



REHABILITATION COUNCIL OF TEXAS 2025 ANNUAL REPORT

IN PARTNERSHIP WITH
THE TEXAS WORKFORCE COMMISSION



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Messages

Message from Council Chair Gennadiy Goldenshteyn

As Fiscal Year 2025 (FY 2025) comes to a close, I reflect with pride on the accomplishments of the Rehabilitation Council of Texas (RCT) over the past 12 months and remain deeply grateful to my fellow Council members for their continued trust and support in my leadership.



I firmly believe that meaningful employment and career opportunities are fundamental human rights. As a Council, our mission is to ensure that all Texans with disabilities have access to effective vocational rehabilitation (VR) services that lead to competitive integrated employment, greater independence, and fuller participation in their communities. The many achievements and success stories highlighted throughout this report reflect our shared commitment to that mission.

In 2025, we continued to strengthen our collaboration with key stakeholders, including members of the disability community, the VR Division team, Texas Workforce Commission (TWC) leadership, VR service providers, advocacy organizations, employers, and federal partners. Following the retirement of Cheryl Fuller in October 2024, RCT members built strong relationships with Interim VR Division Director Scott McCune and, later, with permanently appointed Director Tammy Ames. We continued to expand our outreach across the state to ensure that all regions and communities, regardless of geography or disability category, are heard and represented. By embracing customer feedback, data, and advanced analytical methods,

we have further enhanced our ability to provide targeted guidance to the VR Division, helping to continually improve and evolve VR services for all Texans.

We are deeply grateful for the ongoing support and partnership of TWC Commissioners Bryan Daniel, Alberto Treviño III, Joe Esparza, and Brent Connett, as well as TWC Executive Director Edward Serna and their dedicated teams. It is with sadness that I share Ed Serna's departure from TWC. Ed has been a devoted public servant and a tremendous ally to all Texans. I will personally treasure our friendship and wish him every success in his future endeavors. While his permanent successor has not yet been named, we are confident that RCT's partnership with TWC leadership will continue to grow even stronger.

I am pleased to announce that Peggy Schmidt will assume the role of RCT Chair in FY 2026 when my current appointed term comes to an end. Peggy has served with distinction as Vice Chair for several years, and I am confident that the Council will continue to thrive under her leadership.

Lastly, I would like to extend a special thank-you to RCT Coordinator Lisa Godwin whose remarkable dedication has been integral to the Council's smooth and productive operations. Please enjoy this annual report. There is much to celebrate.

With warmest regards,

A handwritten signature in black ink, appearing to read "Gennadiy Goldenshteyn".

Gennadiy Goldenshteyn
RCT Chairman

Message from Vocational Rehabilitation Division Director Tammy Ames



On behalf of TWC, I'm honored to continue our partnership with the RCT. Together, we share a mission: Ensure that Texans with disabilities have access to meaningful employment opportunities and a clear path to full participation in our state's thriving economy.

As Fiscal Year 2025 concludes, I'm inspired by the determination and accomplishments of our VR customers who have achieved their employment goals. Their success reflects the dedication of our TWC VR professionals and service providers who deliver the guidance, services, and supports that make those goals possible. Texans with disabilities are skilled, resilient, and ready to contribute their talents to our dynamic workforce. Texas' growing economy offers a wealth of opportunities for them to earn a living, achieve independence, and build rewarding careers.

Looking ahead, our priority remains clear: Help more Texans with disabilities achieve their employment goal will be achieved by:

- delivering high-quality services;
- deepening community engagement;
- evaluating services that show the most success for our customers to replicate or expand across the state;
- forming new and maintaining current partnerships; and
- raising awareness among employers about the value of hiring people with disabilities.

We will also continue to strengthen our collaboration with independent school districts to expand preemployment transition services and prepare more students with disabilities for success after high school.

This year also marks continued progress in implementing the Texas Workforce Innovation and Opportunity Act Combined State Plan for Program Years 2024–2027. Together, we are advancing the plan's six major goal areas and building on the solid foundation laid out by our prior state plan. Our shared vision remains unchanged: that people with disabilities have access to quality jobs, meaningful careers, and full participation in their communities.

As we bring our vision to life, the VR Program is focusing on the following key priorities:

- Investing in staff development
- Delivering exceptional customer service
- Integrating fully with the Workforce System

To achieve these goals, we launched an organizational alignment initiative in April 2025 in the state office—a comprehensive effort to ensure our structure and processes maximize our impact. This effort will be initiated throughout the VR Regions.

I look forward to our continued collaboration with RCT and all of our partners as we make meaningful progress toward our shared vision of increasing employment opportunities for Texans with disabilities.

Tammy Ames
TWC-VR Director

About the Rehabilitation Council of Texas

The Rehabilitation Council of Texas (RCT) advises the state's designated Vocational Rehabilitation (VR) program on policy, scope, and effectiveness of services. The RCT is federally mandated by the Rehabilitation Act of 1973, as amended by WIOA.

The RCT helps ensure that Texans with disabilities have access to effective VR services that result in competitive and integrated employment, greater independence, and community participation. Bylaws that are designed to support this goal govern the RCT.

The Texas governor appoints members for three-year terms to represent a diverse range of individuals with disabilities and community perspectives. They are charged with being the voice of VR service recipients.

The RCT participates in the National Coalition of State Rehabilitation Councils to promote a nationally consistent vision for VR priorities, goals, and outcomes.

Learn more by visiting src-texas.org.



