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| Policy, Procedures & Personnel Development | | | |
| MEMBERS: | Glenda, Daniel, Norine, Mark, Michele, Karen | | |
| Committee Chair: | Karen | | |
|  | | | |
| **GOAL 1:** | *Monitor & Improve Effectiveness of Purchasing Policy/Procedure Updates* | | |
|  | Deadline | August 2025 | |
|  | Responsible | Michele and Mark | |
|  | | | |
| Action Steps | 1. Review VRSM updates and provide feedback | | |
|  | Assigned To | Karen | |
|  | Due Date | December 2024 | Completed: |
|  | Notes/Comments: | | |
|  |  | | |
|  | 1. Request VR Policy Team’s survey feedback and review (quarterly) | | |
|  | Assigned To | Michele | |
|  | Due Date | RCT Quarterly mtg | Completed: |
|  | Notes/Comments: | | |
|  |  | | |
|  | 1. Create recommendations for policy and procedure changes to shorten length of time for VR to approve surgeries, assistive technology, home modifications and self-employment | | |
|  | Assigned To | Karen | |
|  | Due Date | August 2025 | Completed: |
|  | Notes/Comments: | | |
|  |  | | |
|  | 1. Clarify laws and policy around purchasing (ex. Credit Card)—share results with RCT/VR | | |
|  | Assigned To | Karen | |
|  | Due Date | August 2025 | Completed: |
|  | Notes/Comments: | | |
|  |  | | |
|  | | | |
| **GOAL 2:** | *Increase Employee Retention and Recruitment* | | |
|  | Deadline | August 2025 | |
|  | Responsible | Mark | |
|  | | | |
| Action Steps | 1. Recommend to TWS to prioritize a digital campaign/career spotlight on the field of vocational rehabilitation to include Assistive technology, transition counselors, rehab assistants | | |
|  | Assigned To | Mark | |
|  | Due Date | August 2025 | Completed: |
|  | Notes/Comments: | | |
|  |  | | |
|  | 1. Review, analyze and create recommendations for counselor and rehabilitation assistant salaries. | | |
|  | Assigned To | Karen | |
|  | Due Date | August 2025 | Completed: |
|  | Notes/Comments: | | |
|  | | | |
| **GOAL 3:** | *Finalize consumer guide for developing IPE with TWC-VRD* | | |
|  | Deadline | February 2025 | |
|  | Responsible | Glenda and Michele | |
|  | | | |
| Action Steps | 1. Follow-up with TWC on recommendations | | |
|  | Assigned To | Karen | |
|  | Due Date | December 2024 | Completed: |
|  | Notes/Comments: | | |
|  | | | |
| **GOAL 4:** | *Improve Provider Engagement and Communication* | | |
|  | Deadline | August 2025 | |
|  | Responsible | Norine | |
|  | | | |
| Action Steps | 1. Improve payment system for providers, especially timeliness | | |
|  | Assigned To | Norine and Glenda | |
|  | Due Date | August 2025 | Completed: |
|  | Notes/Comments: | | |
|  |  | | |
|  | 1. Identify gaps in Contract and Auditing Life Cycle that create challenges | | |
|  | Assigned To | Karen | |
|  | Due Date | August 2025 | Completed: |
|  | Notes/Comments: | | |
|  |  | | |
|  | 1. Recommend conference or training for VR staff and providers | | |
|  | Assigned To | Norine | |
|  | Due Date | August 2025 | Completed: |
|  | Notes/Comments: | | |
|  |  | | |
|  | 1. Review and make recommendations on the TWC-VR provider credentialing process facilitated by UNT WISE | | |
|  | Assigned To | Norine and Peggy | |
|  | Due Date | August 2025 | Completed: |
|  | Notes/Comments: | | |
|  |  | | |
|  | 1. Analyze bundled job placement policy and outcome payment system compared to other states and create recommendations for changes in Texas | | |
|  | Assigned To | Peggy/Norine/Karen | |
|  | Due Date | August 2025 | Completed: |
|  | Notes/Comments: | | |
|  | | | |
| **GOAL 5:** | *Consult with VR Tiger team that is updating counselor training* | | |
