Rehabilitation Council of Texas

Strategic Plan for 2023-2024

Goals and Action Items by Committee

- **Executive Committee**
  - *Set dates and agendas for the four quarterly RCT meetings and one annual strategic planning meeting*
    - Set four quarterly regular RCT meeting draft agendas and one annual strategic planning meeting draft agenda, Lead Person-RCT Coordinator (Lisa Godwin), Deadline- 8 weeks prior to meeting date
    - Conference call scheduled and executed to review and finalize agendas with the Executive Committee, Lead Person-RCT Coordinator (Lisa Godwin), Deadline-6 weeks prior to the meeting date
    - Distribute electronically meeting agenda and invites to council members, Lead Person-RCT Coordinator (Lisa Godwin), Deadline-4 weeks prior to meeting date
    - Post publicly quarterly meeting agenda and invites, Lead Person-RCT Coordinator (Lisa Godwin), Deadline-4 weeks prior to meeting date
  - *Review the Resource Plan annually (five year plan)*
    - Distribute electronically Resource Plan to Executive Committee for review (5 year plan, current plan signed 8/13/19 *exp 8/13/24*), Lead Person-RCT Coordinator (Lisa Godwin), Deadline- Jan 1, 2024
    - RCT council reviews Resource Plan during February meeting to gather feedback, Lead Person-RCT Chair, Deadline- February 2024 RCT Quarterly Meeting
    - RCT Chair and State VR Director make final review, Lead Person-RCT Chair, Deadline-April 2024
    - Plan is submitted through contract administration process and executed, Lead Person-State VR Director (Cheryl Fuller), Deadline-Aug 31, 2024
  - *Develop an annual RCT Budget*
    - RCT Coordinator (Lisa Godwin) works with DBA to prepare expenditure report and template, Lead Person-RCT Coordinator (Lisa Godwin), Deadline- March 1, 2024 (align budget and resource plan)
    - Conference call with RCT Executive Committee to review expenditure and goals and develop draft budget, Lead Person-RCT Coordinator (Lisa Godwin), Deadline- March 31, 2024
    - RCT Council considers budget approval at May quarterly meeting, Lead Person-RCT Chair, Deadline-RCT May 2024 Quarterly Meeting
    - RCT submits final budget to TWC VR Finance, Lead Person-State VR Director (Cheryl Fuller), Deadline-May 31
  - *Develop RCT Annual Report*

- Develop RCT Annual Report, use guidelines to collect needed materials for the report, Lead Person-RCT Coordinator (Lisa Godwin), Deadline- November 1, 2023
- Coordinate with VR analytics and design team to gather VR data and statistics, Lead Person-RCT Coordinator (Lisa Godwin), Deadline-November 1, 2023
- Collect Success Stories, Lead Person-RCT Coordinator (Lisa Godwin), Deadline-November 1
- Distribute draft report to Executive Committee to review and approve, Lead Person-RCT Coordinator (Lisa Godwin), Deadline-December 1
- Submit final report to RSA and TX Governor's Office, Lead Person-RCT Coordinator (Lisa Godwin), Deadline-Dec 31, 2024

o *Develop process for TWC VR State Plan and modification review*
- RCT volunteers (Peggy and Gennadiy) (or Vice Chair) develop process for state plan input information gathering
- Review proposed process, February 2024 RCT meeting
- Implement Process, May 2024

o *Update RCT Bylaws*
- Form Ad Hoc Bylaws committee (Karen, Mark, Jennifer, Glenda)
- Create draft changes, Deadline—December 1, 2023
- Executive Committee review, Deadline—December 22, 2023
- Council Review, Deadline—February 2024

- **Policy Procedure and Personnel Development Committee**
  o *Reduce the complexity of purchasing policy*
  - Currently there is the VRSM, SFP, and Rehab Works User guide that are not consistent in guidance and policy. Would like to synthesize the documents and guidance to read the same. Work with VR for the information on each subject area are either found in one place, or there is an easier crosswalk to the other manuals on the same subject. Goal is to help ensure services are easier to deliver knowing what steps are needed. (Mark/Michele), Deadline—August, 2024
  - Work with VR to track the length of time for approvals for vehicle modification, surgeries, assistive technology, home modifications and self-employment. (Karen), Deadline—August 2024
  - Discuss with TWS improvements in purchasing and how to broaden purchasing options (Mark/Karen), Deadline—August 2024
  - Ask TWS to include procedure changes to proposed policy changes. (Karen), Deadline—August 2024
  - Review and analyze the new policy manual format being developed as a result of the VR policy services redesign project. (All members), Deadline—August 2024
  o *Increase employee retention and recruitment*

