

Texas Veterans Commission Meeting Minutes
4th Quarter Commission Meeting (FY 2020)
August 14, 2020

- I. Chairwoman Laura Koerner called to order the 4th Quarter Commission Meeting of the Texas Veterans Commission (TVC) at 9:00 a.m. on August 14, 2020, via live gotowebinar. The following Commissioners, constituting a quorum were present:

Laura Koerner, Chairwoman
Kevin Barber, Vice Chairman
Kimberlee Shaneyfelt, Secretary
Mike Hernandez, Commissioner
Mary Dale, Commissioner

Also present was Thomas P. Palladino, Executive Director.

Commissioner Mike Hernandez led the pledge of Allegiance to the United States Flag, and Commissioner Mary Dale led the Pledge of Allegiance to the Texas Flag. Chip Osborne led the Opening Prayer.

- II. Public Comment.

Members of the public were encouraged to register for the webinar at the following link:
<https://attendeegotowebinar.com/register/1268797244448275470>

No public comment was received.

- III. **Approve the Third Quarterly Meeting minutes held May 14, 2020, and minutes of the Special Commission Meeting held on July 21, 2020.**

The minutes for the 3rd Quarterly Commission Meeting held May 14, 2020, and Special Meeting held July 21, 2020, was previously distributed to the Commissioners.

MOTION: Approve the minutes of the 3rd Quarterly Commission Meeting held May 14, 2020, and the Special Meeting held July 21, 2020, with correction by Executive Director.
MADE BY: Secretary Kimberlee Shaneyfelt
SECONDED BY: Commissioner Mary Dale
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.

A. **Charles Catoe, Program Operations Director**, briefed the Commission on the following: Texas Veterans Network, an initiative to provide a statewide referral network for veteran services. It is funded by a 3-year grant from the Texas Workforce Commission, covered by two programs, Combined Arms out of Houston and the Alamo Area Council of Governments out of San Antonio. This is a network of organizations working together to bring much needed services to veterans and their families.

Agency Remote Services: Using the graph provided, what you see here is the customer interactions bi-weekly since we started going virtual on March 23rd. You can see the first week was quite a transition week, what we discovered early on is that we had two large hurdles, 1. Equipment: getting equipment to staff by working with Finance and IT to get computers to all employees and 2. Being available and visible to our customers; We setup a popup on our TVC website where this is the first thing customers see when on our website, and they fill out and request services. The claims department started using software called Microsoft Bookings, a self-service appointment scheduler that works in conjunction with Outlook to track claims and healthcare appointments.

B. Chip Osborne, **Resource Management Director**, briefed the Commission on the following: Reconstitution Plan, on June 30, 2020, our Executive Director gave the final approval for the TVC Reconstitution Plan, which allows personnel to resume returning to the workplace. TVC staff is located across the state, sharing workspaces with other agencies, VA, TWC, County Offices, Colleges, Military Bases. We must abide by those agencies' plans to return to work. Our plan provides a 3-phase approach; in each phase, identified personnel will return to work following the agency's guidance, CDC, and State Department of Health guidance.

Performance Measures, 3rd quarter current performance measures results for the agency where provided; of the 17 performance measures that we look at, 10 of those measures either met or exceeded the performance standards, seven performance measures that were not hitting the benchmark, LBB allows us a 5% variance. We will present the full performance measures at the 4th Quarter Commission meeting.

C. **Shawn Deabay, Deputy Executive Director**, briefed the Commission on the following:

Sunset Update – Starting with SB601 Sunset Deliverables, which was laid out in the bill of what we needed to accomplish after the Sunset Review. We are currently green across the board for all the required elements. Management Compliance Review – Those are management recommendations that sunset wanted us to accomplish. As you can see, we are green across the board, which doesn't mean we can't improve. We will continue to monitor. Other deliverables – are bills that affect TVC. Currently, there are four bills in yellow. The Texas Coordinating Council for Veterans Services (TCCVS) report is due October 1st; a meeting is scheduled to review the draft report, and the final report is due in September. We are on target for timely completion. The Women Veteran Report is due November 1st. Dr. Krystle Matthews is on pace to complete the report by coordinating with many state agencies for data and statistics. The Veterans County Service Officer Task Force will not be meeting until December 2020; a report will be submitted, stating "no meeting was held." The annual Veteran Treatment Court report is not due until December 2020.

Advisory Committee Update: We have a new Committee coming onboard, the Veterans Advisory Committee; currently, we have 92 applications, with the application period closing at the end of August. On September 1st, we have 45 days to review the applications and make recommendations for the next Commission meeting. The previous members of the dissolved Advisory Committees were allowed to apply to be members of the new Committee.