|  | Deadline | August 2025 | |
|  | Responsible | Michele and Glenda | |
|  | | | |
| Action Steps | 1. Contact Tiger Team and understand VR counselor training | | |
|  | Assigned To | Michele | |
|  | Due Date | December 2024 | Completed: |
|  | Notes/Comments: | | |
|  |  | | |
| **GOAL 6:** | *Solicit Employment Network Information and Assess role in Texas* | | |
|  | Deadline | August 2025 | |
|  | Responsible | Norine | |
|  | | | |
| Action Steps | 1. Contact Jonas Swartz for presentation to RCT | | |
|  | Assigned To | Norine | |
|  | Due Date | December 2025 | Completed: |
|  | Notes/Comments: | | |
|  |  | | |
|  | 1. Share federal guidelines at a future RCT meeting | | |
|  | Assigned To | Norine | |
|  | Due Date | August 2025 | Completed: |
|  | Notes/Comments: | | |
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| Customer Satisfaction & Needs Assessment Committee | | | |
| MEMBERS: | Peggy, Lisa, Gennadiy | | |
| Committee Chair: | Lisa (Need a replacement) | | |
|  | | | |
| **GOAL 1:** | *Identify Trends and create recommendations for VR services to improve customer satisfaction* | | |
|  | *Deadline* | Quarterly | |
|  | Responsible | Lisa (Needs a replacement) | |
|  | | | |
| Action Steps | 1. *Review VR program results including Customer Satisfaction Survey and other TWC Data* | | |
|  | Assigned To | Peggy & Gennadiy | |
|  | Due Date | Quarterly @ RCT meetings | Completed: |
|  | Notes/Comments: | | |
|  | | | |
| **GOAL 2:** | *Review new Customer Complaint process & monitor implementation and results of new process* | | |
|  | *Deadline* | End of FY25 | |
|  | Responsible | Peggy & Gennadiy | |
|  | | | |
| Action Steps | 1. Connect with Customer Care at TWC to learn about new complaint process | | |
|  | Assigned To | Peggy & Gennadiy | |
|  | Due Date | End of 2025 | Completed: |
|  | Notes/Comments: | | |
|  |  | | |
|  | 1. Monitor reporting from customer care team | | |
|  | Assigned To | Peggy | |
|  | Due Date | Quarterly | Completed: |
|  | Notes/Comments: | | |
|  |  | | |
|  | 1. Identify approach to combine customer care with customer satisfaction survey and performance measures | | |
|  | Assigned To | Gennadiy | |
|  | Due Date | End of FY2025 | Completed: |
|  | Notes/Comments: | | |
|  | | | |
| **GOAL 3:** | *Identify Future Customer Needs* | | |
|  | *Deadline* | End of FY2025 | |
|  | Responsible | Gennadiy | |
|  | | | |
| Action Steps | 1. Work with VR Analytics to review models and data to understand possible future VR customer trends and service needs | | |
|  | Assigned To | Gennadiy | |
|  | Due Date | End of FY2025 | Completed: |
|  | Notes/Comments: | | |
|  | | | |
| **GOAL 4:** | *Partner with TWC VR on CSNA to be held every three years* | | |
|  | *Deadline* | December 2025 | |
|  | Responsible | Peggy | |
|  | | | |
| Action Steps | 1. Evaluate previous CSNA process and successes/or not (consider focus groups vs. Townhalls; hosting at events that already exist like Texas Advocates conference, SILC conference, Transition conference) (Don’t forget to include providers as “key informants”)(Consider questions for providers) (Review A&M survey—includes provider, staff and customers) | | |
|  | Assigned To | Peggy | |
|  | Due Date | December 2025 | Completed: |
|  | Notes/Comments: | | |
|  |  | | |
|  | 1. Begin crafting new CSNA survey and process | | |
|  | Assigned To | Peggy | |
|  | Due Date | December 2025 | Completed |
|  | Notes/Comments: | | |
|  | | | |
| **GOAL 5:** | *Understand Provider & Employer Feedback Process* | | |
|  | *Deadline* | End of FY2025 | |
|  | Responsible | Gennadiy & Peggy | |
