

# Texas Veterans Commission Meeting Minutes

2nd Quarterly Meeting (FY 2020)

February 11, 2020

## I. Call to order.

Chairman Eliseo Cantu called to order the 2nd Quarterly Commission Meeting of the Texas Veterans Commission (TVC) at 9:00 a.m. on February 11, 2020 at the Stephen F. Austin Building, Room 170, 1700 N. Congress Avenue, Austin, Texas 78701.

The following Commissioners, constituting a quorum were present:

Eliseo "Al" Cantu, Jr. Chairman  
Dan Moran, Vice Chairman  
Kevin Barber, Secretary  
Kimberlee Shaneyfelt, Commissioner  
Laura Koerner, Commissioner  
Also present was Thomas P. Palladino, Executive Director.

Also present: See attached list.

Pledge of Allegiance to the United States Flag was led by Commissioner Laura Koerner and Secretary Kevin Barber led the Pledge of Allegiance to the Texas Flag. Chip Osborne led the opening prayer.

### **Introduction of new TVC staff members:**

Mike Bardis, Funds for Veterans Assistance - Operations Manager  
Allegra Geller, Funds for Veterans Assistance - Staff Services Officer  
Heather King-Silva, Funds for Veterans Assistance - Grant Coordinator

## II. **Public Comment.**

None.

## III. **Approve the Minutes of the 1st Quarterly Commission Meeting held November 14, 2019.**

The minutes for the 1st Quarterly Commission Meeting held on November 14, 2019 were previously distributed to the Commissioners.

**MOTION:** Approve the minutes of the 1st Quarterly Commission Meeting held on November 14, 2019 as presented.

**MADE BY:** Commissioner Kimberlee Shaneyfelt

**SECONDED BY:** Commissioner Barber

**ACTION:** The motion passed unanimously

#### **IV. Report, presentation and/or action regarding Agency Programs and Division.**

The Commissioners reviewed the Quarterly Program Reports that were previously provided. Directors were provided the opportunity to brief the Commission on any new items or highlight significant items that occurred within their program or division.

- A. **Wes Bryant**, Director of Claims, briefed the commissioner on the following: Claims training was held from 3-5 December 2019, there were about 260 attendees including a hundred and forty-one VCSOs. The comments from the attendees so far have been overwhelmingly positive and we are already starting to plan for next fall training. Next is spring training, which is scheduled for April, will be held in the individual districts. Northwest is April 7-9 in Addison, Northeast is April 14-16 in Austin, Southwest is April 21-23 in San Antonio and Southeast is April 28-30 in Houston. New office in Cedar Park TX OPC, will be sharing office with Health Care program. Veterans Education is currently attending the National Association of State Approving Agencies in Washington, DC. Charles Bryant has been hired as the Operations Manager for Education. HCAP has closed 725 cases so far, 236 outreach events conducted throughout the state.
- B. **Chip Osborne**, Director of Resource Management, highlighted the Entrepreneur Program, under the leadership of Miss Anna Baker. For the first quarter, the Program had an overall target of 1022. I'm here to report that Anna's team exceeded the overall yearly goal already in the first quarter by 4344, or 425%. A lot of that is contributed to the ending of Senate Bill 249 this past December, however this team also does other business support services such as Business Planning, Capital Acquisition copyright, Corporate Structure, Government Contracting, Merging and Acquisition, and Marketing Research. Her team has done a phenomenal job. Tim Shatto is our COOP Manager, Continuity of Operation, currently he is taking all his FEMA and States Risk Management courses, has been conducting surveys with all of our directors and managers to ensure that our agency is able to continue performing under a broad range of circumstances or in case there happens to be a natural disaster.

