



Texas Rehabilitation Commission

2003 Annual Report

The TRC Mission

TRC exists to assist people with disabilities to participate in their communities by achieving employment of choice, living as independently as possible and accessing high quality services.

TRC achieves this mission by:

Involving people with disabilities in decisions that affect their lives and the services provided by TRC;

Valuing the diversity of people and providing an equal opportunity environment which offers challenging and satisfying work;

Managing programs which are efficient and effective; and

Being an agency that is accountable to the public.

People Helping

People:

Then and Now ...

1929-1989

70 Years
of rehabilitat

Texas Rehabilitation Commission

Commissioner's Comments

It is not without mixed feelings that I write the last comments for the last annual report of the Texas Rehabilitation Commission. The agency's umbrella organization, the Health and Human Services Commission, is in the midst of consolidating and reorganizing all of health and human services in the state. I was asked to assist in this effort as Special Assistant to the Executive Commissioner of HHSC effective November 1, 2003. So I write to you both at the end of my long tenure with TRC and at the end of TRC's own storied history. You may have noticed that the cover of this year's annual report is a collage of earlier annual report covers, going back to 1970. A lot of years, folks. The truth is that every ending is also a new beginning, and so we should focus on what the future holds for those committed to helping people with disabilities.

Since 1969, the Texas Rehabilitation Commission has seen many changes: a move from the Texas Education Agency to its own agency; growth of specialized state funded programs; computers replacing typewriters; e-mail and video conferencing replacing travel. Our staff grew from 700 in 1969 to 2600 in 2003. Most importantly, we served 130,000 VR clients and DDS claimants in 1969 and 401,000 in 2003.

The legacy of the Texas Rehabilitation Commission is not wrapped up in one person -- it is in each and every employee and consumer who has had the opportunity and privilege to be a part of our mission. I ask that you support and embrace the new organization with enthusiasm as we embark together on this journey to better health and human services in Texas. The Texas Rehabilitation Commission programs and staff are very vital to the future success of health and human services. I know each of you will commit to the future of the new Department of Assistive and Rehabilitative Services with the same integrity and enthusiasm you have devoted to the TRC.

In closing, I want to thank you for allowing me to be your Commissioner for 23 years. I am more proud to have been bestowed this honor than of anything that's ever happened to me. I will never leave rehabilitation. I may have a new role, but my commitment to the mission of rehabilitation will be unwavering.

My very best to each and every one of you.