|  | | | |
| Action Steps | 1. Learn the VR 1200 process | | |
|  | Assigned To | Peggy | |
|  | Due Date | February 2025 | Completed: |
|  | Notes/Comments: | | |
|  |  | | |
|  | 1. Determine other sources of provider & Employer feedback | | |
|  | Assigned To | Peggy & Gennadiy | |
|  | Due Date | End of FY2025 | Completed: |
|  | Notes/Comments: | | |
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| Executive COMMITTEE | | | |
| MEMBERS: | Gennadiy, Peggy, Emily, Karen, Lisa C | | |
| Committee Chair: | Gennadiy | | |
|  | | | |
| **GOAL 1:** | *Set dates and agendas for the four quarterly RCT meetings and one annual strategic planning meeting* | | |
|  | *Deadline* | Quarterly/End of FY2025 | |
|  | Responsible | Lisa | |
|  | | | |
| Action Steps | 1. Set four quarterly regular RCT meeting draft agendas and one annual strategic planning meeting draft agenda | | |
|  | Assigned To | Lisa | |
|  | Due Date | October 31,2024 | Completed: |
|  | Notes/Comments: | | |
|  |  | | |
|  | 1. Conference call scheduled and executed to review and finalize agendas with the Executive Committee | | |
|  | Assigned To | Lisa | |
|  | Due Date | Quarterly (6 weeks prior) | Completed: |
|  | Notes/Comments: | | |
|  |  | | |
|  | 1. Distribute electronically meeting agenda and invites to council members | | |
|  | Assigned To | Lisa | |
|  | Due Date | Quarterly | Completed: |
|  | Notes/Comments: | | |
|  |  | | |
|  | 1. Post publicly quarterly meeting agenda and invites | | |
|  | Assigned To | Lisa | |
|  | Due Date | Quarterly (14 days prior) | Completed: |
|  | Notes/Comments: | | |
|  | | | |
| **GOAL 2:** | *Review the TWC Resource Plan annually* | | |
|  | *Deadline* | August 2025 | |
|  | Responsible | Committee | |
|  | | | |
| Action Steps | 1. Distribute electronically TWC Resource Plan (MOU) to Executive Committee for review (5 year plan, current plan signed 8/31/24 *exp 8/31/29*) | | |
|  | Assigned To | Gennadiy | |
|  | Due Date | 12/31/2024 |  |
|  | Notes/Comments: | | |
|  | | | |
| **GOAL 3:** | *Develop an annual RCT Budget* | | |
|  | *Deadline* | May 2025 | |
|  | Responsible | Gennadiy | |
|  | | | |
| Action Steps | 1. RCT Coordinator (Lisa Godwin) will prepare expenditure report and template with TWC finance-Division Budget Analysis (DBA) | | |
|  | Assigned To | Lisa | |
|  | Due Date | March 2025 | Completed: |
|  | Notes/Comments: | | |
|  |  | | |
|  | 1. Conference call with RCT Executive Committee to review expenditure and goals and develop draft budget | | |
|  | Assigned To | Lisa | |
|  | Due Date | March 2025 | Completed: |
|  | Notes/Comments: | | |
|  |  | | |
|  | 1. RCT Council considers budget approval at May quarterly meeting, Lead Person-RCT Chair | | |
|  | Assigned To | Gennadiy | |
|  | Due Date | May 2025 | Completed: |
|  | Notes/Comments: | | |
|  |  | | |
|  | 1. RCT submits final budget to TWC VR Finance | | |
|  | Assigned To | Lisa | |
|  | Due Date | May 2025 | Completed: |
|  | Notes/Comments: | | |
|  | | | |
| **GOAL 4:** | *Develop RCT Annual Report* | | |
|  | *Deadline* | December 2024 | |
|  | Responsible | Lisa | |
|  | | | |
| Action Steps | 1. Develop RCT Annual Report, use guidelines to collect needed materials for the report | | |
|  | Assigned To | Lisa | |
|  | Due Date | November 2024 | Completed: |
|  | Notes/Comments: | | |
|  |  | | |
|  | 1. Coordinate with VR analytics and design team to gather VR data and statistics | | |
|  | Assigned To | Lisa | |
|  | Due Date | November 2024 | Completed: |
|  | Notes/Comments: | | |
|  |  | | |
|  | 1. Collect Success Stories | | |
|  | Assigned To | Lisa | |
