

LAMPASAS

141

**PERSONNEL POLICY MANUAL**  
CENTRAL  
**LAMPASAS ~~COUNTY~~ APPRAISAL DISTRICT**

**Adopted April 11, 1991**  
**Revised February 17, 1994**  
**Revised August 2, 1994**  
**Revised September 15, 1994**  
**Revised April 16, 1998**  
**Revised June 17, 1999**  
**Revised August 16, 2001**

**Revised October 24, 2005**  
**Revised December 15, 2005**

## I. INTRODUCTION

The following is a statement of the policies and procedure relating to employment with the Lampasas County Appraisal District. Please read it thoroughly and retain it for future reference. The policies stated in this Manual are subject to change at any time, at the sole discretion of the District. From time to time, you may receive updated information concerning changes in policy. Should you have any questions regarding any policies, please ask your supervisor for assistance.

**This Manual is not a contact guaranteeing employment for any specific duration.** Although we hope that your employment relationship with us will be long-term, either you or the District may terminate this relationship at any time, for any reason, with or without cause or notice. **Please understand that no supervisor or other representative of the District other than the Board of Directors has the authority to enter into any agreement with you for employment for any specified period or to make any promises or commitments contrary to the foregoing. Further, any employment agreement entered into by the Board of Directors shall not be enforceable unless it is in writing.**

We wish you the best of luck and success in your position and hope that your employment relationship with the District will be a rewarding experience.

## II. STATEMENT OF PERSONNEL POLICY

- A. Equal Employment Opportunity. This District provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age disability, or status as a Vietnam-era or special disabled veteran in accordance with applicable federal and state laws. In addition, the District complies with applicable state and local laws governing nondiscrimination in employment in every location in which the District has offices. This policy applies to all terms and conditions of employment, including but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

The District expressly prohibits any form of unlawful employee harassment based on race, color, religion, sex, national origin, age, disability, or status as a Vietnam-era or special disable veteran. Improper interference with the ability of the District's employees to perform their expected job duties is not tolerated.

With respects to sexual harassment, the District prohibits:

1. Unwelcome sexual advances; requests for sexual favors; and all other verbal or physical conduct of a sexual or otherwise offensive nature, especially where:
  - \* Submission to such conduct is made either explicitly or implicitly a term or condition of employment;

- \* Submission to or rejection of such conduct is used as the basis for decisions affecting an individual's employment; or
  - \* Such conduct has the purpose or effect of creating an intimidating, hostile, or offensive working environment.
2. Offensive comments, jokes, innuendoes, and other sexually oriented statements.
- B. Complaint Procedure. Each member of management is responsible for creating an atmosphere free of discrimination and harassment, sexual or otherwise. Further, employees are responsible for respecting the rights of their co-workers. If you experience any job-related harassment based on your sex, your race, or another factor, or believe you have been treated in an unlawful, discriminatory manner, promptly report the incident to your supervisor, who will investigate the matter and take appropriate action, including reporting it to the Chief Appraiser. If you believe it would be inappropriate to discuss the matter with your supervisor, report it directly to the Chief Appraiser, who will undertake an investigation. Your complaint will be kept confidential to the maximum extent possible. If the Chief Appraiser determines that an employee is guilty of harassing another employee, appropriate disciplinary action will be taken against the offending employee. The District prohibits any form of retaliation against any employee for filing a bona fide complaint under this policy or for assisting in a complaint investigation.
- C. In terms of policy, employment with the District shall:
1. Be based upon technical qualifications and overall fitness of the employee for the position.
  2. Be subject to the employee's good behavior and satisfactory performance of work, as well as the District's availability of funds.
  3. Provide just and equitable incentives, compensation, and conditions of employment with the persons having similar duties and responsibilities being compensated on a uniform basis.
  4. Honor and protect the rights and interest of employees consistent with the best interest of both the District and the citizens of Lampasas County.

### **III. ORGANIZATION**

- A. The District is operated under the direction of a governing body known as the Appraisal District Board of Directors. The Board adopts policies and sets rules and regulations for the operation of the District. The policies, rules and regulations are implemented by the Chief Appraiser who is appointed by the Board to administer the business of the District. The duties of the Chief Appraiser are set out in State Law (Chapter 6, Texas Property Tax Code) and provide that he/she is responsible for the administration of the District. This includes hiring, firing, and all other personnel determinations.