Godspeed,



Max

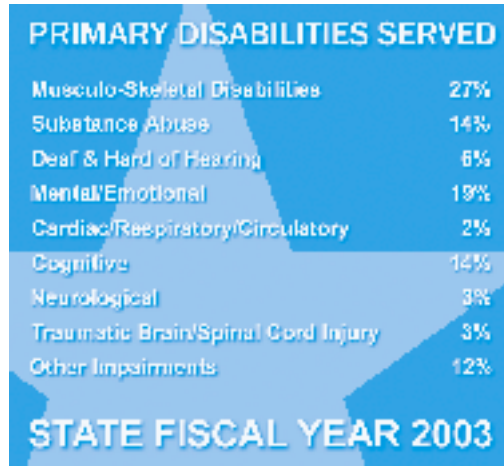


Texas Rehabilitation Commission

Vocational Rehabilitation Program

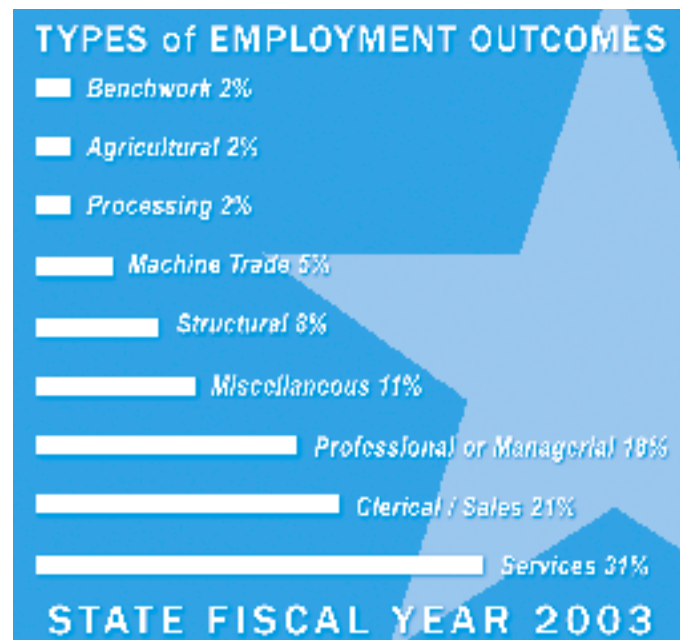
The Vocational Rehabilitation Program (VR), a state-federal partnership since 1929, helps Texans with disabilities overcome vocational limitations and enables them to prepare for, find and keep jobs. Together, a client and counselor determine what kind of job the client wants and can achieve. Work-related services are individualized -- guided by informed choice -- and may include counseling, training, medical treatment, assistive devices, job placement assistance or other services. To be eligible for this program an individual must:

- Have a physical or mental disability that results in a substantial impediment to employment.
- Be employable after receiving services.
- Require services in order to achieve an employment outcome.



VR Highlights for 2003

- There are five regions with 123 field offices and 519 counselors across the state.
- In State Fiscal Year (SFY) 2003, 150,542 persons with disabilities were served. Of the 127,071 eligible clients, 20,483 were successfully rehabilitated and 77,297 continued to receive services at the end of the year. TRC served 11 percent of the potentially eligible population of Texans with disabilities.
- 90 percent of the eligible clients served had significant disabilities.
- More than 13 percent of all referrals were workers injured on the job. TRC returned 2,180 injured workers to employment.



Texas Rehabilitation Commission

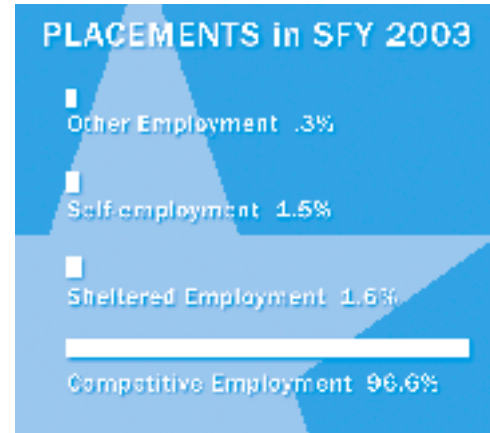
Vocational Rehabilitation Program *continued*

- Latest national data available shows that TRC received 5.8 percent of the nation's federal rehabilitation funds, yet we were responsible for placing 11 percent of the nation's rehabilitants into employment outcomes.

Client Satisfaction Findings

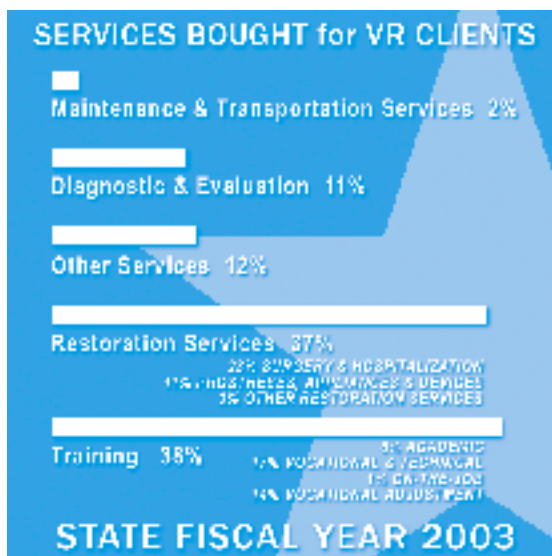
Satisfaction with services is an important measure of our success. The best way to find this out is to go to the source: our clients. This year, 12,034 former clients were polled through a telephone survey and results indicated:

- Nearly 92 percent were satisfied or very satisfied with their overall experience with TRC.
- More than 97 percent said they were treated with courtesy and respect.
- Almost 93 percent said they had a part in the planning of services.
- Approximately 89 percent of working clients were satisfied or very satisfied with their employment.



