

Enhancing Provider-VR Communication

Through Regional Collaboration in Texas

Presented by: Peggy Schmidt

Definition of Key Terms



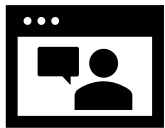
Rehabilitation Council of Texas



Provider Liaison



Community Rehabilitation Provider



Statewide Provider Calls

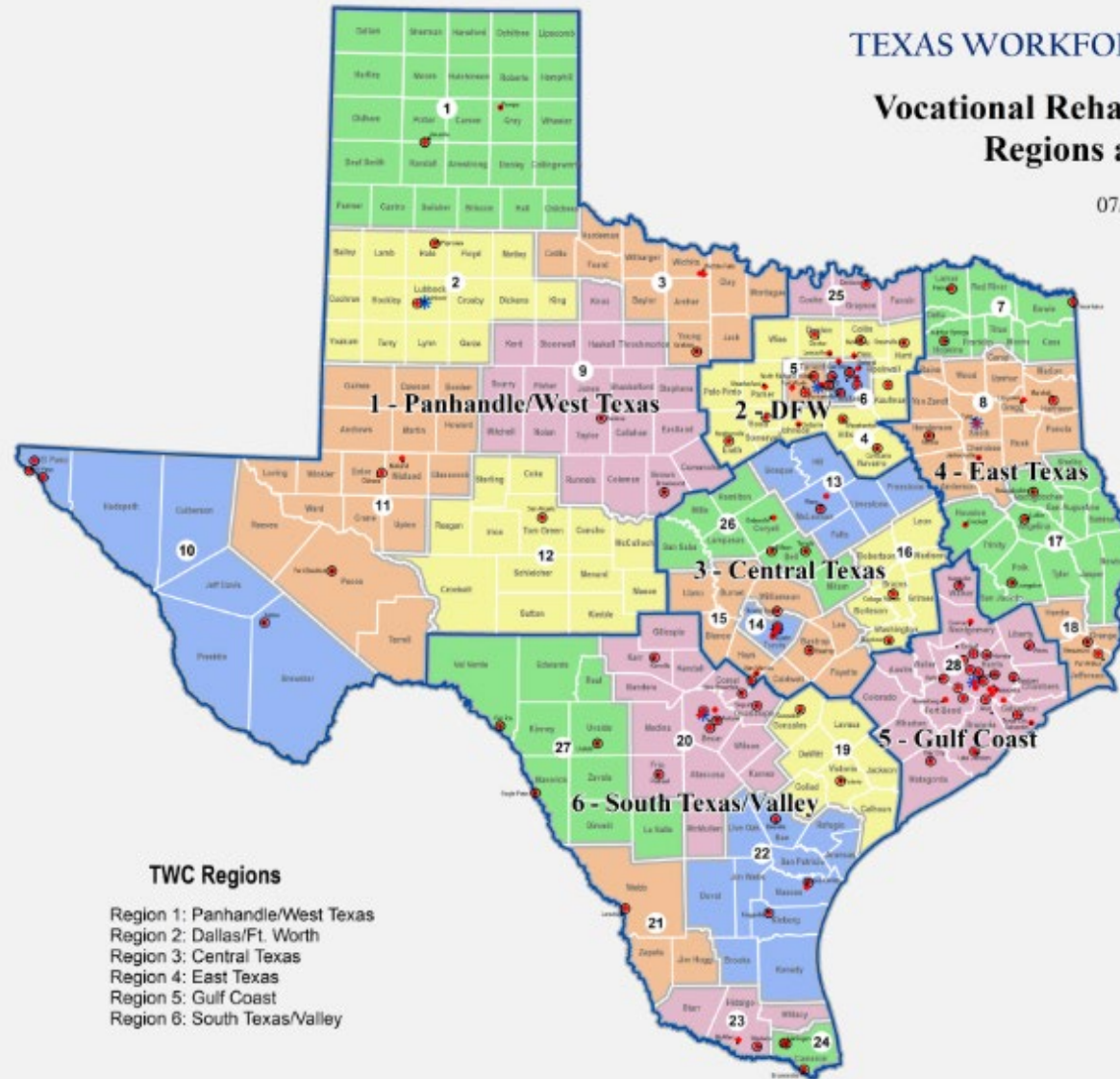


Regional Provider Representatives

TEXAS WORKFORCE COMMISSION

Vocational Rehabilitation Division Regions and Offices

07/29/2021



TWC Regions

Region 1: Panhandle/West Texas
Region 2: Dallas/Ft. Worth
Region 3: Central Texas
Region 4: East Texas
Region 5: Gulf Coast
Region 6: South Texas/Valley

