



TEXAS VETERANS
COMMISSION

MINUTES

of the

TEXAS VETERANS COMMISSION

VETERANS COUNTY SERVICE OFFICER ADVISORY COMMITTEE

November 02, 2020

Texas Veterans Commission

Microsoft TEAMS

1-(512)-593-2908

Access Code # 205 145 254

10:30 a.m.

A meeting of the Texas Veterans Commission Veterans County Service Officer Advisory Committee was held via Microsoft TEAMS at 1-(512)-593-2908 access code #205 145 254 at 10:30 a.m.

The meeting was called to order by Ted Oats at 10:38 a.m., Monday, November 02, 2020 and the following people were in attendance.

Committee Members in Attendance via Microsoft TEAMS

Laura Clark Melissa Castillo

Al Dos Santos Leo Gonzalez

Committee Members attending by Phone:

Ted Oats

Committee Members not in Attendance

Richard Sanchez Spencer Kimball

Ruben Gonzales Frank Ontiveros

Public attending in person:

none

Public attending by Phone:

none

Texas Veterans Commission Staff in Attendance

Wes Bryant - Director Claims Department

Laura Bivens - VCSO Liaison

- I. Call to Order. Ted Oats called the meeting to order at 10:38 a.m.
- II. No public comments.
- III. Minutes were approved by Laura Clark and seconded by Al Dos Santos

IV. There were no updates regarding legislation or Government Relations.

V. Report, discussion and/or action regarding updates from Texas Veterans Commission staff.

Wes Bryant reported Madeline is leaving general council and has been elected as a County Judge. A replacement will be taking place and Veteran County Service Officers will be notified at that time.

TVC will start holding a monthly training, starting November 18, 2020 at 2:00 p.m. via GoTo Meeting. The first training topic will be the VA no longer accepting fax claims. From November 2020, moving forward, TVC Claims/District Managers will hold a monthly update/Q&A for all VCSO's. The meeting information will be uploaded into Learning Management System (each VCSO has access to LMS) for access of the material being covered. If someone is not able to attend the arranged time that person will be able to access it after the meeting. LMS will be able to track participation.

VI. Report, discussion, and/or action regarding report from Veteran County Service Officers Association of Texas.

Melissa Castillo stated that VCSOAT does not have any new business. Melissa did advise that the Grant application is closing soon and anyone that needs help to reach out to Melissa or Sal Castillo.

TVC VCSO Liaison, Laura Bivens, has sent out several emails inviting VCSO's to apply for a Grant and offered TVC's Grant departments phone number and email for any help that may be needed.

VII. Report, discussion, and/or action regarding updates from Training subcommittee.

Laura Clark requested that VCSO's have input on what is being discussed/training each month. Wes Bryant confirmed that any input VCSO's have is always welcomed.

Laura Clark requested that the Caregiver Program be a topic soon as the law has changed and it is open to everyone now.

Al Dos Santos inquired about the accreditation test. Wes Bryant stated once the VA approve the test it will be sent out.

Ted Oats stated he has contact with persons that are specialist in the Caregiver Program, that work at the VA, and would like to use them for training, in the future.

VCSO training subcommittee did not discuss the turnover rate and exit survey for VCSOs.

VIII. Report, discussion, and/or action regarding updates from Communication subcommittee.

Ted Oats asked for any updates and none were provided from the committee.

IX. Report, discussion, and/or action regarding VCSO mentorship. Ted Oats stated they have not been able to provide mentoring due to COVID.

Laura Clark volunteered to help anyone that needs assistance.

Laura Bivens stated each District Manager has reached out to any new person for guidance and follow up. Once the notification is sent out the District Manager contacts that individual.

Ted Oats stated any surrounding VCSO will help with any new VCSO.

X. Discussion regarding Committee initiatives, future, and direction.

Melissa Castillo stated Wes Bryant answered all the questions needed and TVC is taking care of everything.

XI. Discussion of agenda items for the next committee meeting.

Ted Oats asked if TVC is doing face to face visits. Wes Bryant explained TVC is gradually sending staff back to the offices and it is a slow transition at this point to ensure safety measures are in place.

XII. Chair Report. Ted Oats requested for anyone needing anything placed on the agenda to please reach out to him soon.

Laura Clark stated a Caregiver Program is being taught virtually on Friday, November 06, 2020, by an outside source. Laura Bivens asked if she would pass along the information so that it can be distributed to everyone

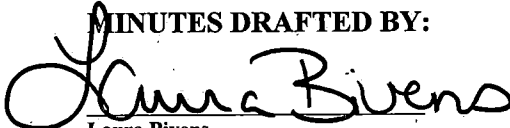
XIII. Discussion to set date, time and location of the next Committee meeting.

Date and time are pending due to not having the exact date of the Commissioners Meeting date.

XIV. Adjournment.

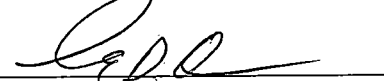
Meeting adjourned at 10:59 a.m. by Laura Clark and Melissa Castillo second the motion.

MINUTES DRAFTED BY:



Laura Bivens
Texas Veterans Commission
VCSO Liaison

MINUTES APPROVED BY:



Ted Oats
Hunt County
Chairperson