Benefits of VR

- By retirement the average rehabilitated client will repay the cost of services at least 9 times through taxes paid.



- For every dollar spent on VR, clients generate \$18 in personal taxable income through the remainder of their work lives.
- VR is 78.7 percent federally funded and matched at 21.3 percent by the state.

Average Weekly Earnings

Employed clients' average weekly earnings after TRC services were more than 2.5 times greater than before receiving services.

Texas Rehabilitation Commission

Comprehensive Rehabilitation Services

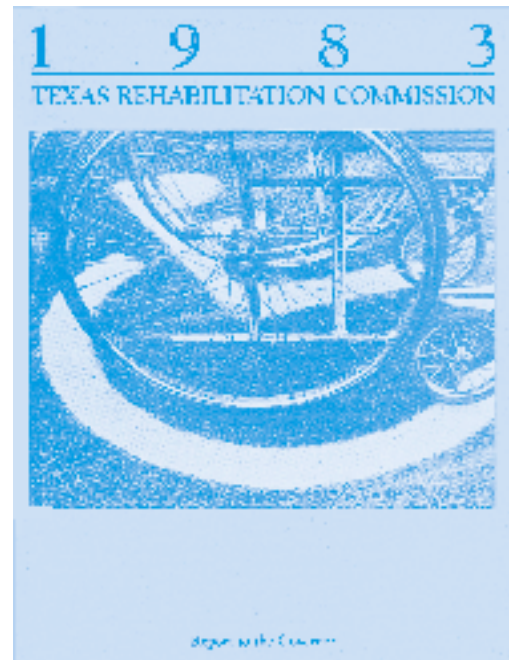
The Comprehensive Rehabilitation Services program provides time-limited services for persons with traumatic brain injury and traumatic spinal cord injury. CRS clients may receive inpatient comprehensive medical rehabilitation services, outpatient services and post-acute brain injury services. This program does not provide long-term, ongoing services.

CRS was funded by the 72nd Legislature through a percentage of court costs collected from misdemeanor and felony convictions. TRC counselors provide assistance with assessment and evaluation, case management, development of comparable benefits and assistance with support services consistent with the goal of independence. TRC counselors may also assist clients in becoming eligible for services under another TRC program.

Benefits of CRS

Comprehensive Rehabilitation Services help clients with traumatic brain and spinal cord injuries live more independently in the family and the community. This program provides the crucial link in the recovery of as much function and independence as possible after severe injury while encouraging clients/families to:

- Make informed choices about needs and goals.
- Make plans for the future.



CRS Highlights for 2003

- In State FY 2003, TRC served 470 clients in the CRS program.
- Average cost of services is about \$21,020 per person served.

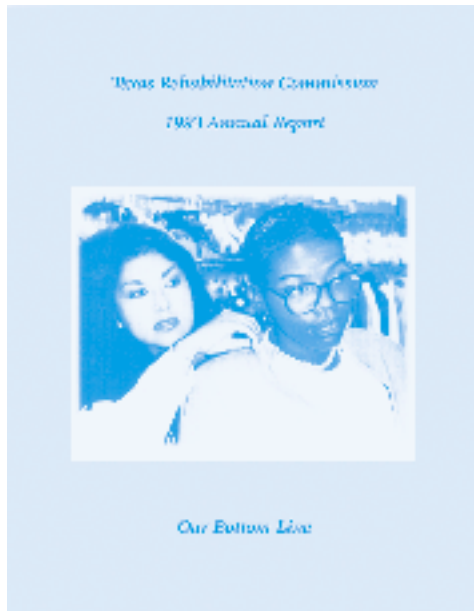
Texas Rehabilitation Commission

Extended Rehabilitation Services

The Extended Rehabilitation Services (ERS) program is state-funded. It provides an array of employment support services to individuals with significant disabilities, who require special and intensive services to function in the community and workplace. Although ERS offers the choice of sheltered employment, emphasis is placed on community integrated employment (CIE) opportunities.

Benefits of ERS

- ERS services provide the job supports necessary for individuals with significant disabilities to maintain employment.
- More than 83.19 percent of ERS clients are employed in Community Integrated Employment earning an average of \$5.94 per hour.
- Persons with significant disabilities maintain employment and become tax paying members of the workforce.