- Establish process allowing TWC-VR to award merits to first year VRC's who do not meet CSPD, who may have not yet applied for a master's program, or who have not been accepted into a Master's Program. (Mark), Deadline—August 2024
- Work with TWS on considering doing a digital campaign or career spotlight on the field of vocational rehabilitation to include Assistive technology, transition counselors, rehab assistants, etc. (Mark), Deadline—August 2024
- Review and analyze counselor and rehabilitation assistant salaries. Determine need if an increase would be recommended. (Karen), Deadline—August 2024

o *Create consumer guide for developing IPE with TWC-VRD*
  - Review other states consumers guides for IPE's and submit a recommendation to TWC-VR for consideration. (Karen/Michele), Deadline—May 2024

o *Improve Provider Engagement and Communication*
  - Monitor progress of contact and audit process for providers. (Karen/Roderick), Deadline—August 2024
  - Discuss improvement of payment system for providers, especially timeliness. (Roderick), Deadline—August 2024
  - Discuss training for VR staff and providers at the local level. (Mark/Michele), Deadline—August 2024
  - Discuss and recommend supporting a conference or training for VR staff and providers both attend. (Karen), Deadline, August 2024
  - Review and make recommendations on the TWC-VR provider credentialing process facilitated by UNT Wise. (Karen), Deadline—August 2024
  - Revise and examine job placement policy and rates. (Peggy), Deadline—August 2024
  - Review and analyze the report from the PCG group regarding rates and methodology. (Karen), Deadline—August 2024

o Review, Analyze and advise on staff and new staff training.
  - Review current training schedule and methods. (Michele/Glenda), Deadline—August 2024

- **Customer Satisfaction and Needs Assessment Committee**
  o *Review VR program results including Customer Satisfaction Survey and other TWC Data*
    - Data is presented to RCT at quarterly committee meetings by Program Operations and Business Operations, Lead Person-Committee Chair, Deadline- Ongoing Quarterly Meetings
  o *Address service concerns*
    - Collect data, evaluate any trends, and request additional information and analysis as needed. Lead Person-Committee Chair, Deadline- ongoing at quarterly meetings

- Report out to entire RCT Council overview of issues and recommendations for TWC-VRD follow-up, Lead Person-Committee Chair, Deadline-ongoing at quarterly meetings
  - *Develop recommendations for new RCT Report & Dashboard*
    - Review current reported metrics. Lead Person—Committee Chair, Start November 2023, Deadline—May 2024
    - Review and Evaluate Customer Complaint tracking. Lead Person—Committee Chair, Start November 2023, Deadline—May 2024
    - Review and Evaluate Employer Satisfaction tracking. Lead Person—Committee Chair, Start November 2023, Deadline—May 2024 (For example: WIOA Employer retention data, 2nd quarter and 4th quarter, if can be tied to VR customers)
    - Review and Evaluate VR staff satisfaction tracking. Lead Person—Committee Chair, Start November 2023--Deadline—May 2024
    - Review and Evaluate Provider satisfaction tracking. Lead Person—Committee Chair, Start November 2023--Deadline—May 2024
    - Make recommendations for new report & Dashboard to RCT on quarterly meetings. Lead Person—Committee Chair, Start February 2024, Deadline—August 2024
  - *Partner with TWC VR on CSNA to be held every three years*
    - Review results of CSNA, Lead Person-Committee Chair, Deadline- November 2023 (VRD presents)
    - Report out CSNA results to entire RCT, Lead Person-Committee Chair, Deadline-August 2024
    - Review & Evaluate assessment process to capture best practices and document for future CSNA. Lead Person-Lisa Godwin & Lisa Cowart, Deadline—November 2023 (Bring Lisa Godwin)
    - Analyze who participated in CSNA and compare to prior CSNA trends. Lead Person- Committee Chair, Deadline- February 2024

- **Membership and Education Committee**
  - *Follow Legislation*
    - Coordinate with the VR Director to share new legislation, (Lead Person- Membership and Education Chair or designee), Deadline- prior to each quarterly meeting.
  - *Follow the guidelines on the composition of new RCT members.*
    - Education Committee will review the federal guidelines for the composition of new RCT members, (Lead Person- Membership and Education Chair or designee), Deadline- annually during the first quarter (September – November) of the state fiscal year.

