

U.S. Certified Mail: 7017 2400 0000 8589 5729

April 27, 2018

To: Ken Levine, Director Sunset Commission, P.O. Box 13066 Austin, Tx., 78711  
Phone: (512)463-1300 Fax: (512)463-0705 Email: [sunset@sunset.tx.us](mailto:sunset@sunset.tx.us)

From: Roy Maggard

RE: ADDENDUM COMMENTS TO SUNSET ADVISORY COMMISSION REGARDING  
TEXAS VETERANS COMMISSION (TVC)

These are new issues and recommendations:

The Texas Veterans Commission must have a toll free number for Veterans to check the Status of their Claims because some Veterans live in poverty, are homeless or cannot afford to pay for the long distance calls.

The Texas Veterans Commission (TVC) must have Claims Clinics on Saturdays for Veterans that work Monday thru Friday (i.e. Law Enforcement or Veterans that are Nurses, etc.). Maybe have extended hours after 5:00 p.m. Till 7:00 p.m. On Fridays.

The Texas Veterans Commission (TVC) must assist with Discharge Upgrades and maintain statistical data regarding the number of Veterans they have helped filled out paperwork and helped collect medical evidence to end chronic homelessness and ensure Texas Veterans qualify for VA Benefits.

More diversity on the Texas Veterans Commission. Their must be a transgender male to female or female to male appointed by the Governor besides having a disabled Veteran serving. Transgenders are currently serving in the military.

Texas Veterans Counselors must do outreach to county jails and help Veterans that are incarcerated or referred to Veterans Mental Health Courts. Statistical data must be maintained and documented regarding services provided.

Texas Veterans Commission (TVC) must assist Combat Veterans obtain their U.S. Citizenship or help Veterans that have been deported to Mexico.

The Texas Veterans Commission (TVC) must have an ombudsman to handle complaints filed by Veterans regarding customer service.

Texas Veterans Commission (TVC) must have double dipping, which allows (TVC) employees to apply again to work for the State assisting Veterans with claims.

Texas Veterans Commission (TVC) must have chat with a representative on their website so that Veterans questions can be answered expeditiously.

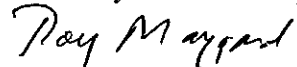
Texas Veterans Commission (TVC) must maintain statistical data regarding the number of Disabled

Veterans hired under equal employment opportunity statistics.

Thank you for taking time to read my comments. I read your staff report to the 86<sup>th</sup> Legislature 2018-2019 report.

Thank you for serving the People of Texas.

Cordially and Sincerely,

A handwritten signature in cursive script that reads "Roy Maggard".

ROY MAGGARD

Enclosure (1) Telephone number to check the status of claims.

If you are inquiring about the status of  
your claims;

Please Call Texas Veterans Commission  
at 1-(713)-383-2756

Or the VA at 1- (800)-827-1000 THEN  
PRESS 1, 1, 0

U.S. Certified Mail: 7017 0660 0000 0869 2578

September 05, 2017

To: Ken Levine, Director Sunset Commission, P.O. Box 13066 Austin, Tx., 78711  
Phone: (512)463-1300 Fax: (512)463-0705 Email: sunset@sunset.tx.us

From: Roy Maggard, 613 East Austin Avenue, Harlingen, Texas 78550 Phone: (956)  
421-4541 Email: roymaggard@sbcglobal.net

RE: ADDENDUM COMMENTS TO SUNSET ADVISORY COMMISSION REGARDING  
TEXAS VETERANS  
COMMISSION (TVC) NEW ISSUES AND RECOMMENDATIONS

VA Health Benefits Advisors (HBA) are not outreach workers. This means that if a VA Homeless Stand Down or Job Fair is held, these workers do not have to attend. VA Health Benefits Advisors (HBA) help Veterans apply for VA Enrollment into the VA Health Care System by

Completing an application.

The new issues and recommendations for the Texas Veterans Commission (TVC) are the following:

(1). The mission statement of the Texas Veterans Commission (TVC) should be to enroll Veterans into the VA Health Care System not just assist with claims, appeals, compensation, etc. A directive must be issued by the Sunset Advisory Commission mandating that the new Health Care

Advocacy Program be reformed, modernized and improved by providing training to Health Care Advocates in assisting Veterans complete a VA Forms 10-10 EZ to enroll in VA Health Care – especially the newest generation of female combat Veterans. Currently the Health Care

Advocacy Program assists with Doctor appointments, Health Care related testing or lab testing, Pharmacy Assistance, Attaining outside referrals for health related issues, VA Health Care related billing and Fee Basis referrals such as outside referrals for health care services that the VA

Does not perform at VA Facilities.

(2). Benchmarks such as statistical data must be maintained by the Texas Veterans Commission (TVC) regarding the number of VA Forms 10-10 EZ were completed and filed by a Health Care Advocate on behalf of a Veteran. The State of Texas currently has (9) Full Service VA

Medical Centers. Mandating the Health Care Advocacy Program to enroll Veterans into the VA Health Care System will prevent the closure and realignment of VA Medical Centers and Community Based Outpatient Clinics (CBOC). More Monetary Funding would be allocated to VA

Medical Centers based on the number of VA Forms 10-10 EZ filed. For Fiscal Year 2012, the Veteran Population was 96,280 Veterans for the VA Texas Valley Coastal Bend Health Care System. For Fiscal Year 2017 (April) Enrollees: 44,203. For Fiscal Year (April) 30,702. Uniques.

A Unique is a Veteran with one Social Security Number that uses our VA Clinics multiple times. For example, an Iraq or Afghanistan Veteran may have Post Traumatic Stress Disorder (PTSD), Traumatic Brain Injuries (TBI) or loss of arms or legs and may need to see several doctors at

the VA.

(3). The Texas Veterans Commission Women Veterans Program (WVP) new mission statement should be to ensure that all Women Veterans receive help in enrolling into the VA Health Care System so that they may access an array of medical services that they have earned through their

Service to our Country and to receive federal and State Veterans Benefits that they are entitled to. Again the Texas Veterans Commission Women Veterans Program (WVP) must maintain statistical data regarding the number of women that they have assisted in filling out VA Forms 10-

10 EZ. In April 01, 2009, the VA Texas Valley Coastal Bend Health Care System had 13,858 Women Encounters, 10,362 Visits and 1,136 Unique SSN's (i.e. Women enrolled in the VA). In June 2017 the total number of Valley Coastal Bend (VCB) Women enrolled was: 1,320.

Through September 2015 Year to Date (YTD) Total was 1,700. Through December 2015 Year to Date (YTD) Total was 1,625. A directive must be issued by the Texas Sunset Commission mandating that the new Women Veterans Program (WVP) enroll Women Veterans into the VA

Health Care System. Better Leadership, Management and More Accountability is needed from the Texas Veterans Commission Women Veterans Program (WVP).

Thank you for taking time to read my comments and Serving the People of Texas.

Cordially and Sincerely,

ROY MAGGARD, Watchdog

Enclosures and Exhibits

[www.tvc.texas.gov](http://www.tvc.texas.gov) website

Health Care Advocacy Program

VA Medical Centers

VA Texas Valley Coastal Bend Health Care System Veteran Population

[www.va.gov](http://www.va.gov) Health Benefits Menu Easy ways to apply for enrollment

VA Form 10-10EZ

Women Veterans Program