**James Bracken**, Director of Funds for Veterans Assistance, briefed on the Grant application process. There were 205 applications that were submitted by the deadline, after a review of those for eligibility, there were 171 eligible applications. 34 that were not eligible, included applications which revealed financial instability and or audit findings. Other ineligible applications did not provide all the required financial documents with the applications. Of the other 171 applications received, we are moving forward in the process. FVA committee met in late January where we heard many different presentations, there were 109 total presenters, 86 in person, 6 media only and new this year, we allowed remote presentations. And that is after the guidance of the commission, that turned out to be a pretty successful access point for the public to present their grant applications. The advisory committee is moving forward with their recommendation considerations, on the March 12th meeting where they will decide what the final list for recommendations will be, and then we will look at the renewal eligible based upon the RFA and be prepared on May to present to you a complete slate of recommended applicants.

- C. **Shawn Deabay**, Deputy Executive Director, provided an update regarding the Women's Veterans Program, is now under the Communications department. March 8th is kicking off a three-week awareness campaign for the Women Veterans Program via Facebook. There will also be a lot of upcoming website improvements. I.T. Richard Jimenez along with his team have been assessing the IT processes, and what they want to identify, is the IT ticket situation, we are resolving IT issues but want to track how long it takes and do a better job and become more efficient.

**Sunset Deliverables:** has three tabs, the first tab is the sunset deliverables. I want to talk about those that are in yellow, the very first tab has 2.2 require TVC to better track and analyze claims outcome data to guide program success. 1.2 part 1, require TVC to create and track meaningful outcome measures for all programs. The next one is 1.2 part 3 which includes a success measures and targets in the Strategic Plan. Then the last part of our sunset deliverables is all about the mental health program director qualifications, we have plenty of time to get that done, we are in recruitment phase for that position. It has been posted.

**Sunset Management Recommendations:** the very first one is 1.3, directs TVC to survey Texas veterans about the needs of veterans and making sure we meet their satisfaction. We are in compliance, the reason why it's yellow is that we want to improve and right now the programs are reaching out, but we want to warm up collaborative Cooperative approach with everybody's in the Communications Department working with the programs, to ensure there is collective approach. The next one talks about the institutional knowledge in claims, claims have standard operating procedures, but we want to include the duties responsibilities and training that is required each of the positions. Although we are in compliance, we want to do a better job of capturing each individual position to make sure we keep that institutional knowledge. Going to 3.3. develop and track enhanced grantee performance measures to better evaluate the benefit of its grant funding to veterans. 4.2 is to track and analyze training cost, each program will be tracking each of their training portions..

**Other Deliverables:** When it comes to other agency deliverable, these are other bills that are passed that affects TVC. HB 2530. This is the one that creates an online repository for information regarding active duty service members relocating to Texas. This is not accomplished we are working on and she have it done by next month. We want to make sure we have enough active duty information on the website. The last one Section 434 the government code, the Veteran's benefit book, it is yellow, but it is now online, and we are in the process of getting printed copies.

Sunset will be coming on this fall to make sure that we do have a we have met all our targets, so it mirrors the SRT implementation date. The implementation date is when we are required to have it by, we try to make that prior to that date, to make sure we have plans to have it on time, in case of any adjustments.

**Greg Talamantez**, Manager of Government Relations, briefed the Commissioners Our first VABS hearing will be on February 24th in Harlingen Texas, the Interim Hearing is going to cover three primary topics and of over veteran's treatment courts, the veteran health care and our mental health. Meeting will be held in a panel style format, TVC will be there along with other relevant testimony to help all of us the same time, this way if there are questions that they may have, an expert will be available to answer any particular questions. They do expect it to be a full Senate Committee, they expect all the Senators to be there. Chairman Cantu and Chip Osborn will be providing testimony and will have support staff available. We do plan to arrive in Harlingen on the 22nd will have preparatory meeting on 23rd, we will review testimony reviews and have everything in order to have a successful hearing.

V. **Quarterly Reports from Advisory Committees (Veterans Communication Advisory Committee, Veterans Employment and Training Advisory Committee, Fund for Veterans' Assistance Advisory Committee and Veterans County Service Officer Advisory Committee)**

**Jim Cunningham, (Outgoing) Chairman and Lee Rivas (Incoming) Chairman of Veterans Communication Advisory Committee**, provided a summary concerning the Excellence in Media Awards recognizing works in media. Thanked Communication staff for outstanding support.