Local Workforce Development Areas

- | | |
|-----------------------|----------------------------|
| 1 Panhandle | 15 Rural Capital |
| 2 South Plains | 16 Brazos Valley |
| 3 North Texas | 17 Deep East Texas |
| 4 North Central Texas | 18 Southeast Texas |
| 5 Tarrant County | 19 Golden Crescent |
| 6 Greater Dallas | 20 Alamo |
| 7 Northeast Texas | 21 South Texas |
| 8 East Texas | 22 Coastal Bend |
| 9 West Central Texas | 23 Lower Rio Grande Valley |
| 10 Borderplex | 24 Cameron County |
| 11 Permian Basin | 25 Texoma |
| 12 Concho Valley | 26 Central Texas |
| 13 Heart of Texas | 27 Middle Rio Grande |
| 14 Capital Area | 28 Gulf Coast |

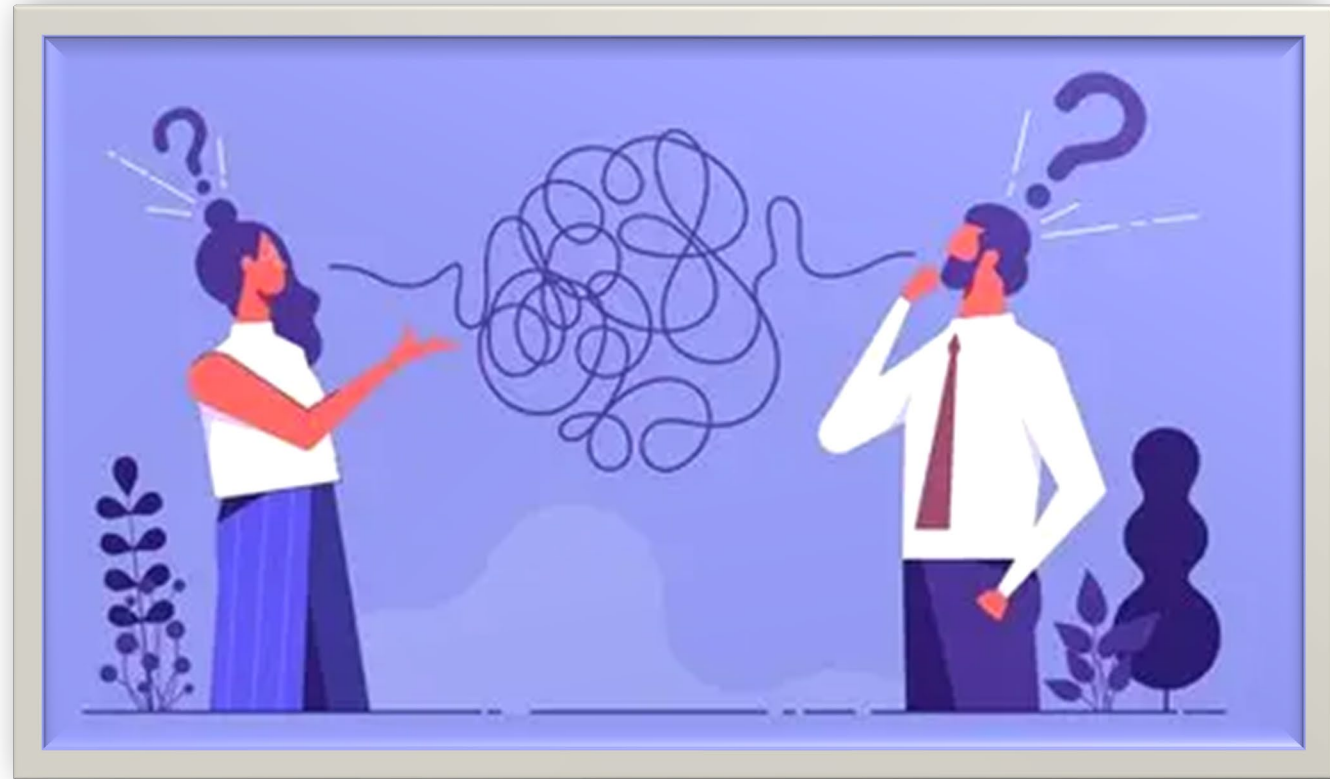
Background of Texas VR Providers

Statewide Service Provider Activity Rates – Contracted Only

Calendar Year Quarter	Active Providers	Available Providers	Activity Rate
2020 Q4	469	1,069	43.87%
2021 Q4	550	1,095	50.23%
2022 Q4	571	960	59.48%
2023 Q4	519	965	53.78%
2024 Q4	539	1,030	52.33%

Communication Struggles

- Inconsistent communication between VR staff and providers
- Lack of consistent messaging
- Provider frustration
- Delayed provider payments
- Significant administrative burden on providers