ERS Highlights for 2003

- 22 ERS counselor and support staff teams served individuals needing ERS services.
- ERS services are available throughout the state.
- In State FY 2003, TRC served 1,291 people in this program; 1,074 in CIE and 217 in alternative sheltered workshop settings.

Texas Rehabilitation Commission

Independent Living Services

Independent Living Services (ILS) and Centers for Independent Living (CILs) provide a broad array of services that promote increased independence, self-sufficiency and enhanced quality of life for persons with significant disabilities.

The ILS program may include counseling and guidance, durable medical equipment, communications aids, prostheses, rehabilitation technology and training with an outcome of achieving the greatest degree of independence possible.

Consumers control the decision-making, service delivery and management of community-based CILs. They promote practices that increase self-help, self-advocacy and actively develop peer relationships and role models. Core services of CILs include information and referral, IL skills training, peer counseling, and individual and systems advocacy. CILs work to ensure equal access for individuals with significant disabilities to services, programs and resources within their community.

Program Benefits

- ILS programs and CILs help people with significant disabilities to continue living independently in the home and community.
- Services are provided statewide to persons with significant disabilities.
- ILS client-service funds offer assistance to people who have no other resources.
- Resource and referral services allow persons with significant disabilities who might otherwise be underserved or unserved to access services.



Highlights for 2003

- Currently there are ten state-supported CILs.
- In State FY 2003, ten ILS counselors and their rehabilitation services technicians provided services to 2,728 eligible clients throughout the state.
- In State FY 2003, 6,791 clients were served through state-funded CILs.

Texas Rehabilitation Commission

Transition Planning Services

As a part of the VR Program, TRC VR counselors provide consultative and technical assistance to public school personnel in planning the move from school to work for students with disabilities. Each TRC region has a Regional Transition Specialist to assist VR counselors in coordination with schools, independent school districts and Regional Educational Service Centers.

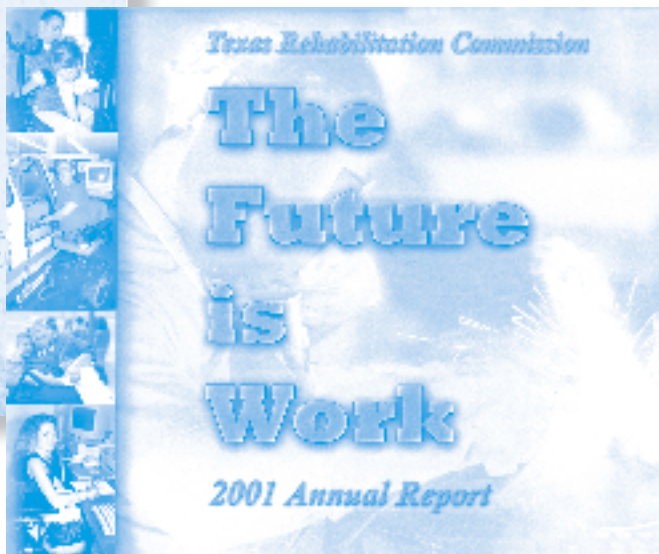
This program provides a framework for TRC, the Texas Department of Mental Health and Mental Retardation, the Texas Education Agency and other agencies to coordinate services to support transition of students with disabilities from schools and/or institutions to the community.

Benefits

- VR counselors assist eligible students to plan for post-graduation employment opportunities.
- VR counselors encourage appropriate referrals from local schools in the last two years the student is in high school.

TPS Highlights for 2003

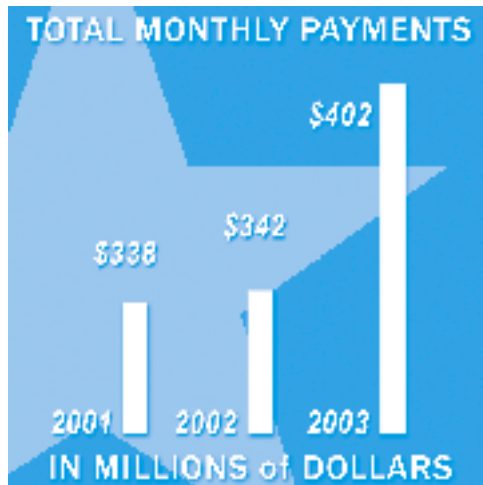
- As a result of collaborative efforts with schools, TRC received 7,008 referrals in State FY 2003.