- Assess composition and potential member pool for compliance with 361.17 (vii)(A) and (B):
  - (vii) Representatives of disability groups that include a cross section of—
    - (A) Individuals with physical, cognitive, sensory, and mental disabilities; and
    - (B) Representatives of individuals with disabilities who have difficulty representing themselves or are unable due to their disabilities to represent themselves.
- Membership and Education Committee will develop a pool of applicants, (Lead Person- Membership and Education Chair or designee), Deadline- By the end of the second quarter (December – February) of the state fiscal year and ongoing as needed.
  - Assess the process for recruiting applicants for Council positions, consistent with composition requirements, to determine effectiveness of current strategies.
  - Develop an updated process for candidate recruitment. Include strategies to diversify the candidate pool to include underrepresented populations.
  - Implement the updated process, including but not limited to soliciting candidates from stakeholders, such as Council members, providers, VR Division, and other stakeholders.
  - Develop a document to store and track candidates in the pool.
- Membership and Education Chair or designee will communicate with the Governor's Appointment office on upcoming vacancies and follow up during the entire process, (Lead Person- Membership and Education Chair or designee), Deadline-ongoing as needed.
- *Facilitate the process of RCT officer selection.*
  - Membership and Education Chair or designee will communicate with the entire council about officer's terms expiring and annual election for officers to collect nominations, (Lead Person- Membership and Education Chair or designee), Deadline – May 2024
  - Coordinate with RCT Chair and RCT Coordinator to nominate new officers, (Lead Person- Membership and Education Chair or designee), Deadline-June 2024
  - Contact nominees to confirm that they accept the nomination, (Lead Person- Membership and Education Chair or designee), Deadline-June 2024
  - Hold election for officer positions consistent with RCT Bylaws, (Lead Person- Membership and Education Chair or designee), Deadline-August 2024 RCT Meeting
  - Announce the new officers to the RCT, (Lead Person- Membership and Education Chair or designee), Deadline-August 2024 RCT Meeting

o *Develop and implement new member orientation materials and process*
  - Membership and Education Committee will review and update RCT New Member notebook as needed with RCT Coordinator, (Lead Person- Membership and Education Chair or designee), Deadline- Biennially (every two years) during the first quarter of the state fiscal year.
  - Review and update RCT New Member Orientation process, (Lead Person- Membership and Education Chair or designee), Deadline- Biennially during the first quarter of the state fiscal year.
  - Onboard new members: Schedule and host RCT New Member Orientation and introduce assigned mentors to new members, (Lead Person- Membership and Education Chair or designee), Deadline-prior to the newly appointed members' first quarterly meeting.
o *Develop and coordinate member continuous development program.*
  - The Membership and Education Committee will review and update RCT Mentorship Guide, including profile for mentor/mentee matching. (Lead Person- Membership and Education Chair or designee), Deadline – During the fourth quarter (June - August) of the state fiscal year
  - Committee will create mentor pool and review / keep current - (Lead Person- Membership and Education Chair or designee), Deadline – February and August of each state fiscal year.
  - Membership and Education Committee confers with the Executive Committee on committee balance and assigning mentors to new members, (Membership and Education Chair or designee), Deadline – Upon appointment and prior the new member's first quarterly meeting.
o *In coordination with the Executive Committee, coordinate RCT member training*
  - Membership and Education Committee will coordinate with the Executive Committee to develop an annual training plan, (Membership and Education Chair or designee), Deadlines:
    - FY 2024, Identify critical training needs, if any, by December 31, 2023
    - FY 2025 and thereafter, develop annual plan during the third quarter (March - April) of the state fiscal year and include in FY 2025 budget as necessary.
  - Recruit trainers for each topic/need identified in the plan, (Lead Person- Membership and Education Chair or designee), Deadline- as determined by the annual plan.