- B. The District Board is directly responsible to the taxing jurisdictions within the County for the manner in which the District is administered. The Board appoints the Chief Appraiser and the Chief Appraiser serves at the pleasure of the Board.
- C. In every organization, much of the authority and responsibility for running it must be delegated to department heads, supervisors, and ultimately each employee. Each employee is responsible to the Chief Appraiser and the Chief Appraiser is directly responsible to the District Board of Directors for efficient operation of the District.

#### **IV. APPLICATION AND APPOINTMENT**

##### **A. GENERAL**

All appointments to positions of employment within the District will be made with regard to merit and fitness and without regard to race, color creed, sex, age, or national origin. Discrimination will not be practiced or tolerated in the District.

##### **B. APPLICATION**

1. When a job is advertised, applications will be accepted as provided in the advertisement.
2. Following satisfactory completion of application, an offer of employment may be tendered.
3. Upon acceptance of the offer, the Chief Appraiser shall complete all necessary employment and benefit forms and conduct orientation programs.
4. All employees may be required to use a personal vehicle for job related activities.
5. Use of the computers will entail the lifting of boxes to change paper which will require you to lift up to twenty (20) pounds.

##### **C. TRAINING PERIOD**

1. The first six months of employment will be a training period for each employee. Performance of the employee will be carefully observed by the Chief Appraiser to evaluate the work of the employee and to aid in the adjustment to the job. The Chief Appraiser will submit a report to the Board stating whether or not performance has been satisfactory at the end of the period. An employee may be removed at any time during this training period, as well as after its completion, for unsatisfactory performance.
2. At the mid-point (3 months) of each employee's training period, a review of performance will be conducted and the employee briefed by the Chief Appraiser on his work and other factors relating to total performance.

3. At the completion of the training period, a review of performance is conducted and the employee is either certified as a regular employee or terminated.
4. The purpose of the training period is to determine whether the employee can and will perform satisfactorily. It provides a period of training wherein the Chief Appraiser may help the employee succeed.

D. CONFLICT OF INTEREST

1. Any immediate relative, whether by blood or marriage, of an employee shall not be employed. Immediate relatives for this purpose are defined as persons to whom the employee is related within the second degree, as defined by Section 573.002, Texas Gov't. Code, by affinity or consanguinity.
2. The Chief Appraiser and all staff personnel shall read and understand Section 573.002, Texas Gov't. Code, and govern them accordingly.

A public official may not appoint, confirm the appointment of, or vote for the appointment or confirmation of the appointment of an individual to a position that is to be directly or indirectly compensated from public funds or fees of office if:

- (1) the individual is related to the public official within a degree described by Section 573.002; or
- (2) the public official holds the appointment or confirmation authority as a member of a state or local board, the legislature, or a court and the individual is related to another member of that board, legislature, or court within a degree described by Section 573.002.

3. In addition, Section 6.05(f) and (g), Texas Tax Code, provides as follows:

- (f) The chief appraiser may not employ any individual related to a member of the board of directors within the second degree by affinity or within the third degree by consanguinity, as determined under Article 5996h, Revised Statutes. A person commits an offense if the person intentionally knowingly violates this subsection. An offense under this subsection is a misdemeanor punishable by a fine of not less than \$100 or more than 1,000.
- (g) The chief appraiser is an officer of the appraisal district for purposes of the nepotism law, Article 5996a, Revised Statutes. An appraisal district may not employ or contract with an individual or the spouse of an individual who is related to the chief appraiser within the first degree by consanguinity or affinity, as determined under Article 5996h, Revised Statutes.

E. AGE

All regular employees of the District must be 18 years of age.

## F. CATEGORIES OF EMPLOYMENT

All appointments will be made to one of the following categories:

1. Regular Full-Time – requiring service for the normal full-time work week on a regular basis, defined as 40 hours or more of duty during a calendar week. May be “exempt” or “non-exempt” as defined below.
2. Regular Part-Time – requiring service for less than 40 hours per work week. May be “exempt” or “non-exempt” as defined below.
3. Temporary – requiring service that will last for a limited period of time not to exceed 6 months in any 12 month period. Employees are not eligible for retirement, group life or insurance, sick or vacation leave, holiday pay. May be “exempt” or “non-exempt” as defined below.
4. Employee in Training – for the first six months of employment, District employees will be considered as an employee in training. Employees are not eligible for sick or vacation leave. The successful completion of this period should not be construed as creating a contract or as guaranteeing employment for any specific duration or as establishing a “just cause” termination standard. The training period may be shortened or lengthened at the discretion of the District in certain circumstances.
5. Nonexempt Employees – employees who are required to be granted compensatory time at the rate of one and one-half hours for all hours worked beyond forty hours in a workweek, in accordance with applicable federal wage and hour laws.
6. Exempt Employees – employees who are not required to be paid overtime or granted compensatory time in accordance with applicable federal wage and hour laws, for work performed beyond forty hours in a workweek. Executives, professional employees, outside sales representatives, and certain computer programmers and employees in administrative positions are typically exempt.
7. You will be informed of your initial employment classification and of your status as an exempt or nonexempt employee during your orientation session. If you change positions during your employment as a result of promotion, transfer, or otherwise, you will be informed of any change in your exemption status. Please direct any questions regarding your employment classification or exemption status to your supervisor.

## G. COMPLIANCE WITH RULES

Every District employee and official is expected to support the District by complying with State Laws and instructions and regulations promulgated by the District Board of Directors and the Chief Appraiser.

H. PREJUDICE

No employee shall display prejudice for or against people or organizations that might affect the cordiality of their contacts with other employees or with the public.

V. PROMOTION, RESIGNATION AND RETIREMENT

A. PROMOTIONS

It is the policy of the District to provide promotional opportunities whenever possible to qualified District personnel. Positions will be filled on the basis of merit, aptitude, experience, ability, education, attitude, and work record.

B. RESIGNATIONS

Employees who resign their employment with the District shall be deemed to be terminated in good standing, if notice is given at least two weeks before the effective date, in writing, to the Chief Appraiser of their intention to resign and if other circumstances of the resignation are such as to justify good standing.

C. RETIREMENT

The District has established membership in the Texas County and District Retirement Plan for its eligible employees. Participation in the plan will start on the first day of employment. The purpose of the plan is to assist employees in preparing for the financial needs of retirement.

VI. TERMINATION

A. EMPLOYMENT AT WILL

All employees of the District are non-contract employees. They are employed for an indefinite term of service, and are terminable at will, with or without cause. Termination may be, but is not required to be preceded by conference with the Chief Appraiser and may be preceded by a period of time to be determined by the Chief Appraiser in which the employee will be given a written statement of areas in which improvements are mandatory and an opportunity to improve these areas. No part of the personnel policy is intended to create, and should not be construed to create tenure, contract rights, or any expectation of continued employment. All employees holding positions with the District which require professional registration or certification, such as appraisers, must maintain such registration or certification during their employment. Failure to do so will result in automatic termination of employment with the District.

## B. GUIDELINES FOR APPROPRIATE CONDUCT

As an integral member of the District team, you are expected to accept certain responsibilities, adhere to acceptable business principles in matters of personal conduct, and exhibit a high degree of personal integrity at all times. This not only involves sincere respect for the rights and feelings of others, but also demands that both in your business and in your personal life you refrain from any behavior that might be harmful to you, your co-workers, and/or the District, or that might be viewed unfavorably by current or potential clients or by the public at large.

Whether you are on duty or off, your conduct reflects on the District. You are, consequently, encouraged to observe the highest standards of professionalism at all times.

Types of behavior and conduct that the District considers inappropriate include, but are not limited to the following:

1. Falsifying employment or other District records;
2. Violating the District's nondiscrimination and/or sexual harassment policy
3. Soliciting or accepting gratuities from customers or clients;
4. Excessive absenteeism or tardiness, or absences without leave;
5. Excessive, unnecessary, or unauthorized use of District supplies, particularly for personal purposes;
6. Reporting to work intoxicated or under the influence of non-prescribed drugs, and illegal manufacture, possession, use, sale, distribution or transportation of drugs;
7. Bringing or using alcoholic beverages on District property or using alcoholic beverages while engaged in District business off the District's premises, except where authorized;
8. Fighting or using obscene, abusive, or threatening language or gestures;
9. Theft of property from co-workers, clients, or the District;
10. Unauthorized possession of firearms on the District premises or while on District business;
11. Disregarding safety or security regulations;
12. Insubordination;
13. Failing to maintain the confidentiality of District, customer, or client information;

14. Conviction of a felony or crime involving moral turpitude; and
15. Neglect of duty.

## **VII. COMPENSATION PLAN**

### **A. GENERAL**

The Compensation Plan will be the budget adopted by the District Board of Directors on an annual basis. Automatic salary adjustments are not implied and will only be granted by approval of the Board, usually at the time that the budget is prepared. Each employee's salary and other benefits will be listed individually in the budget by position.