Mission, Values, and Responsibilities

Mission

The Rehabilitation Council of Texas (RCT) mission is to advise and partner with the Texas Workforce Commission (TWC) and Texas Workforce Solutions-Vocational Rehabilitation Services (TWS-VR) to ensure Texans with disabilities have access to an effective service delivery system leading to employment.

Values

- The worth and dignity of each individual
- The right to choose, which is realized by access to full information
- Work opportunities, which open doors to individual independence and participation in community life
- Person-centered goals, service plans, and delivery systems leading to individual success
- Shared roles and responsibilities to improve customer satisfaction with the rehabilitation process and outcomes
- Collaboration and partnership with federal, state, and private agencies for system improvement

Responsibilities

RCT's responsibilities are as follows:

- Reviews, analyzes, and advises the state Vocational Rehabilitation (VR) programs on performance, effectiveness, customer satisfaction, responsibilities, functions, and eligibility, including the need for Order of Selection

- Helps prepare the Combined State Plan for the Vocational Rehabilitation Services program and develop a description of the Council's input and recommendations as a part of the plan
- Reviews and analyzes the Vocational Rehabilitation program effectiveness, including an assessment of customer satisfaction and the VR needs of Texans with disabilities
- Submits an annual report that highlights the Vocational Rehabilitation program's goals, achievements, and statistics to the Texas governor and RSA commissioner
- Coordinates working relationships between the state Vocational Rehabilitation program, State Independent Living Council (SILC), and Centers for Independent Living in Texas
- Coordinates activities with other Councils to avoid duplication of efforts and increase the number of individuals served

Committees

The following committees are responsible for upholding the mission, values, and responsibilities of the RCT in partnership with representatives from the state VR programs.

Executive Committee

Committee Chair Gennadiy Goldenshteyn

The Executive Committee is composed of chair, vice chair, and all committee chairs. This committee coordinates with state VR programs' leadership; develops quarterly meeting agendas; develops public outreach materials; and reviews the RCT's budget, bylaws, and amendments.

Membership and Education Committee

Committee Chair Emily Heise

The Membership and Education Committee educates RCT members about federal and state legislation and how to best represent the interest of Texans with disabilities, recruits new members, plans and oversees new member orientation activities, and develops and implements mentorships for new members.

Planning and Review Committee

Committee Chair Peggy Schmidt

The Planning and Review Committee helps set and evaluate progress toward goals and priorities for the Workforce Innovation and Opportunity Act (WIOA) Combined State Plan for the VR program, recommends ways to improve VR services, and receives public comment.

Policy, Procedure, and Personnel Development Committee

Committee Chair Karen Stanfill

The Policy, Procedures, and Personnel Development Committee comments on changes to VR policy; reviews appeals decisions; and monitors procedural changes, staffing, training, and impartial hearing officer selection.

Customer Satisfaction and Needs Assessment Committee

Co-Chairs Peggy Schmidt and Jennifer Clouse

Customer Satisfaction and Needs Assessment Committee reviews customer satisfaction survey results and other program data, addresses service concerns, and helps steer a statewide needs assessment every three years.

Our Work in Fiscal Year 2025

Year in Review

Full Council by Chair Gennadiy Goldenshteyn

RCT had a very active Fiscal Year 2025 (FY 2025). Although our committee chairs will outline the notable accomplishments of their respective committees later in this report, I would like to highlight several key Council-wide activities and achievements.

Membership

This year, we welcomed the following reappointed and new members to the Council:

- Reappointed members, as follows:
 - Michele Norris
 - Mark Baird
 - Glenda Born
- New members, as follows:
 - Tammy Ames, replacing Cheryl Fuller
 - Melva Henderson, replacing Patrick Sturdivant
 - Shannon Rosson, replacing Lisa Cowart
 - Erica Kress, replacing Joe Powell

We extend our gratitude to the departing members for their service and warmly welcome the fresh perspectives and dedication of our new members.

Stakeholder Engagement

In 2025, one of the Council's primary goals was to continue proactively representing stakeholders from across Texas' vast and diverse regions. It is essential for Council members to gain firsthand perspectives from communities throughout the state.

To support this goal, two of our four quarterly meetings were held outside the Austin VR Division Headquarters—one in Lancaster (Region 2) and the other in San Antonio (Region 6). During these meetings, we had the privilege of engaging directly with customers, employers, regional VR leadership, frontline staff, and provider partners. Many of their stories are featured throughout this report. Such firsthand engagement ensures that our work reflects the voices and needs of all Texans. Additionally, our hybrid meeting format continues to ensure full accessibility for all participants, regardless of location or disability status.

We continue to benefit from highly productive partnerships with the following key stakeholders:

- Client Assistance Program (CAP), Liaison Karen Stanfill
- Community Rehabilitation Providers (CRP), Liaison Peggy Schmidt
- Partners Resource Network (PRN), Liaison Shannon Rosson
- State Independent Living Council (SILC), Liaison Melva Henderson
- Texas Education Agency (TEA), Liaison Emily Heise
- Texas Workforce Investment Council (TWIC), Liaison Michele Harper

Collaborative Relationship with TWC and the VR Division

Our achievements are made possible through the strong partnership we share with TWC, VR Division leadership and staff, and the governor's Appointments Office. In 2025, we deepened this collaboration by continuing to work closely with the VR Division to interpret stakeholder feedback, address budgetary and service delivery issues, proactively prepare for potential Order of Selection implementation, provide meaningful input into the State Plan, and help prioritize key VR initiatives.

Following the retirement of Cheryl Fuller in October 2024, RCT members enjoyed strong relationships with Interim VR Division Director Scott McCune, permanently appointed VR Division Director Tammy Ames, and the VR Division senior management team.