Dr. Krystle Matthews, Women Veterans Program Manager, provided an update on the Women Veterans Day events held on June 12, 2020. A Texas Women Veterans registry was launched to honor and recognize Texas Women Veterans, and 100 women veterans submitted their story for display. The second event was a Texas Women Veteran slideshow tribute with 173 veterans participating by sending pictures in uniform and a current photo; we were honored to have Chairwoman Laura Koerner and Commissioner Kimberlee Shaneyfelt participate. We had a special tribute to Mary Ann Centeno, who passed on Memorial Day this year; she had participated in our "I Am Not Invisible" Campaign.

V. **Quarterly Reports from Veterans County Service Officer Advisory Committee.**

Ted Oats, Chairman VCSO Advisory Committee, provided a summary of activities conducted by the Veterans County Service Officer Advisory Committee since their last report to the Commission.

VI. **Report, Presentation, and/or action regarding Request to Exceed FTE Authorization.**

Shawn Deabay, Deputy Executive Director, presented the Commissioners a summary of the following: Section 6.10 of Article IX of the General Appropriations Act (GAA) restricts state agencies from using appropriated funds to pay for salaries and benefits for full-time equivalent employees (FTEs) in excess of the limit outlined in the General Appropriations Act. A state agency may only exceed this limitation by submitting a report to the Governor and the Legislative Budget. Pursuant to the GAA, the Texas Veterans Commission's FTE authorization for Fiscal Years 2020 and 2021 is 396.5 FTEs.

On August 13, 2020, the Texas Veterans Commission (TVC) approved a request to exceed full-time equivalent employees (FTEs) authorization of 396.5 to 418.5 for the 2020-2021 biennium. TVC anticipates its fourth quarterly FTE report will reflect 400.5, exceeding the agency authorized FTEs by 4. Overall, the agency will hire and assign 22 additional FTEs to TVC's Veterans Employment Services Department. The Department of Labor-Veterans Employment and Training Services (DOL-VETS) will use available federal grant funds to cover the costs associated with the additional positions. These federal funds are restricted and can only be used to support the Veterans Employment Services program. These additional FTEs will have no impact on state general revenue funds.

MOTION: Approve the Request to Exceed FTE Authorization.
MADE BY: Commissioner Mike Hernandez
SECONDED BY: Commissioner Mary Dale
ACTION: The motion passed unanimously

VII. **Report, Presentation, and/or action regarding Legislative Appropriation Request for Fiscal Years 2022-2023.**

Chip Osborne, Division Director of Resource Management, presented the commissioners a letter from the Governor, stating, "all state entities will be required to submit a LAR with a base funding amount equal to the adjusted 2020-2021 base." This means TVC will submit a base budget for 2022-2023 that equals our current budget 2020-2021, including the 5% budget reduction mandated this biennium. The letter requires each state agency to explain how any further reductions in the specific appropriated programs would impair the agency from fulfilling its core mission. All our programs have some General Revenue (GR) funding, and further reductions in them would reduce agency personnel and services to veterans. The third main part of the LAR is agency requests for consideration of exceptional items (EI), which are desired services in addition to the baseline request. We will have recommended exceptional items in the LAR for consideration.

VIII. **Report, Presentation, and/or action regarding the Fiscal Year 2021 Annual Internal Audit Plan.**

Darlene Brown, Director McConnell & Jones LLP, provided a summary of the Internal Audit Plan. McConnell and Jones will conduct two audits, perform a risk assessment, conduct prior audit finding follow-up activities, prepare the FY 2022 Annual Internal Audit Plan and prepare the FY 2021 Internal Audit Annual Report in accordance with the Texas Internal Auditing Act. These activities are estimated to require 355 hours. We will communicate any significant changes in the audit plan to TVC executive management and present these changes to the TVC's Commissioners for review and approval. Notification of significant changes to the internal audit plan approved by the Commissioners will be submitted to the State Auditor's Office.

MOTION: Approve the Fiscal Year 2021 Annual Internal Audit Plan
MADE BY: Secretary Kimberlee Shaneyfelt
SECONDED BY: Vice-Chair Kevin Barber
ACTION: The motion passed unanimously

IX. **Report, Presentation, and/or action regarding Appropriation Year 2020 Third Quarter Operating Statement.**

Michelle Nall, Chief Financial Officer, provided an Agency Summary regarding Appropriation Year 2020, 3rd Quarter Operating Statement, and a summary of the programs' financial activities since its last report to the Commission.

X. **Report, presentation, and/or action on Fiscal Year 2020-2021 Operating Budget.**

Michelle Nall, Chief Financial Officer, provided the Fiscal Year 2021 Operating Budget report; the brief included an Expense Summary and Method of Financing Summary. Michelle outlined what was appropriated from the legislature to the Texas Veterans Commission. She provided a snapshot from the General Appropriations Act and discussed the method of financing for each program to the commissioners.