### **B. PAY**

1. Pay rates will be monthly. All employees will be paid a monthly salary and will receive pay on a semi-monthly basis.
2. Discrepancies in payroll checks resulting in overpayment, underpayment or otherwise should be brought to the attention of the Chief Appraiser.
3. The official paydays for employees are the fifteenth and the last working day of each month.

### **C. OVERTIME PAY**

All employees in the District will be expected to work overtime whenever necessity demand additional service of any occasional nature. If you are classified a non-exempt (see Section IV (F)(5) or (6) you will receive compensatory time off for approved overtime work. In order to receive credit for such overtime, it must be with the Chief Appraiser's approval. Compensatory time will be used at the request of the employee, subject to approval by the Chief Appraiser. Such compensation shall be determined as follows:

1. You will be paid at straight time (i.e., your regular hourly rate of pay) for all hours worked between the first and fortieth hours in any given workweek.
2. You will receive one and one-half hours of compensatory time for each hour worked beyond the fortieth hour in any given workweek.

Your supervisor will attempt to provide you with reasonable notice when the need for overtime work arises. Please remember, however, that advance notice may not always be possible. Employees must use accrued compensatory time within one year of accrual, or such time will be forfeited. Any exceptions to this policy must be by approval of the Chief Appraiser.

D. TIME AND ATTENDANCE

1. All employees will maintain their own time cards for each pay period. These time cards are used to prepare payroll and therefore should be properly filled out with name, social security number, payroll periods, sick leave, paid leave or vacation time.
2. Working hours will be 8:00 a.m. to 5:00 p.m. Monday through Friday. The District office will remain open during the lunch hour.
3. The daily lunch period is for one hour. Employees' lunch hours will be arranged by the Chief Appraiser.
4. The standard work week will be forty (40) hours, consisting of five (5) standard work days.

E. TERMINAL PAY

All employees who leave employment for any reason shall receive all pay due them with the following qualifications:

1. Regular employees who have completed their training period and resign in good standing shall receive such pay.
2. Regular employees who retire are entitled to all benefits that accrue to those who resign in good standing.
3. Regular employees who expire, whether while actively employed or on leave, shall have the benefits paid their respective estates just as if they had resigned in good standing.
4. At the time an employee leaves employment with the District, all entitlements will be terminated and resolved. No benefits or entitlements will be carried forward to a future employment of a former employee.

**VIII. LEAVE**

A. VACATION

1. Annual vacation is provided for all regular full time employees. The amount of vacation to which you are entitled depends on your length of service, as follows:
2. Vacation time is earned:  
  
1 year – 1 week

2 years – 2 weeks  
5 years – 3 weeks

3. Temporary and regular part time employees:

These employees do not earn vacation credits or other benefits.

4. Vacation time will be calculated from employees' anniversary date for those hired after January 1, 1991. Vacation time may not be carried over into another year.

5. Vacation Scheduling:

- a. The Chief Appraiser shall ensure that all eligible employees take the full amount vacation due them each year. Vacation time in units of less than 1 day will not be granted.
- b. Vacations must be scheduled, in writing, at least 30 days in advance to allow planning which will minimize the effect of the vacationing employee's absence. A form provided by the District must be completed and turned in for approval before vacations will be granted. The Chief Appraiser may modify the 30 day requirement at his/her discretion.
- c. Employees who leave the District before completing probationary and training periods are not eligible to receive vacation time.
- d. The Chief Appraiser will have the authority to change the vacation schedule of any employee if the workload of the office requires it or if unexpected employee absences occur which mandate a change.
- e. Employees shall not be entitled to receive pay in lieu of unused vacation time, except in instances where the employee terminates employment with the District.
- f. The Chief Appraiser shall notify the Board of Directors prior to taking vacation.

B. SICK LEAVE

- 1. The District shall grant 4 hours per month sick leave for all permanent full time employees. Such leave may be used in cases of illness of the employee, or member of their immediate family. "Immediate family" is defined as a parent, grandparent, child, grandchild, sibling or spouse. Eligible employees accrue sick days at the rate of one-half day per month to a maximum of six days per calendar year. Sick leave taken in excess of sick days accrued at that time will be deducted from your paycheck in the following pay period. All accrued sick leave that is unused at the end of one year may be carried over for use in the following year. There is no limitation on the amount of sick leave that may be accrued or carried over. Upon termination by resignation, the employee will be entitled to compensation for unused sick leave up to 96 hours at the employee's regular

rate of pay. Sick leave may be accumulated, and may be carried forward from year to year. Except as earlier stated herein, no one will receive compensation for accumulated sick leave time upon termination of service from the District, or after notice of termination.