Texas Rehabilitation Commission

Disability Determination Services

Disability Determination Services, funded entirely through the Social Security Administration (SSA), prepares disability determinations for Texans who apply for Social Security Disability Insurance and/or Supplemental Security Income. Texans with physical or mental impairments apply for benefits at their local Social Security office and their applications are forwarded to DDS for medical/vocational determination. SSA makes the final decision as to eligibility.



Benefits

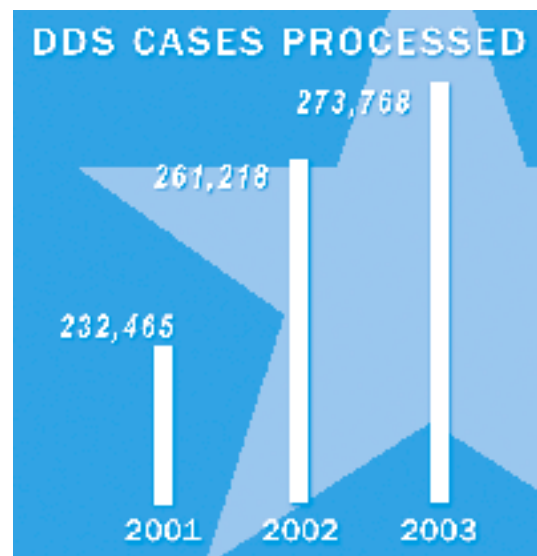
- Federal dollars brought to Texas through disability benefits reach about \$402,347,000 per month.
- The TRC DDS maintains offices in Houston, Irving and Austin for face-to-face interviews with people who have been determined to no longer be eligible for disability benefits.

DDS Highlights for 2003

- In Federal FY 2003, DDS processed 273,768 disability cases for Texans.
- For Federal FY 2003, DDS reached 95.0 percent accuracy rate as audited by the SSA.
- SSA has consistently rated the Texas DDS number one among the eight largest DDSs when considering key performance measures.

Note:

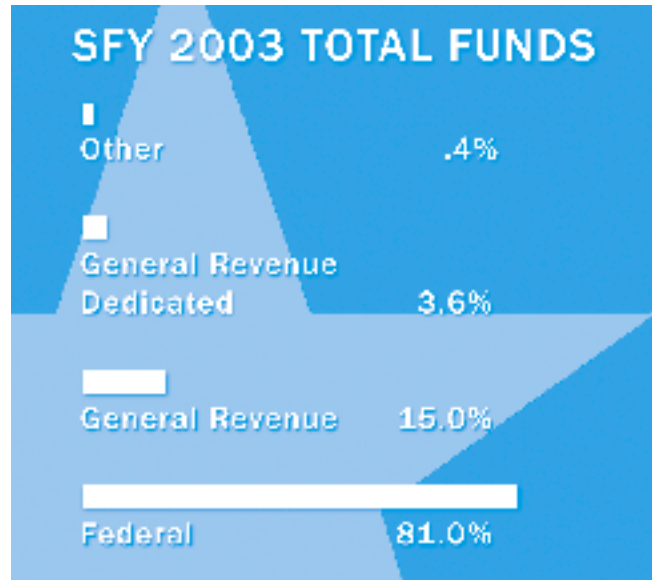
The data on the accompanying charts reflects the Federal Fiscal Year term of October 1 through September 30.



