

**Sunset Advisory Commission Recommendations  
Texas Veterans Commission**

Implementation Status of Sunset Advisory Commission Management Actions				
Texas Veterans Commission				
Issue Number	Management Action	Implementation Status	Implementation Date Or Expected Implementation Date	Comments
1.3	Direct TVC to survey Texas veterans on a regular basis about their experience with agency programs and overall needs.	<b>Fully Implemented</b>	<b>1 Jan 2019</b>	TVC Communications Department coordinates with all Programs to ensure that all surveys are created, distributed, and tracked in a uniformed process. The new and improved uniformed survey is live, data from these surveys is available for management analyze and improve overall service and efficiency of TVC services. The survey is available on the TVC website and distributed to veterans when they are provided services from TVC Staff.
1.4	Direct TVC to create a complaint process, make the complaint process accessible to the public, and track complaint data.	<b>Fully Implemented</b>	<b>1 Jan 2019</b>	TVC Complaint process is in place and is available on the TVC website. Complaints are tracked and recorded from the receipt of the complaint until its resolution. Data from the complaints is used to improve the quality of service to the public.
2.4	Direct TVC to temporarily report on claims staffing and outcome data analyses.	<b>Fully Implemented</b>	<b>1 Jan 2019</b>	The first report on staffing outcome and data analysis was completed in 2019 and is on the TVC's website. Data is being collected for the next report, which is due in January 2021.
2.5	Direct TVC to strengthen support for claims staff and preserve institutional knowledge.	<b>Fully Implemented</b>	<b>1 Jan 2019</b>	A detailed Standard Operating Procedures (SOP) document for the program is in place. A succession plan was developed which includes the duties and responsibilities of each management position as well as a record of the training for each of the identified positions and their designated successors as well as Strike Force staff duties and responsibilities.
2.6	Direct TVC to add information to its website about the claims process, including forms, checklists, basic claims information, and embedded VA resources.	<b>Fully Implemented</b>	<b>1 Jan 2019</b>	The TVC website now has a claims checklist as well as required forms and information regarding each step of the disability claims process. Detailed information on the overall claim's submission process as well as links to the VA website are on the claims section of the TVC Website.

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2.7	Direct TVC to allow veterans to schedule appointments for claims counseling, while maintaining the option for walk-in services. Also, direct the agency to use teleconference or other alternative technologies to assist Texas veterans when the veteran does not need to be physically present in the office for assistance.	<b>Fully Implemented</b>	<b>1 Jan 2019</b>	Appointments have been integrated into the Claims Program. Data regarding the amount of appointments made by veterans as well as the number of no-shows is being captured quarterly for analysis. Tele-appointments are currently being done as part of TVC's remote service due to COVID -19 restrictions. Microsoft Bookings software has been added as a tool to allow Veterans to make appointments online through the TVC website.
3.1	Direct TVC to extend the length of its grant cycle from one to two years.	<b>Fully Implemented</b>	<b>1 Jan 2019</b>	The TVC Fund for Veterans Assistance has initiated an additional one year extension opportunity for grantees that wish to have a two-year grant as long as they meet 3rd QTR performance and expenditure Benchmarks (per TAC §460.2) and have no unresolved program compliance issues identified during the first 3 quarters.
3.2	Direct the agency to formalize the roles and training of the commission and the grants advisory committee to improve quality and transparency in the evaluation process.	<b>Fully Implemented</b>	<b>1 Jan 2019</b>	Training for the Staff and Advisory Committee was conducted on October 30, 2019 and January 29, 2020 the training was conducted in an open meeting and was posted on the Texas Register. Training materials and participation rosters have been documented and archived. Additional Training is planned for October 2020. Training for the Commissioners was conducted in November 2019.
3.3	Direct TVC to develop and track enhanced grantee performance measures to better evaluate the benefit of its grant funding to veterans.	<b>Fully Implemented</b>	<b>1 Jan 2019</b>	Performance measures are currently in place and evaluated by FVA compliance officers to ensure that grantees are meeting the requirements of the grant delivery. New internal performance measures are being implemented to ensure that Veterans are receiving quality service from the grantees. The data collected from the new internal performance measures will be used to create new key measures for consideration by the Commission for the next biennium.

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4.1	Direct TVC to restructure and streamline the scope and expense of its annual conference.	<b>Fully Implemented</b>	<b>1 Jan 2019</b>	A restructure of the Annual Conference was initiated in 2018 to smaller regional training. An analysis is being conducted to further streamline the process for effectiveness and cost savings for future training events. Due to COVID 19 all training is being conducted online.
4.2	Direct TVC to track and analyze detailed training costs to identify potential savings and improvements	<b>Fully Implemented</b>	<b>1 Jan 2019</b>	The Training and Events Manager has worked with the TVC Finance Team to analyze training costs for additional savings and cost effectiveness. Claims Fall Training costs were analyzed, all travel and training costs have been paid with a total cost of \$73,090.76. This is a significant reduction in cost to the prior year's training. With the increased usage of online training content, there should be a significant downward trend in training cost in FY2021 Training. All training costs are now tracked and analyzed for additional cost savings and improvements
4.3	Direct TVC to prioritize online training and other cost-effective tools to facilitate regular collaboration among staff and partners.	<b>Fully Implemented</b>	<b>1 Jan 2019</b>	Online training has been implemented Agency-wide through a Learning Management System. An analysis of the usage and effectiveness is being conducted to further improve the content and increase the usage of online training. COVID 19 has temporarily made all training online, this will further enhance the capabilities and efficiency of TVC online training.
5.3	The commission should implement requirements for encouraging purchasing from historically underutilized businesses.	<b>Fully Implemented</b>	<b>1 Jan 2019</b>	Hub Policy and Mentor Policy and Subcontractor Policy are in place on TVC's website. The TVC Website makes available to the public the Agency's hub utilization rate as well as TVC's Commitment to utilize HUB's whenever possible.
New Recommendation	Direct the agency to create and provide grant-writing training for veterans county service officers either through online or in-person training.	<b>Fully Implemented</b>	<b>1 Nov 2019</b>	FVA has offered training to VCSO's for the grant application process. To date, 3 webinars have been attended by over 25 county VCSO's. In addition, FVA staff attends CJCC conferences, and have distributed over 50 training packets to County Leaders to encourage VCSO grant applications.

Implementation Status and definitions:

- Fully Implemented: Successful development and use of a process, system, or policy to implement a management action.
- Substantially Implemented: Successful development but inconsistent use of a process, system, or policy to implement a management action.
- Incomplete/Ongoing: Ongoing development of a process, system, or policy to address a management action.
- Not Implemented: Lack of a formal process, system, or policy to address a management action.