Connect and Communicate

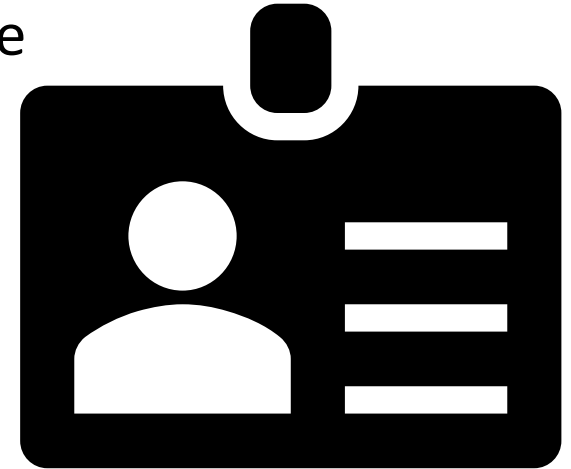


- Initial actions by Provider Liaison
 - Secured provider list from VR.
 - Reached out to providers to listen and understand concerns.
 - Initiated discussions with VR leadership to restart quarterly calls.
 - Providers increasingly shared feedback through emails and phone calls, quickly overwhelming liaison.
 - Highlighted the need for a more structure approach.

Regional Provider Representatives

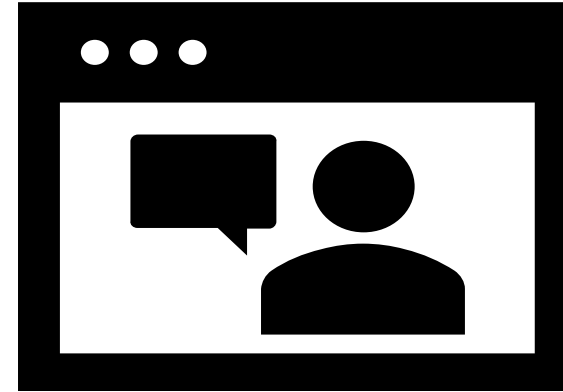
Goals:

1. Each VR Region will have a volunteer provider representative
2. The Provider Representative will host a quarterly call with providers within their region.
3. RCT Provider Liaison will meet with Regional Provider Representatives quarterly to consolidate concerns and questions.
4. RCT Provider Liaison will share concerns with VR Leadership.
5. VR Leadership will incorporate consolidated information into statewide provider calls.

