

Texas Veterans Commission Meeting Minutes

First Quarterly Meeting (FY 2018)
November 8, 2017

I. Call to order.

Chairman Eliseo Cantu called to order the 1st Quarterly Commission Meeting of the Texas Veterans Commission (TVC) at 9:00 a.m. on November 8, 2017 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
Richard A. McLeon, IV, Vice Chairman
Jake Ellzey, Secretary
Dan Moran, Commissioner
Kevin Barber, 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 Dan Moran and Secretary Jake Ellzey led the Pledge of Allegiance to the Texas Flag. Vice Chairman Richard McLeon led the opening prayer.

II. Public Comment.

No public comment was received.

III. Approve the Minutes of the 4th Quarterly Commission Meeting held August 2, 2017 and the Special Commission Meeting held September 18, 2017.

The minutes for the 4th Quarterly Commission Meeting held August 2, 2017 and the Special Commission Meeting held on September 18, 2017, were previously distributed to the Commissioners.

MOTION: Approve the minutes of the 4th Quarterly Commission Meeting held August 2, 2017 and Special Commission Meeting held on September 18, 2017 as presented.

MADE BY: Vice Chairman, Richard McLeon

SECONDED BY: Commissioner, Kevin Barber

ACTION: The motion passed unanimously.

IV. Report presentation and/or action by representatives of the Veterans Communication Advisory Committee.

Jim Cunningham, Chairman of the Communication Advisory Committee, provided a summary of activities conducted by the Veterans Communication Advisory Committee since its last report to the Commission. The Communications Advisory Committee last met on October 16, 2017. Committee members are working with Rodeo Committees to receive free space for TVC outreach, Communications Advisory Committee will meet on January 9, 2018 at 10 a.m. in Austin, Texas

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

Jim Cunningham, Chairman of the Communication Advisory Committee, provided a summary of activities conducted by the Veterans Communication Advisory Committee. The Committee reviewed and scored 3 TV and 3 Print Nominations submitted by media. The Committee recommends awarding the following submissions for Commission review; **Print:** *Life as a Veteran: What Veterans Wish Civilians Understood*
Television: *Onward 2 Opportunity*.

*Recommendation from the Commission that Podcasts and or Blogs be considered for media awards.

VI. Report, presentation and/or action by representatives of the Fund for Veterans' Assistance Advisory Committee.

Kerry Reyna, Chairman of the Funds for Veterans Assistance Advisory Committee, provided a summary of activities conducted in the last Advisory Meeting held August 8, 2017. The next meeting for application presentations is tentatively scheduled for January 29 and 30.

VII. Report, presentation and/or action by representatives of the Veterans County Service Officer Advisory Committee.

Laura Clark, Chairman of the Veterans County Service Officer Advisory Committee. Advisory board met September 20/2017, topics discussed at the meeting included legislative updates on Senate Bill 1679. Discussed accreditation for VCISOs and the Digit to Digit D2D program for the claims process. David Cantu is the new VCISOAT President. Next meeting is scheduled for December 6, 2017 in Austin, Texas. This will be the last committee for Laura Clark, she was presented with a certificate of appreciation from the Texas Veterans Commission.

VIII. Report, presentation and/or action by representatives of the Veterans Employment and Training Advisory Committee.

Jerry Icenhower, Chairman of Veterans Employment and Training Advisory Committee, provided a summary of activities conducted by the Veterans Employment and Training Advisory Committee since its last report to the

Commission. The committee was given a legislative briefing by the Legislative Director of the Texas Coalition of Veterans Organizations, Mr. James Brennan. Reviewed, discussed and took action on nominations for the TVC Employer of Veterans Award Program. Brian Vair, reviewed procedures for reimbursement of authorized expenses with members of the committee. Members of the advisory committees were authorized to be reimbursed for travel expenses effective 1 September 2017 IAW 22 August 2017 memorandum.

IX. Report, presentation and/or action regarding the Texas Veterans Commission Employer of Veterans Service Awards.

Tim Shatto, Director, Veterans Employment Services, provided the Agency Summary regarding the results of the Texas Veterans Commission Employer award nominations and selection for approval.

MOTION: Approve the recommendation Employer of Veteran Service Awards.

MADE BY: Secretary, Jake Ellzey

SECONDED BY: Commissioner, Dan Moran

ACTION: The motion passed unanimously.

X. Report, presentation and/or action regarding annual evaluation of Advisory Committees.

Cruz Montemayor, provided a summary of the Annual Evaluation of Advisory Committees. In accordance with current rules, staff is required to make an annual report to the Commission regarding the effectiveness of the four Advisory Committees. To perform this evaluation, we solicited input from staff members who work closely with the committees. Overall, each of the four committees has proven useful in advancing the agency's overall mission and, each have contributed in their perspective areas. It is the recommendation of the staff that the Commission make a motion to allow these committees to continue until the next Commission review.