|  | Due Date | November 2024 | Completed: |
|  | Notes/Comments: | | |
|  |  | | |
|  | 1. Distribute draft report to Executive Committee to review and approve | | |
|  | Assigned To | November 2024 | |
|  | Due Date |  | Completed: |
|  | Notes/Comments: | | |
|  | 1. Submit final report to RSA and TX Governor’s Office | | |
|  | Assigned To | Lisa | |
|  | Due Date | December 2024 | Completed: |
|  | Notes/Comments: | | |
|  | 1. Schedule Agenda Item for August quarterly RCT to begin 2025 Annual Report Review | | |
|  | Assigned To | Lisa | |
|  | Due Date | August 2025 | Completed: |
|  | Notes/Comments: | | |
|  | | | |
| **GOAL 5:** | *Review, Modify and Create recommendations for TWC VR State Plan* | | |
|  | *Deadline* | August 2025 | |
|  | Responsible | Gennadiy | |
|  | | | |
| Action Steps | 1. Document Process for RCT’s involvement in TWC VR State Plan review and feedback | | |
|  | Assigned To | Gennadiy | |
|  | Due Date | February 2025 | Completed: |
|  | Notes/Comments: | | |
|  |  | | |
|  | 1. Create Recommendations for State Plan | | |
|  | Assigned To | Gennadiy | |
|  | Due Date | August 2025 | Completed: |
|  | Notes/Comments: | | |

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| Membership & Education Committee | | | |
| MEMBERS: | Jordan, Emily, Michelle, Jennifer | | |
| Committee Chair: | Emily | | |
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| **GOAL 1:** | *Follow Legislation* | | |
|  | *Deadline* | August 2025 | |
|  | Responsible | Emily | |
| Action Steps | 1. Continue Coordinating with Karen Hess & Shelly Caillouet to share legislation (proposed and passed) (new, implementation—not operationalized) | | |
|  | Assigned To | Emily | |
|  | Due Date | Quarterly @ RCT meetings | Completed: |
|  | Notes/Comments: | | |
| **GOAL 2:** | Develop a pool of applicants to fill RCT positions | | |
|  | *Deadline* | August 2025 | |
|  | Responsible | Committee | |
|  | | | |
| Action Steps | 1. Review requirements to ensure compliance for 2025 | | |
|  | Assigned To | Jordan | |
|  | Due Date | December 2025 | Completed: |
|  | Notes/Comments: | | |
|  |  | | |
|  | 1. Develop an updated process for candidate recruitment.  including but not limited to soliciting candidates from stakeholders, such as Council members, providers, VR Division, business, HHSC, and other stakeholders | | |
|  | Assigned To | Michelle | |
|  | Due Date | August 2025 | Completed: |
|  | Notes/Comments: | | |
|  |  | | |
|  | 1. Implement the updated process | | |
|  | Assigned To | Emily | |
|  | Due Date | August 2025 | Completed: |
|  | Notes/Comments: | | |
|  |  | | |
|  | 1. Develop a document to store and track candidates in the pool. | | |
|  | Assigned To | Emily | |
|  | Due Date | August 2025 | Completed: |
|  | Notes/Comments: | | |
|  |  | | |
|  | 1. Strategize underrepresented populations and strategic alliances | | |
|  | Assigned to | Emily | |
|  | Due Date | August 2025 | Completed: |
|  | Notes/Comments: | | |
|  | | | |
| **GOAL 3:** | *Facilitate the process of RCT officer selection* | | |
|  | *Deadline* | August 2025 | |
|  | Responsible | Lisa & Emily | |
|  | | | |
| Action Steps | 1. Chair or designee will communicate with the entire council about officer’s terms expiring and annual election for officers to collect nominations, | | |
|  | Assigned To | Emily | |
|  | Due Date | May 2025 | Completed: |
|  | Notes/Comments: | | |
|  |  | | |
|  | 1. Coordinate with RCT Chair and RCT Coordinator to nominate new officers | | |
|  | Assigned To | Emily | |
|  | Due Date | June/July 2025 | Completed: |
|  | Notes/Comments: | | |