TWC leadership, including Commissioners Bryan Daniel, Alberto Treviño III, Joe Esparza, and Brent Connell, remained engaged and supportive advocates for our work.

TWC Executive Director Ed Serna continued to be an invaluable partner to the RCT, helping the Council better understand and engage with the broader programs and benefits TWC offers to VR customers. We are deeply grateful to Executive Director Serna for the opportunity to contribute to TWC's broader efforts in supporting both current and potential VR customers across the state.



Special Focus Areas in 2025

Although the Council remains actively engaged in all aspects of the state's VR services, every year, we collaborate with stakeholders to focus on specific areas to increase our impact. The Council focused on the following key areas in 2025:

- Improving outcomes for blind or visually impaired customers
- Enhancing services and outcomes for customers with traumatic brain injuries, stroke, or spinal cord injuries, in collaboration with the Health and Human Services Commission (HHSC)
- Expanding self-employment services
- Advancing the Peer Support Program pilot

The impact of these focused initiatives is beginning to bear fruit and is reflected throughout this report.

National Participation

In 2025, RCT members remained active on the national stage. Several Council members attended the fall and spring conferences of the National Coalition of State Rehabilitation Councils (NCSRC), and the Council of State Administrators of Vocational Rehabilitation (CSAVR).

These events provided valuable opportunities to collaborate and share best practices with peers from other states, as well as to learn directly from the U.S. Department of Education's RSA on current developments and future priorities. Key topics included fiscal forecasting and management, Order of Selection, and personnel development and retention.

Together with VR Division leadership, RCT members closely monitored the impact of federal-level policy changes on the delivery of VR services in Texas, recognizing that VR programs continue to be viewed nationally as vital contributors to workforce and economic development.

Planning for 2026

One of RCT's core responsibilities and privileges is to host Comprehensive Statewide Needs Assessment (CSNA) town halls every three years. In 2025, the Council, led by the CSNA Committee, began planning for the 2026 town halls by developing a program of six town halls across Texas to ensure that all VR stakeholders have an opportunity to share their perspectives and experiences.

In September 2025, RCT held its annual strategic planning session, generously hosted by our partners at Disability Rights Texas. During this two-day off-site session, Council members took a broader look at our mission and vision, reviewed our 2025 accomplishments, reflected on areas for improvement, and developed a robust plan for 2026. We extend our sincere thanks to Ms. Lucy Gafford of University of North Texas for her outstanding facilitation of the session.

FY 2025 was a year of progress, growth, and accomplishment. We look forward to an even more dynamic and productive 2026.

Membership and Education Committee by Co-Chairs Emily Heise and Jordan Smelley

During FY 2025, the Membership and Education Committee planned to implement the actions identified by the Executive Committee during the Strategic Planning Conference in September 2024. In support of this commitment, the committee conducted hybrid meetings prior to each quarterly RCT meeting to address the following priorities:

- Monitor and discuss legislative updates potentially impacting VR
- Review membership terms for all RCT members and address Council vacancies
- Conduct officer elections in accordance with RCT bylaws

Building on the strategic actions set during the conference, the committee further refined and expanded its efforts. This ongoing review process has helped clarify objectives and strengthen the committee's alignment with RCT's mission, ensuring both continuity and integrity.

Looking ahead, the Membership and Education Committee will focus on educating and supporting new and existing RCT members with the following methods:

- Onboard new members by:
 - implementing the onboarding schedule with new member appointments; and
 - hosting a New Member Orientation session with newly created training materials from the existing Vocational Rehabilitation Technical Assistance Center for Quality Management materials prior to the first-quarter RCT meeting.
- Grow our pool of qualified applicants to support recruitment efforts that meet RCT's required composition and reflect underrepresented populations by:
 - attending conferences to promote RCT membership opportunities and its broader mission (as exhibited at the 2024 American Association on Intellectual and Developmental Disabilities Texas Convention);
 - creating an interest form to join the RCT and post it to the RCT website; and
 - connecting with external stakeholders with instructions on how to apply to become an RCT member.
- Support the public engagement ad hoc committee in its efforts to enhance public awareness of the RCT.
- Provide space during the quarterly RCT meeting for TWC to provide resources on its current services and activities that support VR such as unemployment benefits, child care, apprenticeship, and foster care.

Policy, Procedures, and Personnel Development Committee by Co-Chairs Karen Stanfill, Norine Gill, and Michele Norris

The Policy, Procedures, and Personnel Development Committee reviews proposed policies and procedures; makes recommendations regarding recruitment, retention, and training of staff; and reviews appeal decisions.

During this past year, the committee listened to presentations from TWC-VR on topics including exit interviews, social media marketing for counselor positions, payment for durable medical goods, Ticket to Work and long-term support, and the signature policy for documents in the TWC-VR program. The committee also received reports on the number of vacancies, including how many counselors and rehabilitation assistants are hired and how many of these staff exited employment each quarter.



The budget and the legislative funding requests were priority topics at each meeting. The Council supported TWCs legislative request for full funding to draw down all available federal funds for services. We also discussed the possibility of an Order of Selection (OOS) if TWC-VR was not successful in their request. This included presentations on what an OOS was like and how it would affect services to customers. Fortunately, TWC-VR was successful with their budget requests, which allowed the state to draw down all federal funds available.

TWC-VR released a new policy manual in September 2024, which the committee reviewed and provided extensive feedback for consideration. Some of the recommendations were accepted, and further clarifications of policies were provided.