**Ted Oats, Chairman of Veterans County Service Officer Advisory Committee**, gave a summary of items discussed in their last meeting. Mentorship programs in place for new VCSOs, will write SOP. A report regarding the VCSO Association of Texas and report and discussion on VetraSpec.

**Jim Martin, Director of Veteran Employment**, gave a summary of items discussed in their meeting, a review of Administrative Rules and Training requirements of the Committee given by TVC General Counsel Madeleine Connor.

**James Bracken, Director of Funds for Veterans Assistance**, provided a summary of items discussed in last meeting. Recommendations to the Commission on FVA 2020 VCSO grants, Veteran Treatment Courts, Housing for Texas Heroes, Veterans Mental Health and General Assistance grants.

**VI. Report, presentation and/or action to Proposed Amendments to Administrative Rule 40 TAC, §452.2. Advisory Committees.**

**Madeleine Connor, General Counsel**, provided a summary of the proposed amendments to Administrative Rule 40 TAC, §452.2. Advisory Committees. The General Counsel explained that the amended rule is proposed to dissolve advisory committees Veterans Employment and Training and Veterans Communication and create the new Veterans Service Advisory Committee.

**MOTION:** Approve the proposed Amendments to Administrative Rule 40 TAC, §452.2. Advisory Committees.

**MADE BY:** Secretary Kevin Barber

**SECONDED BY:** Commissioner Kimberlee Shaneyfelt

**ACTION:** The motion passed unanimously

**VII. Report, presentation and/or action on Appropriation Year 2020 First Quarter Operating Statement.**

**Michelle Nall, Chief Financial Officer**, provided Agency Summary regarding Appropriation Year 2020, 1st Quarter Operating Statement and a summary of financial activities by the programs since its last report to the Commission.

**MOTION:** Approve the Appropriation Year 2020 1<sup>st</sup> Quarter Operating Statement

**MADE BY:** Commissioner Laura Koerner

**SECONDED BY:** Vice Chair Dan Moran

**ACTION:** The motion passed unanimously

**VIII. Report, presentation and or action regarding Advisory Committee Processes.**

**Shawn Deabay**, Deputy Executive Director, presented the Commissioners with the current Advisory Committee Appointment Procedures, to include the Authority and Roles, Committee Makeup, and Application for Appointment procedures for their approval.

**MOTION:** To Approve the Advisory Committee Processes

**MADE BY:** Commissioner Kimberlee Shaneyfelt

**SECONDED BY:** Vice Chairman Dan Moran

**ACTION:** The motion passed unanimously

**IX. Report, presentation and/or action regarding Acceptance of Gifts.**

**Chip Osborne**, Director of Resource Management, gave an overview of TVC's accepted \$120 donation. To be use for the Funds for Veterans Assistance.

**MOTION:** Approve the Acceptance of Gifts  
**MADE BY:** Commissioner Kimberlee Shaneyfelt  
**SECONDED BY:** Commissioner Laura Koerner  
**ACTION:** The motion passed unanimously

**X. Report, presentation and/or action regarding FY 2019 Internal Audit Plan Status.**

**Darlene Brown**, Auditor, McConnell & Jones LLP. Updated the commissioners on the Internal Audit Plan Status update involving Veterans Education and Funds for Veterans Assistance, will be on site to complete the audits, and complete the follow on audit findings and start developing the Annual Audit plan for FY2021.

**XI. Report, presentation and/or action regarding Texas Veterans Commission Excellence in Media Awards.**

**Lee Rivas**, Communications Advisory Committee Chairman, provided an update on results for the Excellence in Media awards. Nominations opened December 16, 2019 and closed January 17, 2020. We scored 55 nominations and present our nominations for your approval.

**MOTION:** To Approve the Excellence in Media Awards  
**MADE BY:** Commissioner Laura Koerner  
**SECONDED BY:** Commissioner Kimberlee Shaneyfelt  
**ACTION:** The motion passed unanimously

10 minute break. From 10:25 to 10:35.