MOTION: Approve the Annual Evaluation of Advisory Committees.

MADE BY: Vice Chairman, Richard McLeon

SECONDED BY: Secretary, Jake Ellzey

ACTION: The motion passed unanimously.

XI. Report, presentation and/or action regarding Advisory Committees membership appointments.

Cruz Montemayor, Deputy Executive Director, provided a summary of the Advisory Committees membership appointments. The Texas Veterans Commission (TVC) may establish advisory committees in accordance with Texas Government Code, Chapter 2110. Texas Government Code §434.0101 requires TVC Advisory Committees to comply with the Open Meetings Act (Chapter 551 of the Texas Government Code). TVC has established four (4) Advisory Committees. • Veterans Employment and Training Committee; • Fund for Veterans' Assistance Committee; • Veterans

Communication Advisory Committee and; • Veterans County Service Officer Advisory Committee. Committee members are appointed by, and serve at the pleasure of the Commission. Each year at the November Commission Meeting, the Commissioners approve appointments to the TVC Advisory Committees to fill the positions of those members whose terms are expiring at the end of that calendar year.

MOTION: Approve the Advisory Committees membership appointments.

MADE BY: Secretary, Jake Ellzey

SECONDED BY: Vice Chairman, Richard McLeon

ACTION: The motion passed unanimously.

XII. Report, presentation and/or action regarding Appropriation Year 2017 4th Quarter Operating Statement.

Michelle Nall, Chief Financial Officer, provided the Agency Summary regarding Appropriation Year 2017, 4th Quarter Operating Statement. Outreach was a little underspent but due to Samaritan Center payments needed to be made, but the funds are fully obligated. Hazlewood only spent 60% of their funds due to being understaffed, but obligated most of their funds for the fall conference, furniture for new employees and the Hazlewood website. Texas Veterans Commission successfully obligated their funds for FY17.

MOTION: Approve the Appropriation Year 2017 4th Quarter Operating Statement.

MADE BY: Commissioner, Daniel Moran

SECONDED BY: Commissioner, Kevin Barber

ACTION: The motion passed unanimously.

** Bathroom break at 10:05 am ** Resume Commission Meeting at 10:19 am

XIII. Report, presentation, and/or action regarding acceptance of gifts.

Chip Osborne, Division Director for Resource Management provided the Summary regarding acceptance of gifts. 3 Companies that donated \$500.00 donations to the Women's Veterans program, it is the recommendation that we accept these donations to support women veterans across the state of Texas.

MOTION: Approve the acceptance of gifts.

MADE BY: Secretary, Jake Ellzey

SECONDED BY: Commissioner, Daniel Moran

ACTION: The motion passed unanimously.

XIV. Report, presentation and/or action regarding the Fiscal Year 2018 Internal Audit Plan.

Darlene Brown, Internal Auditor. Thank you for selecting our firm to conduct your internal audits, we are looking forward to a long partnership. We will conduct three scheduled audits, perform a comprehensive risk assessment, conduct prior audit finding follow-up activities, prepare the fiscal year 2019 Annual Internal Audit Plan and prepare the fiscal year 2018 Internal Audit Annual Report in accordance with the

Texas Internal Auditing Act. These activities are estimated to require **426 hours**. The planned audits, timing and estimated hours are summarized in the chart provided. The following Audit plan activities will include Claims Representation & Counseling, CAPPS Financial System Internal Controls, Federal Reimbursement Process.

MOTION: Approve the Fiscal Year 2018 Internal Audit Plan.

MADE BY: Vice Chairman, Richard McLeon

SECONDED BY: Secretary, Jake Ellzey

ACTION: The motion passed unanimously.

XV. Report, presentation and/or action regarding Proposed New Administrative Rule: 40 TAC, Chapter 460, Fund for Veterans' Assistance Program, Subchapter A, General Provisions Regarding the Fund for Veterans' Assistance Program: §460.17. Veterans County Service Office Grants.

Charles Catoe, Director, Funds for Veterans Assistance presented the draft proposed rules to answer Senate Bill 1679. Commission staff coordinated its review of the proposed rule language with members of the Veterans County Service Officer Association of Texas (VCSOAT), and members of TVC's Veterans County Service Officer Advisory Committee. The new rule is proposed as a result of this collaborative review. We seek Commission approval to publish the attached proposed new rule in the *Texas Register* for a period of 30 days for public comment.

MOTION: Approve the proposed administrative rule.