Additionally, TWC-VR established a Self-Employment Workgroup that was charged with revising the policies to make it easier for clients and staff to navigate. A committee member was included in that workgroup as well as other stakeholders to provide input for improvement. These changes are expected to go through the policy process with training provided by 2026.

The committee meets quarterly and as necessary to review proposed policies or to work on strategic goals. TWC-VR is very supportive and provides access to staff and information whose responsibilities relate to the areas of the Council's responsibility.

Customer Satisfaction and Needs Assessment Committee by Co-Chairs Peggy Schmidt and Jennifer Clouse

The CSNA Committee continued its efforts to assess customer satisfaction through studying survey results and program data and addressing concerns. Quarterly, the committee reviews the results of the VR Customer Satisfaction Survey conducted by Westat. These surveys encompass both open and closed VR cases to capture a comprehensive range of customer perspectives.

Overall, the committee has seen positive trends in the response rate, which is on average higher than 80 percent on all survey questions.

The committee also evaluated the wording of survey questions to ensure data accuracy and clarity, implementing modifications as needed. Additionally, the CSNA Committee reviewed the customer complaint process to understand how complaints are managed upon receipt. This review will continue throughout 2026 as part of the committee's strategic plan.

The committee received feedback regarding the challenges associated with the open-enrollment process for new CRP vendors. Specifically, the Central Texas region, primarily in Temple and Killeen, currently lacks active local job skills trainers, which poses difficulties in meeting the employer and client needs. As a result, Central Texas must source providers from the Dallas-Fort Worth or Austin areas. The committee will further explore this issue in 2026.

Furthermore, in 2026, the CSNA Committee will support the development of the 2026 Comprehensive Statewide Needs Assessment Report. Six town hall meetings will be held between February and May 2026—one in each of the six TWC-VR regions. Town halls will start in Region 3 and close out in Region 2. Stakeholders will have the opportunity to participate either in person or virtually.



Measures of Success

Customer Satisfaction Survey

The following survey results describe satisfaction with VR services provided by TWC in State Fiscal Year 2025 (SFY 2025). Surveys were completed by customers with an Individualized Plan for Employment (IPE) whose cases were closed as either successful (employed) or unsuccessful (not employed) the month prior to the survey. Percentages indicate customers who responded “yes” or those who answered “satisfied” or “very satisfied” and do not include data for survey responders who chose not to answer the question.

Customer Satisfaction Survey Result: All Disabilities (including both General and Visual Disabilities)

General disabilities include behavioral and mental health conditions; hearing impairments, including deafness; alcohol or drug addiction; intellectual, learning, and developmental disabilities; and physical disabilities, including traumatic brain and spinal cord injury, back injury, paralysis, and impaired movement. Visual disabilities include blindness, significant visual impairments, and deaf blindness.

Survey Question	Positive Response
I was treated in a friendly and respectful manner when I dealt with VR staff. (Question 1)	93%
I was satisfied with the amount of time it took for VR staff to respond to my emails, calls, or other contacts. (Question 2)	84%
I was satisfied with the information I received about VR services that may have helped me achieve my job goals. (Question 3)	84%
I was satisfied with how long it took to start services. (Question 4)	81%
I was satisfied with the support provided by VR Staff. (Question 5)	85%
I was satisfied with the continuation of services if my counselor changed, was absent, or had multiple counselors. (Question 6)	77%
Overall, I was satisfied with my VR counselor. (Question 7)	86%
Overall, I was satisfied with VR. (Question 8)	85%
I am working now. (Question 9)	73%
I am satisfied with my pay. (Question 10)	83%
I have employee benefits such as vacation, sick leave, and health insurance. (Question 11)	64%
I am satisfied with not having benefits. (Question 12)	46%
I am satisfied with my employee benefits (vacation, sick leave, health insurance). (Question 13)	90%
I am satisfied with options for growth in my job. (Question 14)	81%
Overall, I am satisfied with my job. (Question 15)	91%
I would come back to VR if I needed additional services to advance in my career or to maintain my current job. (Question 16)	84%

Customer Satisfaction Survey Results: Visual Disabilities

Visual disabilities include blindness, significant visual impairments, and deaf blindness.

Survey Question	Positive Response
I was treated in a friendly and respectful manner when I dealt with VR staff. (Question 1)	90%
I was satisfied with the amount of time it took for VR staff to respond to your emails, calls, or other contacts. (Question 2)	80%
I was satisfied with the information I received about VR services that may have helped me achieve my job goals. (Question 3)	80%
I was satisfied with how long it took to start services. (Question 4)	80%
I was satisfied with the support provided by VR Staff. (Question 5)	80%
I was satisfied with the continuation of services if my counselor changed, was absent, or had multiple counselors. (Question 6)	72%
Overall, I was satisfied with my VR counselor. (Question 7)	80%
Overall, I was satisfied with VR. (Question 8)	80%
I am working now. (Question 9)	65%
I am satisfied with my pay. (Question 10)	81%
I have employee benefits such as vacation, sick leave, and health insurance. (Question 11)	62%
I am satisfied with not having benefits. (Question 12)	38%
I am satisfied with my employee benefits (vacation, sick leave, health insurance). (Question 13)	86%
I am satisfied with options for growth in my job. (Question 14)	77%
Overall, I am satisfied with my job. (Question 15)	92%
I would come back to VR if I needed additional services to advance in my career or to maintain my current job. (Question 16)	83%

Statistics

General Disabilities

The following statistics describe VR services for persons with general disabilities (other than vision impairment) provided in SFY 2025 by TWC. For age-related data, the customer's age reported at the start of the state fiscal year (September 1, 2024) was used. General disabilities include behavioral and mental health conditions; hearing impairments, including deafness; alcohol or drug addiction; intellectual, learning, and developmental disabilities; and neurological and physical disabilities, including traumatic brain and spinal cord injury, back injury, paralysis, and impaired movement.