**XII. Report, presentation and/or action regarding Proposed Agency Performance Measures.**

**Chip Osborne**, Director of Resource Management gave the presentation. For fiscal year 2021 from 2025 goal of the instructions came out on 5 February of 2020. They are two very important key dates that I need to express. All Directors, Managers along with the executive team, and Government Relations had a key role in this. The first two key dates, the 20th is our due date for finalization of budget structure and performance measures. We are lumped in with 35 other agencies, that are due on March the 20th. The next important timeline, happens to be June the 1st June, the entire strategic plan, the budget structure and performance measure must be done and blessed off by the by the commission and that must be turned in no later than June 1, 2020. That makes it extremely important for us because our next commission meeting really is not until May. So this is why today you're hearing the proposed performance measures. I have broken this down into two tabs, the first tab is our current performance measures, there were a lot of recommendations from Sunset we have gone in and modify. These are existing performance measures that are in ABEST (Automated Budget and Evaluation System of Texas) and we made some slight modifications. There are 16 performance measures, 13 or key performance measures, 2 are efficiency (EF), 11 are output (OP), 3 that are non-key 1 explanatory (EX) and 2 that are output (OP).

Efficiency measures are gauging the cost effectiveness of a program, outputs are number based, outcomes are percentage based. You want to see a merry of different types of outputs and outcomes. Historically our Agency has done a phenomenal job of having output measures, but in Sunset they identified that we had very few very limited outcomes. We need to have a good balance between those two. They really show the effectiveness of our agency. Key measures are the ones that are loaded in ABEST and our LBB (Legislative Budget Board) analyst looks at those, as well as the Governor's team. The Non-Key are typically measures that the team would like to make into a Key, if you want to make something into a Key measure you have to submit to LBB and the Governor's for approval. More importantly, you must have two years of historical data to show that trim line. A lot of the measures that you're going to hear me present are going to say Non-Key however, we want LBB to be rolled in, because we are going to start collecting the data and eventually for the next legislative cycle. We are going to submit then as full key performance measures. That is the right way to do it., you have to show that trim line.

**MOTION:** Approve the Proposed Agency Performance Measures  
**MADE BY:** Commissioner Kimberlee Shaneyfelt  
**SECONDED BY:** Vice Chair Dan Moran  
**ACTION:** The motion passed unanimously

**XIII. Executive Director report.**

1. **Thomas Palladino, Executive Director**, provided a report on the agency's priorities and activities over the last quarter, meetings and events he has attended to include relationships with other State and Federal veteran agencies.

*Executive Session was held from 11:24 a.m. to 11:45 a.m.*

**XIV. Discussion and take possible action on the items considered in Executive Session.**

There were no items to take action on.

**XV. Discussion to set date, time, and location of next Commission Meeting**

The Commission agreed that the 3rd Quarterly Commission Meeting of FY20 would be held on Wednesday, May 14, 2020 at 9:00 a.m. at the Stephen F. Austin Building, room 170.

**XVI. Adjournment.**

Chairman Cantu asked each Commissioner for any closing remarks.

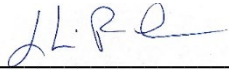
Each Commissioner extended their gratitude to Texas Veterans Commission staff for all of their support and hard work in serving Texas Veterans.

Chairman Cantu provided closing remarks as well.

**MOTION:** Adjourn 2<sup>nd</sup> Quarter Meeting FY20  
**MADE BY:** Commissioner Kimberlee Shaneyfelt  
**SECONDED BY:** Commissioner Barber  
**ACTION:** The motion passed unanimously

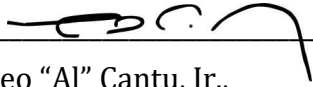
Chairman Cantu adjourned the meeting at 12:15 p.m.

Minutes Approved by:



---

Kevin Barber, Commissioner  
Commission Secretary



---

Eliseo "Al" Cantu, Jr.,  
Chairman

**TEXAS VETERANS COMMISSION**

2nd Quarterly Commission Meeting  
FY 2020 – February 11, 2020  
9:00 a.m. – Stephen F. Austin Bldg. Rm 170  
Speakers and Visitors

---

**Darlene Brown**  
Auditor, McConnell & Jones LLP