MADE BY: Commissioner, Daniel Moran

SECONDED BY: Commissioner, Kevin Barber

ACTION: The motion passed unanimously.

XVI. Report, presentation and/or action regarding funding amounts for the 2018-2019 FVA grant programs.

Charles Catoe, Director, Funds for Veterans Assistance presented the results of the application cycle. We are recommending that the General Assistance Grant be 10.4 million, The Housing for Texas Heroes program would be 6.1 million, The Veterans Mental Health program be 6.3 million, The Veterans Treatment Court program be 1.9 million, The County Veterans Service Officer program be 1.3 million, and extra monies would be available for the Advisory Committee recommendation to go to other grant programs.

MOTION: Approve the funding amounts for the 2018-2019 FVA grant programs.

MADE BY: Secretary, Jake Ellzey

SECONDED BY: Vice Chairman, Richard McLeon

ACTION: The motion passed unanimously.

XVII. Report regarding Veterans Education Excellence Recognition Award Program (VEERA).

Tina Marberry, Interim Director, Veterans Education discussed the VEERA program. It is being established to annually recognize outstanding institutions of higher education for excellence in providing education and related services to veterans in education. Currently we have created a draft policy regarding the VEERA award nomination process and it is in final stages and in the process of creating proposed administrative rules which will be provided to you at our next commission meeting.

XVIII. Report, presentation and/or action regarding Executive Director Report.

Thomas Palladino, Executive Director, provided a report on the agency's priorities and activities over the last quarter. Mr. Palladino noted all his meetings and events he has attended to include relationships with other state and federal agencies. Administration. Attended the Texas Senior Enlisted Summit at the Texas Capitol accompanied by the TVC Chairman. We discussed improving transitioning services at all the military installations in Texas. I attended the Texas Government Law and Liability Conference in Austin along with the Deputy Director, Resource Management Director, and the General Counsel. TVC hosted its 70th Annual Training Conference in Houston for all TVC staff and CVSOs.

XIX. 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. Shawn Deabay, Director of Program Operations, briefed on collaborative efforts of all programs, process and procedures. Updated the commissioners on personnel changes and requested each of the program managers to provide their individual reports.

Victor Polanco, Director of Claims Representation and Counseling, brief about the accreditation of tests from the VA on a 50 question test training team collaboration. SOW was completed and sent to Peter/ Chip on June 26, 2017. DIR provided a response and we are getting ready to go live with the bidding process. We are meeting with the Training Team (second meeting) Nov 7th to further discuss the vision of the E-Learning. Tyler Vet Home office was opened and Killeen office was closed (used FTE to transfer to Tyler). Cedar Park office location also moved from the VA OPC to Heroes Night Out (TVC had to leave because the VA needed the space).

Jose Silva, Health Care Advocacy Program Manager, reported that Health Care counselors have been stepping up considering the freeze and have met the target for this quarter. 80 % of the facilitators that attended the Fall Conference were from the VA, showing how committed they are to working with us. Attended outreaches and townhall meetings reaching around 15,000 total veterans to educate them with updates to programs.

Tim Shatto, Interim Director of Veterans Employment Services (VES) updated the commission on where the Veteran Employment stands, we are creating a Veterans Career Advisor Justice Involved which will be working closely with the Mental Health Program. VES is moving to continued development training in order for employees to sustain their success. Will be requesting a funding mod for the Harvey response from the Department of Labor.

Tina Marberry, Interim Director of Veterans Education, reported on the recent National Association of State Approving agencies, held in Tempe, AZ, 7 members for the VetsEd attended. I want to acknowledge the hard work of the VetsEd staff, the team is producing great results and keeping on track, considering the large turnover and addition of new personnel.

Anna Baker, Manager, Woman Veterans Program. Last year we closed out the year assisting 1300 Veterans, 60% of those veterans were female, connecting them to benefits and services. This year we changed strategies and instituted the Women's Collaborative with the hope of having more reach in to the communities across the state of Texas, made up of 18 individuals from claims, employment, communications, education all participating in the collaborative. Visiting veteran homes across the state of Texas, visiting around 37 veteran women who are in these retirement homes.

Robyn Provost, Manager, Veteran Entrepreneur Program. The VEP personnel have been working very hard to connect veterans to resources and getting veterans verified for the Senate Bill 1049 process which we have processed 1070 total verification letters sent to veterans. We have met or matrix for 2016/2017 by providing at least 3600 services to veterans and their families.

- B. Chip Osborne**, Director of Resource Management, briefed on collaborative efforts of all programs, process and procedures. Requested each of the program managers to provide their individual reports.