2. Sick leave accumulation begins immediately upon employment. However, an employee must become a regular full time employee in order to take paid sick leave.
3. Temporary and regular part time employees are not eligible to accrue or take sick leave with pay.
4. An employee who cannot report to work shall notify his/her department head within a reasonable period of time. Failure to make proper notification without valid reasons constitutes absence without pay.
5. When an employee exhausts accrued sick leave, the employee will then take accrued vacation time in order to remain on the payroll. When vacation time is exhausted the employee then is removed from the payroll and will be placed on unpaid leave of absence.
6. Abuse of sick leave shall constitute grounds for disciplinary action. Sick leave shall not be used to take care of personal business, travel or any reason other than illness of the employee or an immediate family member.

#### C. MATERNITY LEAVE

All aspects of the sick leave policy shall apply to maternity leave except that arrangements must be made as to the length of time an expectant employee will be taking unpaid leave of absence. The District will provide paid maternity leave for a period of up to six weeks. Maternity leave salary will be at one-half of the maternity leave salary during the leave period and the other one-half will be paid after the employee returns to work for ninety (90) days. This benefit is contingent upon the employee making a commitment to return to the District after the leave period. Accrued sick leave or vacation time can be used as a part of leave time or to extend the leave time. This benefit will apply only if the employee has been with the District for over a year at the time the leave is taken.

#### D. COMPASSION OR FUNERAL LEAVE

An allowance of one (1) working day or eight (8) hours per year with pay may be extended to an employee when there is a death in the immediate family. Immediate family shall be defined as an employee's husband, wife, son, daughter, father, mother, father-in-law, mother-in-law, brother, sister, grandfather, grandmother, grandchild, brother-in-law and sister-in-law. This leave may not be carried over into another year.

#### E. MILITARY LEAVE

Enlisted Reserve Corps Officers, Reserve Corps Reservists or National Guardsmen that are regular full-time employees are entitled to two weeks leave of absence for reserve duty training with full pay less any pay received for said reserve duty.

#### F. REGISTRATION AND EDUCATION

1. The District will provide payment for tuition, travel expenses and other related fees for certification and continuation of certification of personnel as required by State Law.
2. Any employee required to register with the Board of Tax Professional Examiners ("BTPE") shall perform their duties in accordance with applicable laws and regulations and shall avoid the act or appearance of improper influence, conflict of interest, discrimination, abuse of powers or misuse of titles by conforming to the rules stated in BTPE Ethical Conduct Rules 628.2 through 628.7. A copy of BTPE Rules is available at the District Office.
3. An employee that is registered with the BTPE and completes his/her certifications, must in five years from their date of certification complete and earn 75 CEU's. It will be the responsibility of the employee to keep accurate records and to inform the Chief Appraiser in time to insure that enough CEU's are completed by their deadline for re-certification.
4. Failure to complete certification or re-certification may result in termination of employment with the District.
5. All employees required to be registered and certified with the BTPE will attend the educational courses approved by the Property Tax Division. The Chief Appraiser with the employee will schedule attendance at these courses.
6. The Chief Appraiser may authorize special duty for attendance at schools, conventions, conferences, seminars and training courses whose subjects relate to the work of the employee.
7. Attendance at schools, conventions, seminars, etc., must be approved by the Board at budget preparation time.
8. If or when an employee fails a course test or Level exam it is the policy of the Appraisal District that for the first retake, the course registration and room will be paid by the District at the Chief Appraiser's discretion if budgeted funds are available. Meals and travel will be paid by the employee. If failed the second time, the employee will be responsible for all expenses for the third course. All retakes on Level III and Level IV reviews and exams will be at the employee's expense.

#### G. CIVIC DUTY

Jury duty and trial witness duty will be paid leave. Employees will retain any fees paid for their jury services. Witness duty must be performed under subpoena.

H. UNPAID LEAVE

At the discretion of the Chief Appraiser, leave without pay may be granted to any employee. Such leave should not exceed twenty (20) working days in any one calendar year. In no case will leave without pay be granted in units of less than one (1) consecutive working day.