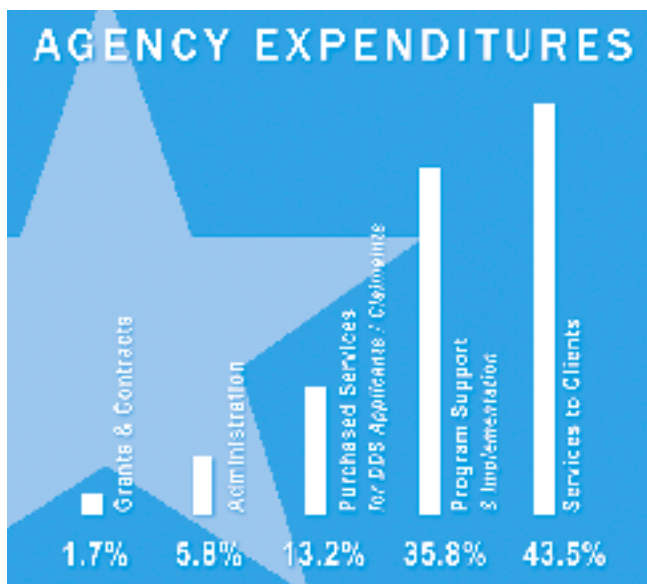
Texas Rehabilitation Commission

The TRC Administration

Although most of TRC's staff provide direct services to persons with disabilities, the field is supported by Central Office Administration. Four administrative support areas provide vital services to our front line staff. Financial Services provides the data, information, allocation, payment and accounting to ensure TRC financial accountability and efficiency. Administrative Services provides behind the scenes support in the following areas: Human Resources, Buyer Support, Civil Rights and Operations Support Services. Automated Services provides planning and support for TRC's information resources, including computer hardware and software, Network Operations, Internet/intranet, Telecommunications and Information Services. The Office of the Commissioner provides the vision and executive leadership for the agency. Offices under the Commissioner include Management Audit, Management and Geographical Information Services, Medical and Legal Services as well as External Relations. TRC also provides administrative support to the Texas Council for Developmental Disabilities.



Late this calendar year, consolidation activities underway within Health and Human Services led to the movement of the Office for Civil Rights and Human Resources Management to the Health and Human Services Commission. These services are now provided by HHSC.



Texas Rehabilitation Commission

County Listings

<u>County</u>	<u>WEEKLY INCOME</u> (average in dollars) <u>Before Services</u>	<u>WEEKLY INCOME</u> (average in dollars) <u>After Services</u>	<u>SUCCESSFULLY</u> <u>EMPLOYED</u>	<u>TOTAL ELIGIBLE</u> <u>SERVED</u>
Anderson	92	373	39	209
Andrews	164	284	7	63
Angelina	139	261	76	568
Aransas	129	269	37	180
Archer	181	327	13	53
Armstrong	173	216	3	12
Atascosa	175	369	25	195
Austin	201	325	32	238
Bailey	178	305	8	18
Bandera	97	285	20	106
Bastrop	140	289	55	431
Baylor	283	412	4	31
Bee	134	273	28	182
Bell	141	303	219	1,390
Bexar	79	316	1,456	8,825
Blanco	0	328	2	37
Borden	0	0	0	13
Bosque	184	287	17	56
Bowie	186	264	108	593
Brazoria	119	365	203	1,226
Brazos	142	314	112	891
Brewster	126	229	16	102
Briscoe	143	275	4	11
Brooks	23	377	7	31
Brown	190	307	41	277
Burleson	219	364	18	92
Burnet	115	362	32	168
Caldwell	83	363	47	309
Calhoun	253	440	13	113
Callahan	208	315	14	64
Cameron	146	271	272	1,580
Camp	220	244	11	61
Carson	93	372	8	39
Cass	217	335	34	179
Castro	171	190	5	28
Chambers	84	342	14	115
Cherokee	142	277	47	378
Childress	87	243	9	27
Clay	103	338	12	74
Cochran	164	278	5	30
Coke	70	285	4	27
Coleman	296	268	10	35
Collin	126	398	332	2,443