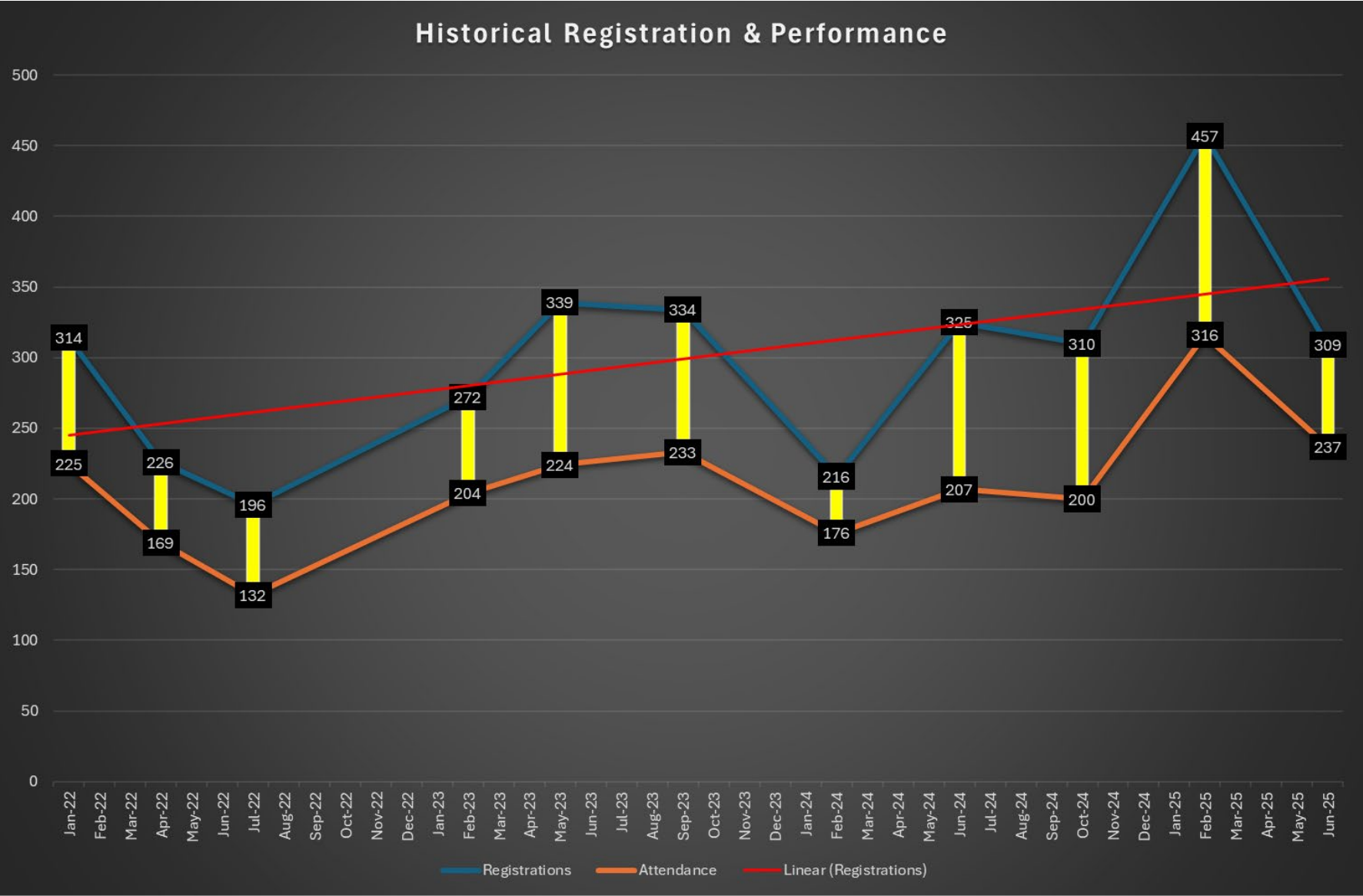


Statewide Provider Calls

- Hosted Virtually
 - Poll questions throughout
 - Surveys published afterward
- Meeting agenda includes:
 - Welcome and Introductions
 - Updates from Regional Providers and Discussion of Identified Topics
 - VR Updates/Training
 - Answers to Questions Submitted by Providers
 - Wrap-up and Next Steps

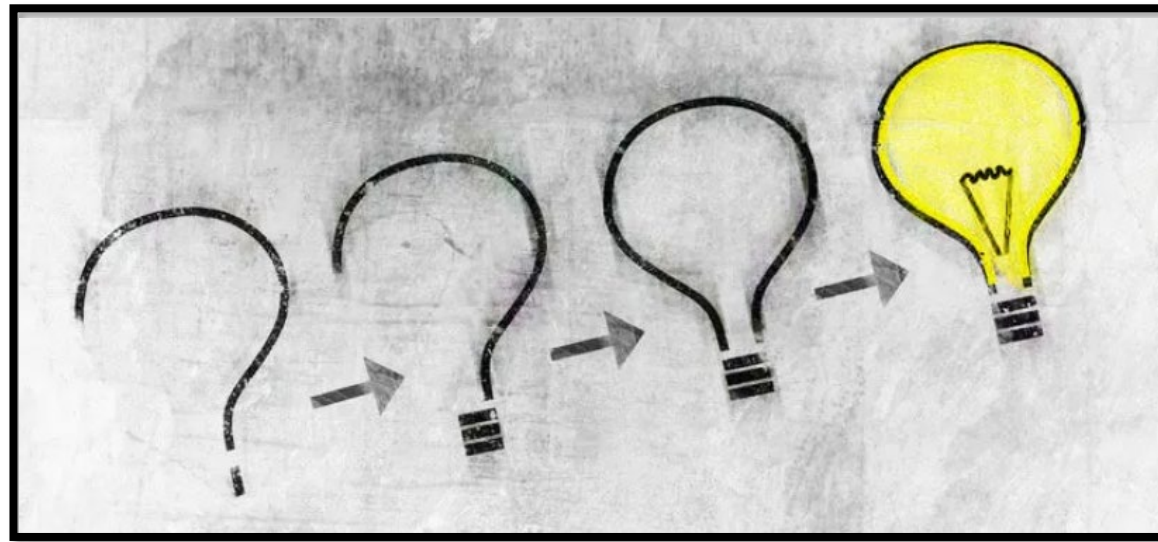


Statewide Provider Calls



Future Considerations

- *What happens when a representative leaves?*
- *How does that region not lose momentum?*
- *What happens when a representative isn't hosting meetings?*



Examples of Success



- Improved communication between VR and providers.
- Partnerships between regional provider meetings and VR leadership.
- Created a round table meeting to work through questions on monitoring visits.
- Creation of provider networking events.
- Feedback on shared mailboxes for monitoring visits and billing.
- Provider meeting materials posted on VR Provider resource page.



Thank you

Contact information

Peggy Schmidt
peggy.schmidt@unt.edu