MOTION: Approve the Fiscal Year 2020 – 2021 Operating Budget
MADE BY: Commissioner Mike Hernandez
SECONDED BY: Vice-Chair Kevin Barber
ACTION: The motion passed unanimously

MOTION: To take a 10 - minute recess
MADE BY: Commissioner Mary Dale
SECONDED BY: Secretary Kimberlee Shaneyfelt
ACTION: The motion passed unanimously
Start: 10:35 **Return 11:45**

XI. **Report, Presentation, and/or action regarding the 2020 Employee Engagement Survey Results.**

Tina Marberry, Director of Human Resources, reported on the 2020 Employee Engagement Survey Results. The Employee Engagement survey assists leadership and forms organizational development and provides insight for strategic planning; the survey provided information about employees' perception of TVC's effectiveness and satisfaction with TVC and its leadership. The survey framework consists of 12 construct measures in the areas of Workgroup, Strategic, Supervision, Workplace, Community, Information Systems, Communication, Pay, Benefits, Employee Development, Job Satisfaction, and Employee Engagement. Additionally, the organization had an opportunity to add 22 questions that allowed the organization to pinpoint some areas identified by management as potential points of concern. We will be conducting focus groups and analyzing the findings to implement selected courses of action between January 2021 and February 2022.

XII. **Report, Presentation, and/or action regarding 2020 Veteran Needs Assessment Study – Preliminary Report of Survey Data.**

Jim Bracken, Director of Funds for Veteran Assistance, provided an update on the Veteran Needs Assessment Study. The Texas Veterans Commission (TVC) contracted with the Public Policy Research Institute at Texas A&M in July 2019 to conduct a needs assessment study identifying the pressing needs of Texas veterans and their families through a social scientific approach. Key components of the study that have been conducted since the end of June 2020 are the following:

- A Texas Veterans Needs Assessment Survey conducted via two methodologies and samples in December 2019-January 2020 and June 2020 with a total dataset of 15,664 responses
- A Texas Veterans Organizational Needs Survey conducted in December 2019-January 2020
- An asset mapping of veteran resource inventories in Texas conducted in April-June 2020

The preliminary report, dated July 17, 2020, brings together the highlights from the above components. Section A of this report presents the findings from all 15,644 responses collected by the Texas Veterans Needs Assessment survey until June 28, 2020. Section B of this report contains an analysis of the organizational survey conducted on the Qualtrics web survey

platform from December 11, 2019, to January 31, 2020. Section C of this report graphically details the inventory of currently available resources for veterans in the various regions of Texas by using asset mapping as a critical method for vetting existing capacities and capabilities to address the needs of the veterans in the different Texas communities. The final report will be published in February 2021.

XIII. Report, Presentation, and/or action regarding Commission Approval of Fund for Veterans Assistance 2020-2021 Request for Application (RFA).

Jim Bracken, Director of Funds for Veteran Assistance, provided a summary of the Request for Applications 2020-2021. Provide Commissioners the draft RFA with language and wording to implement policy changes approved by Commission on July 21, 2020. This language helps applicants develop and submit better applications while helping FVA staff with monitoring and compliance activities during the grant year. The RFAs are submitted for Commission review and approval.

MOTION: Fund for Veterans Assistance 2020-2021 Request for Application (RFA)
MADE BY: Chairwoman Laura Koerner
SECONDED BY: Secretary Kimberlee Shaneyfelt
ACTION: The motion passed, 4 yay, 1 nay Commissioner Dale

XIV. Report, Presentation, and/or action regarding the acceptance of gifts.

Chip Osborne, Division Director of Resource Management, provided a summary of gifts presented to the Texas Veterans Commission during the third quarter. We received three check donations totaling \$5050.00 with a recommendation to go to Fund for Veterans Assistance to support veterans.

MOTION: Approve Acceptance of Gifts
MADE BY: Secretary Kimberlee Shaneyfelt
SECONDED BY: Commissioner Mary Dale
ACTION: The motion passed unanimously

XV. Executive Director report.

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.

XVI. Executive Session.

None.

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

There were no items to take action on.

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

The Commission agreed that the 1st Quarterly Commission Meeting of FY21 would be held on Thursday, November 17, 2020, at 9:00 a.m. via gotowebinar.

XIX. Adjournment.

Chairwoman Koerner asked each Commissioner for any closing remarks.

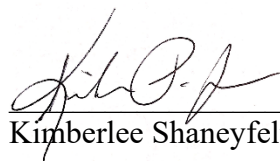
Each Commissioner extended their gratitude to Texas Veterans Commission staff for all their support and hard work in serving Texas Veterans.

Chairman Cantu provided closing remarks as well.

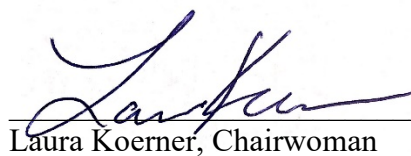
MOTION:	Adjourn 4th Quarter Meeting
MADE BY:	Vice-Chair Kevin Barber
SECONDED BY:	Commissioner Mike Hernandez
ACTION:	The motion passed unanimously

Chairwoman Koerner adjourned the meeting at 1:03 p.m.

Minutes Approved by:



Kimberlee Shaneyfelt, Secretary



Laura Koerner, Chairwoman