Total Customers Served, All Ages *	107,544
Total Youth Served, Under Age 25	52,180
Total Customers Served, Under Age 22	43,482
Total Pre-ETS Students **	35,259

* Customers Served = from initial contact with case assignment forward

**Students who are eligible or potentially eligible to receive Pre-employment Transition Services (Pre-ETS).

Percent Served by Gender

Total General VR Customers Served by Gender	Customers, All Ages	Percent of Customers, All Ages	Customers, Under Age 22	Percent of Customers, Under Age 22
Female	36,087	45.3%	10,782	39.3%
Male	43,081	54.2%	16,450	60.0%
Did not self-identify	419	0.5%	192	0.7%
Total *	79,587	100%	27,424	100%

* Does not match total customer counts as gender is unavailable for most customers at pre-application phases.

Race/Ethnicity of General Disabilities Served

Race/Ethnicity	Total General VR Customer Responses	Percent General VR Customers Served
Non-Hispanic African American	26,348	24.5%
Non-Hispanic American Indian/Alaskan	877	0.8%
Non-Hispanic Asian	2,811	2.6%
Non-Hispanic Pacific Islander	356	0.3%
Non-Hispanic White	40,689	37.9%
Not Reported/Unavailable	530	0.5%
Hispanic	35,933	33.4%
Total *	107,544	100%

Social Security Income/Social Security Disability Insurance Information

SSI/SSDI Information	Total General VR Customers Served	Percent General VR Customers Served	Total General VR Successful Closures	Percent General VR Successful Closures
SSI/SSDI During Case (at App, Current, or Close)	15,285	14.2%	1,112	11.5%

Percent Expenditure by Service Type

General VR Expenditures by Service Category	All Ages	Under 22
Academic and Vocational Training	28.5%	34.8%
All Other Goods and Services	0.2%	0.9%
Assistive Technology, Including Evaluation and Training	4.6%	0.6%
Computers and Related Equipment	0.8%	0.7%
Diagnostics and Evaluation	7.5%	3.7%
Hearing Aids and Interpretive Services	17.5%	1.2%
Job Placement Services	4.1%	2.6%
Maintenance and Transportation	1.4%	1.0%
Medical Services	3.1%	0.2%
Pre-employment Transition Services	12.8%	27.7%
Prosthetics and Orthotics	1.3%	0.1%
Room and Board (Academic/Vocational Training)	12.1%	21.6%
Supported Employment Services	6.1%	4.9%
Total	100%	100%

* Amounts do not include expenditures that are not associated with a specific case. Age is based on age at start of the state fiscal year.

The previous table contains General case expenditures (service authorization payments) included in ReHabWorks that are associated with a specific case and is not inclusive of other client services expenditures routed through the purchase order processes (such as Pre-ETS Statewide Initiatives) in the agency's accounting system. The TWC Finance Division reports Combined VR expenditures, which includes both General and Blind cases. Total Combined case service expenditures across all service categories and populations are \$194,465,219 (per TWC Finance; data as of September 30, 2025).

Medical Services includes Surgery and Hospitalization and Restoration Services. All Other Goods and Services includes Diabetes Education, Benefits Counseling, Miscellaneous, Other Services for Family Members, Child care, State License Fees, Uniform Items for Employment, Employment Goods and Equipment—Non Consumable, Self-Employment Goods and Equipment—Non Consumable, Other Rehab Tech Services, Other Personal Attendant Services, Translator for Limited English Proficiency, Self-Employment Services, and Halfway House Services—CRP.

Disabilities Served

Primary Disability, General VR	Percent of Customers, All Ages	Percent of Customers, Under Age 22
Cardiac/Respiratory/Circulatory	2.36%	0.58%
Deaf & Hard of Hearing	17.00%	4.91%
Mental/Emotional/Psychosocial	17.27%	10.60%
Neurodevelopmental Disorders	39.63%	74.97%
Neurological/Musculoskeletal/Orthopedic	16.21%	6.61%
Other Impairments	0.23%	0.26%
Other Physical Debilitation or Impairments	4.75%	1.34%
Substance Abuse	0.62%	0.03%
Traumatic Brain Injury/Spinal Cord Injury	1.93%	0.70%
TOTAL	100%	100%

* Disability type is unavailable for most customers prior to the eligibility determination phase.

Successful Closures, General VR

Total Successful Closures, All Ages	9,697
Successful Closures, Under Age 22	1,207

Percent Successful Closures Served by Gender

Successful General VR Closures by Gender	Successful Closures, All Ages	Percent of Successful Closures, All Ages	Successful Closures, Under Age 22	Percent of Successful Closures, Under Age 22
Female	4,451	45.9%	380	31.5%
Male	5,212	53.7%	822	68.1%
Did not self-identify	34	0.4%	5	0.4%
Total	9,697	100%	1,207	100%

Employment Rate	47%
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Percent of Successful Closures by Occupation

Successful Closures by Occupation	Successful General VR Closures, All Ages	Percent of General VR Successful Closures, All Ages	Successful General VR Closures, Under Age 22	Percent of General VR Successful Closures, Under Age 22
All Other Occupations	32	0.3%	5	0.4%
Computer, Engineering, and Science	334	3.4%	21	1.7%
Construction and Extraction	248	2.6%	24	2.0%
Education, Legal, Community Service, Arts, and Media	1,231	12.7%	32	2.7%
Healthcare Practitioners, Technical, and Healthcare Support	896	9.2%	53	4.4%
Installation, Maintenance, and Repair	399	4.1%	72	6.0%
Management, Business, and Financial	835	8.6%	21	1.7%
Office and Administrative Support	1,384	14.3%	153	12.7%
Production Occupations	386	4.0%	60	5.0%
Sales and Related Occupations	529	5.5%	78	6.5%
Service Occupations	1,894	19.5%	404	33.4%
Transportation and Material Moving	1,529	15.8%	284	23.5%

The previous table contains customers who have achieved an employment outcome as described in their Individualized Plan for Employment, maintained employment for 90 days after substantial services are completed, and are employed at closure. All Other Occupations includes Farming, Fishing, Forestry, and Military-specific Occupations.

