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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  |
|   |
| **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:  |
|   |