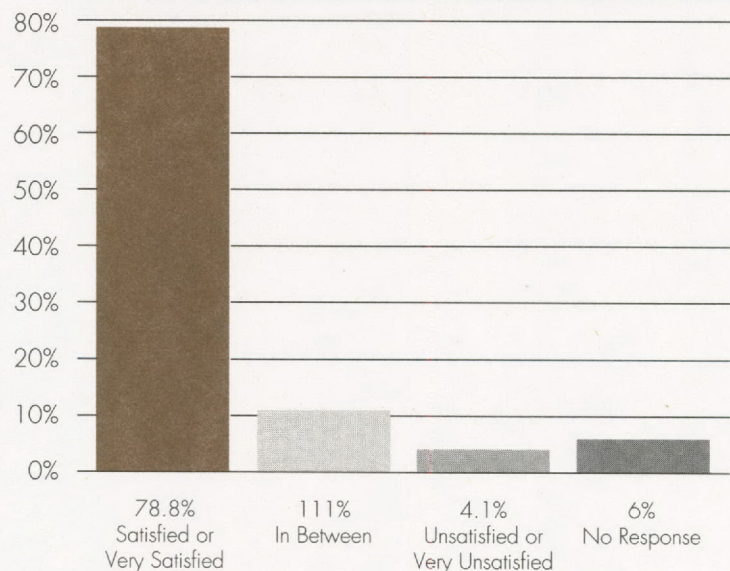
87% said TRC appointments were promptly scheduled.

93% said they were treated with courtesy and respect.

88% said counselors took time to listen to their needs.

83% said they were involved in making decisions about services.

HOW WOULD YOU RATE YOUR OVERALL EXPERIENCE WITH TRC?



VR Highlights FY 1993

- 457 counselors are in 138 offices across the state.
- 102,372 persons with disabilities were served during FY 1993. TRC served 6.3 percent of the estimated population of persons with disabilities in need of services in Texas.
- Of the 77,940 eligible clients served in FY 1993, 18,776 were successfully rehabilitated and 47,777 continued to receive services at the end of the year.
- Approximately 69 percent of the clients rehabilitated in FY 1993 had severe disabilities.
- Over 17 percent of all referrals in FY 1993 were workers injured on the job. In FY 1993, TRC returned over 3,550 injured workers to employment.

TRC'S Other Rehabilitation Programs

The following is a chart that highlights the performance of TRC's state-funded programs. To make state government more efficient, the 72nd Legislature established a goal/outcome approach to measure program achievements and accomplishments.

KEY PERFORMANCE TARGET REPORT

	1993 Projected	1993 Actual	Percent of Performance Attained
EXTENDED REHABILITATION			
Community Integrated			
Employment — jobs created	600	645	108%
Alternative Sheltered			
Employment — jobs created	729	629	86% *
PERSONAL ATTENDANT			
Persons served	77	78	101.3%
TRANSITION			
Students served	405	410	101.2%
INDEPENDENT LIVING			
Clients served through			
Comp.Services	1,513	1,503	99.3%
Clients served through			
IL Centers	3,304	4,814	145.7%**
DEAF-BLIND			
MULTIHANDICAPPED			
Residential Slots Provided	23	24	103.5%
COMPREHENSIVE REHABILITATION			
Clients served	278	388	139.6%***

* These figures reflect a positive trend in moving clients from Alternative Sheltered Employment (ASE) to Community Integrated Employment (CIE).

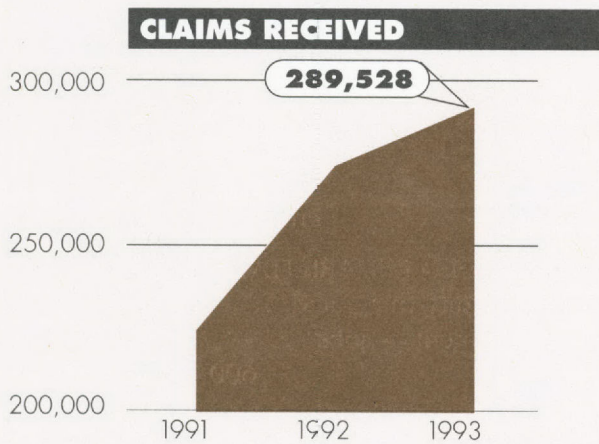
**Most IL centers are funded on a federal fiscal year basis, this data is based on performance for three quarters.

