

From: [Sunset Advisory Commission](#)
To: [Jalisa Broussard](#)
Subject: FW: Public Input Form for Agencies Under Review (Private/Before Publication)
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From: sunset.website@brightleafgroup.com <sunset.website@brightleafgroup.com>
Sent: Tuesday, August 11, 2026 1:24 PM
To: Sunset Advisory Commission <sunset@sunset.texas.gov>
Subject: Public Input Form for Agencies Under Review (Private/Before Publication)

Submitted on Tue, 08/11/2026 - 12:03

Submitted by: Visitor

Submitted values are:

Choose the agency that you would like to provide input about
[Texas Workforce Commission](#)

Public Comments

1

First Name

Christopher

Last Name

Coleman

Email

City

San Antonio

State

Texas

Your Comments or Concerns

I am a blind Texan receiving services from Texas Workforce Commission (TWC) Vocational Rehabilitation Services (VRS). My experience with TWC-VRS has revealed

significant systemic failures, critical gaps in ADA compliance, and unsafe practices forced onto blind and disabled clients across Texas:

1. **Unsafe Long-Distance Transportation Directives:** Clients with severe visual impairments or total blindness are repeatedly instructed to travel long distances across the state or forced to rely on unfamiliar rideshare/medical taxi drivers to access required assistive technology evaluations and services. Expecting blind clients to travel hours with strangers creates severe, unnecessary personal safety risks and acts as a direct barrier to receiving basic services.
2. **Severe Delays & Neglect of Assistive Technology/ADA Compliance:** Vocational Rehabilitation staff frequently delay critical technology (laptops, screen readers) and issue ill-fitting or insecure essential equipment like hearing aids. Staff routinely demonstrate a severe lack of basic federal disability law knowledge (ADA, Section 504/508), refusing necessary replacements until clients are forced to research and explain the law to their own counselors.
3. **Ineffective Oversight & Protection Offices:** The Customer Engagement Offices in regional centers (such as Dallas-Fort Worth and San Antonio) lack any real authority to enforce compliance or resolve counselor failure. They function as a shield to protect the agency rather than an advocacy route for disabled clients. Furthermore, the Client Assistance Program via Disability Rights Texas (DRTx) is given insufficient leverage, leaving disabled clients with no choice but to escalate grievances directly to state and federal legislators.
4. **Failure to Engage Disabled Consumers in the Sunset Review:** Digital outreach to active VRS clients during this review cycle has been virtually non-existent, allowing TWC to self-police without facing direct accountability from the Texans who rely on these services daily.

Your Proposed Solution

1. **Mandate Local Assistive Tech Labs & Prohibit Unsafe Directives:** End the practice of requiring disabled clients to travel long distances for equipment fittings and evaluations. Require Vocational Rehabilitation Counselors (VRCs) to utilize mobile demonstration kits for home visits and mandate that at least 50% of local Texas Workforce Solutions centers maintain permanent, fully equipped assistive technology demonstration labs.
2. **Replace Internal Customer Engagement Offices with an Independent Ombudsperson:** Dissolve internal customer engagement roles and establish an independent Ombudsman for Disability Services that reports outside TWC operational channels. Grant this office the explicit authority to issue binding corrective actions to local workforce boards and counselors for ADA violations and unaddressed service delays.
3. **Expand Disability Rights Texas (DRTx) Enforcement & Dispute Authority:** Grant DRTx expanded statutory authority to initiate expedited administrative reviews with mandatory

mediation timelines (e.g., 15 days) and administrative penalties for non-compliant TWC field offices.

4. Establish Strict SLAs for Assistive Technology Procurement & Mandatory ADA Training: Implement pre-approved regional vendor contracts with a mandatory 14-day Service Level Agreement (SLA) for securing standard assistive technology and equipment. Enforce annual certified ADA and disability law training for all TWC-VRS counselors and staff.

5. Formalize Direct Consumer Feedback in Sunset Reviews: Mandate that future Sunset Advisory Commission reviews and TWC internal audits automatically send digital feedback surveys directly to all active and recent VRS consumers to ensure field-level realities are accurately captured.

My Comments Will Be Made Public

Yes