<u>County</u>	<u>WEEKLY INCOME</u> (average in dollars) <u>BEFORE SERVICES</u>	<u>WEEKLY INCOME</u> (average in dollars) <u>AFTER SERVICES</u>	<u>SUCCESSFULLY</u> <u>EMPLOYED</u>	<u>TOTAL ELIGIBLE</u> <u>SERVED</u>
Collingsworth	184	252	6	20
Colorado	281	383	25	137
Comal	117	351	91	478
Comanche	156	331	12	76
Concho	158	265	6	14
Cooke	162	321	29	195
Coryell	151	266	23	259
Cottle	37	253	4	17
Crane	167	423	6	29
Crockett	206	300	5	16
Crosby	0	0	0	40
Culberson	153	186	6	23
Dallam	230	261	9	34
Dallas	98	372	2,153	14,924
Dawson	137	195	17	105
Deaf Smith	182	262	26	101
Delta	183	238	9	52
Denton	139	388	356	2,167
Dewitt	131	235	14	106
Dickens	158	188	3	12
Dimmit	196	224	30	124
Donley	106	274	7	28
Duval	137	330	15	85
Eastland	122	280	18	101
Ector	196	328	143	804
Edwards	0	375	1	11
Ellis	141	381	94	595
El Paso	108	263	706	3,591
Erath	145	332	72	356
Falls	190	201	8	43
Fannin	156	283	36	264
Fayette	271	314	40	130
Fisher	205	776	3	10
Floyd	207	308	20	57
Foard	0	0	0	2
Fort Bend	117	371	239	1,689
Franklin	23	462	6	50
Freestone	184	278	16	68
Frio	124	256	18	96
Gaines	191	191	2	28
Galveston	91	359	295	1,595
Garza	173	260	1	14
Gillespie	255	385	19	117

Texas Rehabilitation Commission

County Listings (continued)

County	WEEKLY INCOME	WEEKLY INCOME	SUCCESSFULLY EMPLOYED	TOTAL ELIGIBLE SERVED
	(average in dollars) Before Services	(average in dollars) After Services		
Glasscock	0	0	0	7
Goliad	212	294	6	53
Gonzales	176	269	38	202
Gray	114	345	17	131
Grayson	128	325	180	889
Gregg	196	309	154	853
Grimes	187	289	29	118
Guadalupe	126	301	89	574
Hale	195	308	68	307
Hall	160	226	2	17
Hamilton	193	302	16	59
Hansford	240	240	1	18
Hardeman	178	197	3	28
Hardin	109	256	41	213
Harris	89	347	3,100	18,935
Harrison	171	327	77	401
Hartley	80	356	3	15
Haskell	180	317	8	40
Hays	119	351	105	793
Hemphill	133	251	3	21
Henderson	183	313	55	390
Hidalgo	168	300	477	2,594
Hill	140	274	39	227
Hockley	157	278	18	123
Hood	237	422	52	366
Hopkins	260	315	46	229
Houston	189	344	20	171
Howard	81	250	43	291
Hudspeth	0	187	1	5
Hunt	157	331	118	706
Hutchinson	199	351	28	149
Irion	0	220	2	5
Jack	89	330	3	54
Jackson	91	327	19	129
Jasper	210	232	25	195
Jeff Davis	120	120	1	11
Jefferson	91	283	316	1,726
Jim Hogg	140	238	6	22
Jim Wells	122	249	34	210
Johnson	151	374	118	760
Jones	211	275	30	136
Karnes	162	303	15	74
Kaufman	166	429	39	334

County	WEEKLY INCOME	WEEKLY INCOME	SUCCESSFULLY EMPLOYED	TOTAL ELIGIBLE SERVED
	(average in dollars) Before Services	(average in dollars) After Services		
Kendall	162	373	10	94
Kenedy	370	240	1	1
Kent	0	77	1	4
Kerr	158	346	64	362
Kimble	158	239	4	19
King	0	0	0	4
Kinney	176	237	3	38
Kleberg	94	210	31	150
Knox	76	276	9	47
Lamar	161	268	110	554
Lamb	227	387	9	41
Lampasas	158	332	19	124
La Salle	146	180	8	30
Lavaca	142	264	24	116
Lee	305	437	10	66
Leon	136	330	28	128
Liberty	147	335	35	285
Limestone	173	258	12	91
Lipscomb	113	220	3	26
Live Oak	129	325	15	50
Llano	125	289	17	79
Loving	0	0	0	0
Lubbock	148	292	373	1,934
Lynn	200	218	4	41
McCulloch	233	289	5	31
McLennan	146	304	172	1,044
McMullen	0	0	0	4
Madison	134	191	10	50
Marion	94	201	12	74
Martin	0	0	0	11
Mason	0	0	0	17
Matagorda	114	321	48	370
Maverick	178	269	26	257
Medina	53	327	16	137
Menard	255	255	1	7
Midland	134	305	98	697
Milam	207	248	17	125
Mills	0	0	0	16
Mitchell	0	519	1	20
Montague	192	335	20	136
Montgomery	143	334	286	1,876
Moore	147	255	6	38
Morris	193	256	14	74