Statistics: Blind Visually Impaired (BVI) Disabilities

The following statistics describe VR services for persons with blind visually impaired (BVI) disabilities provided in SFY 2025. For age-related data, age reported at the start of the fiscal year (September 1, 2024) was used. Visual disabilities include blindness, significant visual impairments, and deaf blindness.

Total Customers Served, All Ages *	9,165
Total Youth Served, Under Age 25	2,586
Total Customers Served, Under Age 22	2,014
Total Pre-ETS Students **	1,736

*Customers Served = from Initial Contact with Case Assignment forward

**Students who are eligible or potentially eligible to receive Pre-employment Transition Services.

Percent Served by Gender

Total Blind VR Customers Served by Gender	Customers, All Ages	Percent of Customers, All Ages	Customers, Under Age 22	Percent of Customers, Under Age 22
Female	3,959	49.3%	779	46.5%
Male	4,042	50.4%	888	53.0%
Did not self-identify	25	0.3%	8	0.5%
Total *	8,026	100%	1,675	100%

* Does not match total customer counts as gender is unavailable for most customers at pre-application phases.

Race/Ethnicity of Blind Vocational Rehabilitation Customers Served

Race/Ethnicity	Total BVI VR Customer Responses	Percent BVI VR Customers Served
Non-Hispanic African American	2,219	24.2%
Non-Hispanic American Indian/Alaskan	51	0.6%
Non-Hispanic Asian	291	3.2%
Non-Hispanic Pacific Islander	36	0.4%
Non-Hispanic White	2,970	32.4%
Not Reported/Unavailable	141	1.5%
Hispanic	3,457	37.7%
Total	9,165	100%

Social Security Income/Social Security Disability Insurance Information Blind Vocational Rehabilitation

SSI/SSDI Information	Total BVI VR Customers Served	Percent BVI VR Customers Served	Total BVI VR Successful Closures	Percent BVI VR Successful Closures
SSI/SSDI During Case (at app, current, or close)	2,620	28.6%	157	19.7%

Percent Expenditure by Service Type

BVI Expenditures by Service Category	All Ages	Under 22
Academic and Vocational Training	11.4%	20.8%
All Other Goods and Services	9.5%	2.0%
Assistive Technology, Including Evaluation and Training	24.6%	12.8%
Computers and Related Equipment	2.9%	2.7%
Diagnostics and Evaluation	7.5%	1.6%
Eyeglasses, Lenses, Low-Vision Devices, Orthotics/Prosthetics	9.6%	2.1%
Hearing Aids and Interpretive Services	3.9%	0.0%
Job Placement Services	1.7%	0.3%
Maintenance and Transportation	2.8%	0.8%
Medical Services	0.8%	0.0%
Orientation and Mobility Training	3.1%	0.6%
Pre-employment Transition Services	11.4%	34.2%
Room and Board (Academic/Vocational Training)	9.8%	21.5%
Supported Employment Services	1.0%	0.6%
Total	100%	100%

*Amounts do not include expenditures that are not associated with a specific case. Age is based on age at start of the SFY.

The previous table contains BVI VR case expenditures (service authorization payments) included in ReHabWorks that are associated with a specific case and is not inclusive of other client services expenditures routed through the purchase order processes (such as Pre-ETS Statewide Initiatives) in the agency's accounting system. The TWC Finance Division reports Combined VR expenditures, which includes both General and Blind cases. Total Combined case service expenditures across all service categories and populations are \$194,465,219 (per TWC Finance; data as of September 30, 2025).

Medical Services includes Surgery and Hospitalization and Restoration Services. All Other Goods and Services includes Diabetes Education, Benefits Counseling, Miscellaneous, Other Services for Family Members, Child Care, State License Fees, Uniform Items for Employment, Employment Goods and Equipment—Non Consumable, Self-Employment Goods and Consumable, Other Rehab Tech Services, Other Personal Attendant Services, Translator for Limited English Proficiency, Self-Employment Services, and Halfway House Services—CRP.

Successful Closures, BVI

Total Successful Closures, All Ages	796
Successful Closures, Under Age 22	37

Percent Successful Closures by Gender

Successful Blind VR Closures by Gender	Successful Closures, All Ages	Percent of Successful Closures, All Ages	Successful Closures, Under Age 22	Percent of Successful Closures, Under Age 22
Female	388	48.7%	11	29.7%
Male	405	50.9%	26	70.3%
Did not self-identify	<5	0.4%	0	0.0%
Total	796	100%	37	100%

Employment Rate	45%
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Percent of Successful Closures by Occupation