Glenn Tramel, Director, Human Resources, briefed major activities and accomplishments to include implementation 2 new personnel that have added to the value of the team, we are transitioning from defense to offense. Finished the final version of the draft of the Policies and Procedures manual, sending out the new HR newsletter on 1 December 2017 and adding an employee spotlight to the newsletter. Analyze, update, or create business processes in line with requirements of the CAPPS migration. Performance measures are good, higher turnover rate, 400 administrative actions processed.

Elaine Zavala, Manager, Communications and Outreach addressed the commission and thanked them for attending the check presentations, we had some good turnout in east Texas and San Antonio. Annual report to be completed by 1 February 2018, highlighting the accomplishments of the TVC. We will be training the VLB with our annual training of the call center on how to use our updated website. Working with webmaster to fix issues with the new website. Working with FVA to get the lottery letter to retailers letting them know Veterans Cash is available and stock in their stores.

Sue Jevning, Manager, Training and Event Planning, provided her report and thanked all of those personnel who assisted with the Fall Conference, directly or indirectly. Send survey to identify conference requirements for 2018. Input will be used to develop the RFP for 2018 and/or 2019. Process customer surveys and course-specific surveys by program. Consolidate feedback into comprehensive report on the conference as a whole. I want to highlight 2 of our staff members that engaged in professional development, Tycin Thompson attained certification as Master trainer and Melissa Hromcik assessment to evaluation process certification.

Charles Catoe, Director, Funds for Veterans Assistance. Since the last commission meeting we approve the request for applications for our 2018 cycle, those were published in late August, with a little more than 180 applications. We hosted 2 webinars for applicants for information, that were very well attended. Presented a Special Commission meeting in September. The FVA staff move building successfully from the Moody Building to the Chase Park Building, with kudos going to IT, Peter and Khalia, the IT transfer was seamless and the Finance Department for making it happen with setting up the contracts with movers and the lease of the building.

- C. **Cruz Montemayor**, Deputy Executive Director, requested Government Relations and Mental Health programs to provide their individual reports. Thank both programs for all their hard work and they are doing an outstanding job.

Tim Keesling, Director, Veterans Mental Health Program, highlighted upcoming events. We are currently full staffed with 9 personnel on staff, we have moved from the Moody Bank building to the Chase Park location, thanks to the TVC staff for making it seamless. We welcomed Carrie Sconza to the team and from day one she hit the ground running, focusing on rural and women mental health needs across Texas. Planning of the Treatment Court Summit in late January 2018, here in central Texas

Justin Coleman, Manager, Government Relations, submitted a brief update over the activities of GR over the last quarter, starting with the Agency Self Evaluation report that was submitted to Sunset on September 1, GR worked all 9 program areas to coordinate that information. Sunset will continue with their evaluation of the agency, to include meetings with program directors, field visits and stake holder meetings as well. Sunset will continue that process until March 2018, after that Sunsets recommendation will go to the legislature.

XX. Executive Session.

There was no Executive Session held.

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

There were no items to take action on.

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

The Commission agreed for the 2nd Quarterly Commission Meeting of FY18 be held on Wednesday, February 7, 2018 at 9:00 a.m. at the Stephen F. Austin Building, room 170.


XXIII. Adjournment.

Chairman Cantu asked each Commissioner for any closing remarks. Each Commissioner extended their gratitude to Texas Veterans Commission staff for all their support and hard work in serving our Texas Veterans. Chairman Cantu provided closing remarks as well.

MOTION: Adjourn
MADE BY: Vice Chairman, Richard McLeon
SECONDED BY: Commissioner, Kevin Barber
ACTION: The motion passed unanimously.

Chairman Cantu adjourned the meeting at 12:02 p.m.

Minutes Approved by:



Eliseo "Al" Cantu, Jr., Chairman

2/7/2018

TEXAS VETERANS COMMISSION

1st Quarterly Commission Meeting
FY 2018 – November 8, 2017
9:00 a.m. – Stephen F. Austin Bldg. Rm 170
Speakers and Visitors

Jim Cunningham, Chairman
Communication Advisory Committee

Kerry Reyna, Chairman
Funds for Veterans Assistance Advisory Committee

Laura Clark, Chairman
Veterans County Service Officer Advisory Committee

Jerry Icenhower, Chairman
Veterans Employment and Training Advisory Committee



WELCOME

to the

TEXAS VETERANS COMMISSION
1st Quarterly Commission Meeting

Fiscal Year 2018

November 8, 2017 9:00 a.m.

Stephen F. Austin Bldg. - Room 170

1700 N. Congress Ave., Austin, Texas 78701

Name - Please Print Clearly

Name of Organization/Agency

Email Address

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