|  |  | | |
|  | 1. Contact nominees to confirm that they accept the nomination | | |
|  | Assigned To | Lisa | |
|  | Due Date | July 2025 | Completed: |
|  | Notes/Comments: | | |
|  |  | | |
|  | 1. Hold election for officer positions consistent with RCT Bylaws | | |
|  | Assigned To | Emily | |
|  | Due Date | August 2025 | Completed: |
|  | Notes/Comments: | | |
|  |  | | |
|  | 1. Announce the new officers to the RCT, August 2025 | | |
|  | Assigned To | Lisa | |
|  | Due Date | August 2025 | Completed: |
|  | Notes/Comments: | | |
|  | | | |
| **GOAL 4:** | *Develop and implement new member orientation materials and process* | | |
|  | *Deadline* | August 2025 | |
|  | Responsible | Emily & Jordan | |
|  | | | |
| Action Steps | 1. Review and update RCT New Member notebook as needed with RCT Coordinator | | |
|  | Assigned To | Jordan | |
|  | Due Date | February 2025 | Completed: |
|  | Notes/Comments: | | |
|  |  | | |
|  | 1. Review and update RCT New Member Orientation & Onboarding process- Condense VRTAC-QM training into shorter PPT (include pertinent information about technical info such as travel) | | |
|  | Assigned To | Jordan | |
|  | Due Date | August 2025 | Completed: |
|  | Notes/Comments: | | |
|  |  | | |
|  | 1. Onboard new members: Schedule and host RCT New Member Orientation and introduce assigned mentors to new members (typically around October, but as they are appointed) | | |
|  | Assigned To | Jordan | |
|  | Due Date | August 2025 | Completed: |
|  | Notes/Comments: | | |
|  | | | |
| **GOAL 5:** | *Coordinate Professional Development for Council* | | |
|  | Deadline | February 2025 | |
|  | Responsible | Emily | |
| Action Steps | 1. Identify Professional Development needs | | |
|  | Assigned To | Emily | |
|  | Due Date | December 2025 | Completed: |
|  | Notes/Comments: | | |
|  |  | | |
|  | 1. Contacting and Scheduling Presenters for Quarterly Meetings | | |
|  | Assigned To | Emily | |
|  | Due Date | February 2025 | Completed: |
|  | Notes/Comments: | | |

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| Public Engagement AD-HOC Committee | | | |
| MEMBERS: | TBD | | |
| Committee Chair: | TBD | | |
|  | | | |
| **GOAL 1:** | *Create Methods, Tools and Approaches to Increase Public Awareness of RCT (*to drive awareness of and receive feedback on VR services, particularly to under-resourced populations and continue to position RCT members as knowledgeable advocates for employment in Texas) | | |
|  | *Deadline* | August 2025 | |
|  | Responsible | TBD | |
|  | | | |
| Action Steps | 1. Identify opportunities to engage stakeholders and partners who would benefit from learning about RCT and VR Services (such as conferences, state meetings, organization events) | | |
|  | Assigned To | TBD | |
|  | Due Date | August 2025 | Completed: |
|  | Notes/Comments: | | |
|  |  | | |
|  | 1. Develop standard message (including elevator speech, powerpoints, infographics, brochures, QR codes and other materials to use) & Train RCT members on use of standard message | | |
|  | Assigned To | TBD | |
|  | Due Date | August 2025 | Completed: |
|  | Notes/Comments: | | |
|  |  | | |
|  | 1. Add content to website and optimize SEO | | |
|  | Assigned To | TBD | |
|  | Due Date | August 2025 | Completed: |
|  | Notes/Comments: | | |
|  |  | | |
|  | 1. Consider social media presence (LinkedIn, Facebook) (What to do about social media complaints) (What would creating policy around it; rules of engagement look like—for 2026) | | |
|  | Assigned To | TBD | |
|  | Due Date | August 2025 | Completed: |
|  | Notes/Comments: | | |
|  | | | |