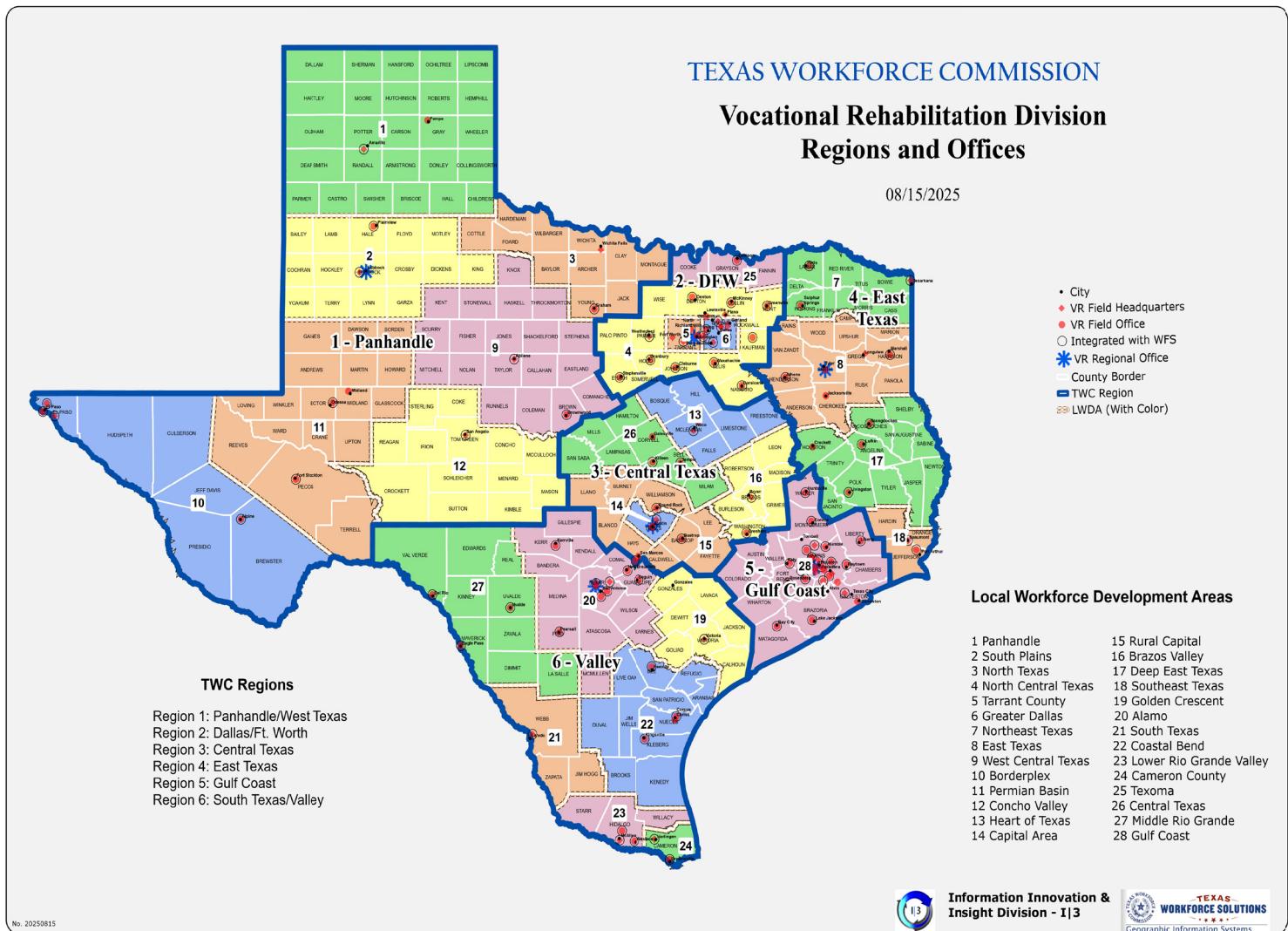
Successful Closures by Occupation	Successful BVI VR Closures, All Ages	Percent of BVI VR Successful Closures, All Ages	Successful BVI VR Closures, Under Age 22	Percent of BVI VR Successful Closures, Under Age 22
All Other Occupations	<5	*	0	0.0%
Computer, Engineering, and Science	40	5.0%	0	0.0%
Construction and Extraction	25	3.1%	<5	*
Education, Legal, Community Service, Arts, and Media	141	17.7%	<5	*
Healthcare Practitioners, Technical, and Healthcare Support	90	11.3%	<5	*
Installation, Maintenance, and Repair	34	4.3%	<5	*
Management, Business, and Financial	73	9.2%	<5	*
Office and Administrative Support	136	17.1%	5	13.5%
Production Occupations	31	3.9%	<5	*
Sales and Related Occupations	50	6.3%	6	16.2%
Service Occupations	116	14.6%	9	24.3%
Transportation and Material Moving	57	7.2%	6	16.2%

*Counts less than five are masked.

The previous table contains customers who have achieved an employment outcome as described in their IPE, maintained employment for 90 days after substantial services are completed, and are employed at closure. All Other Occupations includes Farming, Fishing, Forestry, and Randolph-Sheppard Vending Facility Operators

TWC FY 2024 VR Budget	\$354,987,529
FY 2024 VR Client Services Budget	\$197,864,663

TWC VR Division Regions and Offices Map



To locate your TWC VR office:

Call: (512) 936-6400

Call: (512) 936-6400

Email: vr.office.locator@twc.state.tx.us

Visit online: www.twc.texas.gov/VRNearMe

Success Stories

Robert Potter

Building a Bright Future: Robert's Journey with Vocational Rehabilitation



Through Texas Workforce Commission Vocational Rehabilitation (TWC-VR) and its partnership with Toyotetsu Texas, Robert Potter discovered a life-changing opportunity in manufacturing. Robert enrolled in a 12-week work experience program and quickly became known for his dependability, friendliness, and commitment to safety. His initiative even led him to redesign the shop floor layout to improve safety awareness among coworkers.