Texas Rehabilitation Commission

County Listings (continued)

<u>County</u>	<u>WEEKLY INCOME</u> (average in dollars) <u>Before Services</u>	<u>WEEKLY INCOME</u> (average in dollars) <u>After Services</u>	<u>SUCCESSFULLY</u> <u>EMPLOYED</u>	<u>TOTAL ELIGIBLE</u> <u>SERVED</u>
Motley	79	158	1	5
Nacogdoches	60	253	43	237
Navarro	149	250	50	366
Newton	93	322	3	50
Nolan	88	334	20	124
Nueces	115	293	394	2,284
Ochiltree	246	231	3	30
Oldham	230	230	1	15
Orange	103	351	68	462
Palo Pinto	180	313	30	144
Panola	113	314	22	144
Parker	149	379	80	517
Parmer	671	714	4	14
Pecos	195	240	23	118
Polk	143	263	30	245
Potter	104	290	147	794
Presidio	135	271	7	43
Rains	181	269	9	65
Randall	150	351	116	598
Reagan	0	0	0	12
Real	90	445	2	13
Red River	124	297	10	74
Reeves	213	226	10	61
Refugio	88	320	9	42
Roberts	0	0	0	2
Robertson	77	225	11	74
Rockwall	118	381	27	176
Runnels	83	234	10	54
Rusk	168	251	32	271
Sabine	111	271	7	69
San Augustine	202	308	8	42
San Jacinto	131	357	18	120
San Patricio	134	249	82	395
San Saba	237	303	23	50
Schleicher	149	266	5	14
Scurry	166	247	10	68
Shackelford	154	265	5	20
Shelby	152	345	13	130
Sherman	200	300	1	4
Smith	137	301	208	1,582
Somervell	156	378	8	77
Starr	148	270	39	254
Stephens	205	243	28	97

<u>County</u>	<u>WEEKLY INCOME</u> (average in dollars) <u>Before Services</u>	<u>WEEKLY INCOME</u> (average in dollars) <u>After Services</u>	<u>SUCCESSFULLY</u> <u>EMPLOYED</u>	<u>TOTAL ELIGIBLE</u> <u>SERVED</u>
Sterling	0	0	0	7
Stonewall	165	165	1	11
Sutton	0	554	1	13
Swisher	72	284	9	70
Tarrant	106	370	1,411	9,681
Taylor	146	274	148	769
Terrell	0	543	1	2
Terry	152	233	10	45
Throckmorton	125	286	3	14
Titus	147	266	24	172
Tom Green	136	272	111	611
Travis	128	360	742	5,660
Trinity	154	290	17	138
Tyler	161	336	27	91
Upshur	263	295	38	257
Upton	21	159	6	27
Uvalde	181	305	38	144
Val Verde	83	206	34	196
Van Zandt	142	413	40	231
Victoria	155	296	139	814
Walker	177	331	49	364
Waller	164	395	27	137
Ward	148	250	8	72
Washington	155	282	19	108
Webb	176	264	207	969
Wharton	162	275	45	320
Wheeler	327	346	7	38
Wichita	92	281	315	1,580
Wilbarger	99	217	14	62
Willacy	184	307	26	152
Williamson	137	380	165	1,159
Wilson	115	444	13	123
Winkler	194	279	8	47
Wise	161	375	56	303
Wood	174	321	43	253
Yoakum	171	304	9	26
Young	109	299	31	185
Zapata	161	239	30	157
Zavala	166	198	19	95
TOTALS			20,483	127,071

Acknowledgements

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1999 Annual Report

TRC Board

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Texans with
disabilities
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we have for t
past 60 years.

ANNUAL
REPORT
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opportunity employer and service provider.***