*** Additional CRS funds have allowed TRC to serve more clients.

Disability Determination Services

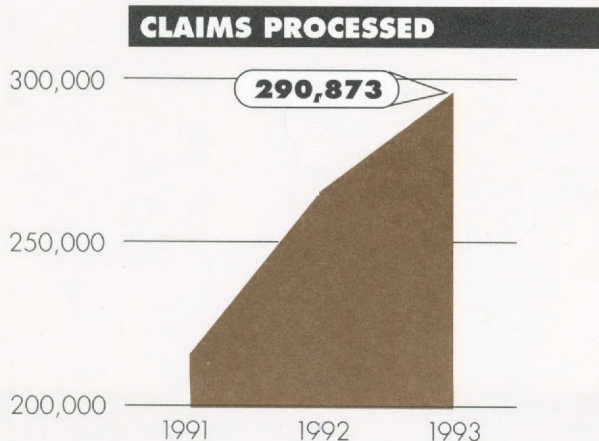
The trend continues ...

As reported last year, the number of persons filing for benefits increases as the economy worsens. It seems this trend is continuing. Over the last three years, the number of persons filing social security benefits claims has increased by 28 percent.



Getting ahead of the game ...

Staff did a remarkable job this year, processing more claims than received in FY 93 to eliminate the backlog. Even more remarkable is the fact that this was done in a year with a hiring freeze — which resulted in the loss of two disability examiner units and a reduction of 20 full-time positions.



What does this mean to Texas?

In keeping with the trend, the amount of federal dollars brought into Texas has increased 30 percent over the last three years. This translates into about \$192 million into Texas each month.

TOTAL MONTHLY PAYMENTS

1991	\$148,204,000
1992	\$171,154,000
1993	\$192,700,000

DDS Highlights FY 1993

- Reached a 95.2 percent accuracy rate, as audited by the Social Security Administration.
- Processed 290,873 disability claims for Texans in FY 1993.
- Initial determination for eligibility benefits takes an average of 77.3 days to process, about 12 days less than the previous year.
- Maintains offices for face-to-face interviews of people in jeopardy of losing their benefits in Houston, Dallas-Fort Worth and Austin.

Vernon (Max) Arrell
Commissioner

James L. Jackson
Executive Deputy Commissioner

Leon Holland
Deputy Commissioner for Administrative Services

Joellen Flores Simmons
Deputy Commissioner for Rehabilitation Services

Kenneth Vogel
Deputy Commissioner for Disability Determination Services

Charles Harrison
Deputy Commissioner for Financial and Planning Services

TRC BOARD

Jerry Kane - Chair
Corpus Christi 1988 - 1993

Ray Wilkerson - Vice-Chair
Austin 1989 - 1995

A. Kent Waldrep Jr. - Secretary
Plano 1989 - 1995

Jim Gray - Longview
1988 - 1993

Diane Novy, Ph. D. - Houston
1992 - 1998

Dora Gonzalez, M.D. - San Antonio
1992 - 1998

Credits

Writing and Photography

Shayla Fleshman, Information Specialist
Randy Jennings, Director of Public Information

Layout and Design

Randy Phinney, Director of Graphic Arts
Clara Lawrence

Printing

TRC Print Shop, John Moses, Director

Kaye Beneke, Assistant Commissioner for Consumer Affairs



This report is published annually by the Texas Rehabilitation Commission as part of the Commission's Public Information Program. Inquiries may be addressed to the Public Information Office:

Texas Rehabilitation Commission
4900 North Lamar Blvd.
Austin, Texas 78751-2399

The Texas Rehabilitation Commission is a
"Human Energy Agency."

The Texas Rehabilitation Commission is in compliance with the Civil Rights Act of 1964, Americans with Disabilities Act and is an equal opportunity employer.