Toyotetsu, impressed by Robert's work ethic and eagerness to learn new skills, such as operating forklifts and tuggers, offered him a permanent position without hesitation. With his new income, Robert is now saving for a car and building a path to greater independence.

Robert's success story is a powerful example of how VR's hands-on training and strong employer partnerships help Texans with disabilities unlock their potential. These partnerships create lasting opportunities for individuals and meaningful benefits for businesses across the state.



Learning Without Limits: Marco Hurtado's Journey with Vocational Rehabilitation

Marco Hurtado connected with Texas Workforce Commission Vocational Rehabilitation (TWC-VR) ready to take charge of his future. Guided by his VR counselor, Dianna Carter, Marco began training at the Criss Cole Rehabilitation Center (CCRC) in October 2022. His personalized training topics included technology, career guidance, orientation and mobility, braille, kitchen skills, and industrial arts, and he gained both confidence and independence in those capacities.

Marco excelled quickly, later joining CCRC's post-secondary program and enrolling at Austin Community College. He also completed 100 volunteer hours at the Thinkery children's museum, where his braille project became part of a museum exhibit.

Through VR, Marco received assistive technology, including a laptop, Job Access with Speech (JAWS) screen-reading software, a braille display, and a digital recorder. This technology helps Marco thrive at the University of Texas at Austin, where he maintains a 4.0 GPA in his field of study, arts entertainment technology.

"CCRC showed me that the most important skill you can have is to be a good learner, and everything else follows," Marco says.

Redefining Possibilities: Lourdes' Journey with Vocational Rehabilitation

When Lourdes Villaverde arrived at the Criss Cole Rehabilitation Center (CCRC) in April 2024, she held a master's degree in computer science. However, despite her education and persistence, she struggled to find employment. CCRC instructors and Lourdes's Vocational Rehabilitation (VR) counselor, Dianna Carter, customized a training program for Lourdes that aligned with her advanced skills and real-world career goals.

Through a Vocational Diagnostic Unit evaluation, Lourdes received a laptop, Job Access with Speech (JAWS) software, and a digital magnifier to further support her success. She also learned how to confidently disclose her disability and request workplace accommodations.

After gaining hands-on experience with JAWS, an essential tool for accessibility testing, Lourdes earned recognition for her exceptional accessibility-testing abilities during a paid work experience.

Empowered by VR services, Lourdes has transformed her challenges into opportunities. Her journey proves that with the right support, determination, and technology, every goal is within reach.

Membership and Meetings

Members



Gennadiy Goldenshteyn
RCT Chairman
Business, Industry and
Labor Representative
Dallas, TX



Peggy Schmidt
RCT Vice Chairman
Community Rehabilitation Program
Representative
Lucas, TX



Tammy Ames
Director of VR Program
Austin, TX



Mark Baird
State VR Counselor
Representative
San Angelo, TX



Glenda J. Born
Disability Representative
Austin, TX



Jennifer Clouse
Business, Industry and
Labor Representative
Temple, TX



Cheryl Fuller
Past Director of VR Program
Austin, TX



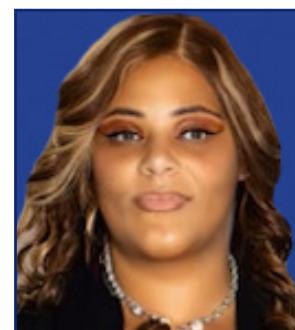
Norine J. Gill
Business, Industry, and
Labor Representative
LaPorte, TX



Michele L. Harper
State Workforce
Investment Board
Representative
San Marcos, TX



Emily Heise
State Education Agency
Representative
Lorena, TX



Melva Henderson
State Independent Living
Council Representative
Dallas, TX



Kiffany D. Jefferson
Disability Representative
Rowlett, TX



Erica Kress
Disability Representative
Austin, TX



Michele L. Norris
State VR Counselor
Representative
La Porte, TX



Shannon Rosson
Parent Training &
Information Representative
Bedford, TX



Jordon Smelley
Disability
Representative
Burleson, TX



Daniel W. Solcher
Business, Industry, and
Labor Representative
Allen, TX



Karen Stanfill
Client Assistance Program
Representative
Houston, TX



Lisa Godwin
RCT Coordinator
Surfside Beach, TX

Become a Member

If you are an individual with a disability or someone interested in providing input on VR services for Texans with disabilities, the RCT may be for you. Interested individuals must submit an application to the Texas governor. Council members are appointed by the governor for three-year terms and represent a diverse range of disabilities and community perspectives. RCT must include representatives from the state's designated VR program, the State Independent Living Council, community rehabilitation programs, other disability organizations and programs, and individuals with disabilities and their family members or authorized representatives. Business, Industry, and Labor representatives, and those from the State Workforce Investment Board and Texas Education Agency, are also required.

2026 Rehabilitation Council of Texas Quarterly Meeting Schedule

RCT members convene for quarterly meetings to participate in discussion panels, presentations, and committee meetings in support of the RCT's mission, values, and responsibilities.

Times and locations are subject to change. For current information visit the website at:



www.src-texas.org

Tentative 2026 Quarterly Meeting Schedule

November 13–14, 2025

February 5–6, 2026

May 7–8, 2026

August 6–7, 2026



101 East 15th Street
Austin, Texas 78778-0001
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twc.texas.gov

Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay Texas: 800-735-2989 (TTY) and 711 (Voice).