I. ABSENCE WITHOUT AUTHORIZATION

Any employee failing to report to work or failing to remain at work as scheduled, without proper notification or authorization or excuse shall be considered absent without leave and shall not be paid for the period of absence involved. Such absence shall be grounds for disciplinary action.

J. LEAVES OF ABSENCES

1. Employees on Paid Leave of Absence:

- a. Will continue to participate in all benefit plans.
- b. Will be paid for holidays occurring during the leave.

2. Employees on Unpaid Leave of Absence:

- a. Will pay their normal share of group insurance premium.
- b. Will not be paid for holidays occurring during their leave.
- c. Do not accrue sick leave days or vacation days during the leave.
- d. Retirement contributions by both the employee and the District will be suspended during the unpaid leave of absence and may be reinstated at the end of that leave.

3. Leaves of absence granted herein may be taken in hourly or daily increments of time, subject to other requirements or restrictions stated herein for each type of leave of absence.

K. HOLIDAYS

The District Board of Directors will set the holiday schedule at the beginning of each year.

L. RELIGIOUS HOLIDAYS

Employees, who are members of religious faiths which celebrate widely recognized holidays that are not District holidays, may substitute those days for regular holidays.

M. PERSONAL LEAVE

The Chief Appraiser may allow up to two (2) days or sixteen (16) hours per year for paid personal leave. Taking such leave is contingent upon adequate notice and scheduling which is convenient for operation of the District. This leave may not be carried over into another year.

**IX. TRAVEL**

A. TRAVEL – OUTSIDE THE DISTRICT

1. All out of District travel by employees of the District must be authorized by the Chief Appraiser.
2. Transportation costs for District employees duly authorized to travel on official District business, shall be paid for by the District on a direct or reimbursable basis.
3. Incidental costs of travel, e.g., tips, cab fares, telephone calls, etc. shall be reimbursed by the District upon presentation of documentation of costs.
4. In addition to transportation and incidental reimbursable costs outlined above, actual costs for meals and hotels or motels will be paid; however, only those charges supported by documentation will be paid. Receipts will not be required in those cases where receipts are not “normally” given the traveler, but a written, signed, record of costs must be presented for reimbursement, in any case.
5. District employees who use their privately owned vehicle for out-of-District travel shall be paid mileage on a set fee per mile basis. The fee per mile rate will be set during the budget writing process each year and will be included in the budget document. Detailed mileage records must be maintained and proof of automobile liability insurance coverage must be presented prior to any payment being made by the District.
6. District owned vehicles will be used for travel when it is considered economically desirable by the Chief Appraiser.

B. REIMBURSEABLE EXPENSES

All requests for reimbursements related to the District operations (such as mileage, lodging, means, ect.) shall be submitted by the claimant on the District’s Expense Voucher. Receipts must be furnished. A daily log of actual mileage traveled in the performance of official business must be maintained by each claimant.

C. AUTO ALLOWANCE

The Chief Appraiser may make arrangements with an employee to pay a flat monthly allowance for the employee to use his/her vehicle while on District business within the geographical limits of the District. If however the Chief Appraiser determines that it is in the best interest of the District to pay a mileage fee in lieu of a flat monthly allowance he/she may do so.

The fee per mile rate will be set during the budget writing process each year and will be included in the budget document. If it is anticipated that the flat monthly allowance method of reimbursement will be used, the monthly allowance rate will also be included in the budget document.

The rules established for out-of-District travel reimbursement regarding record keeping and proof of liability insurance coverage will apply to in-District travel reimbursement also.

#### D. TRAVEL AND RELATED EXPENSES

Travel advances will be made to District employees for out of town travel with a Chief Appraiser approved itemized purchase order. These travel advances are only advances and should not be confused with reimbursements for travel. If the District owes the traveler money after the trip is completed, the District will promptly pay upon the receipt of a travel voucher. It is expected that if the advance was larger than the actual expenses, that the traveler will submit this difference when their travel voucher is submitted. If a travel voucher is not settled after two weeks from the travel period disciplinary action may be taken. If the travel and related expenses section of this policy is abused, then the Chief Appraiser has the authority to place the abuser employee in a reimbursable basis.

### **X. CONDUCT AND DISCIPLINE**

- A. All employees are expected to report to work on time, remain in the office during standard office hours, and to be diligent in performance of their assignments. If it is necessary for employees to leave the office during regular office hours, they should obtain prior approval from the Chief Appraiser. When out of the office for job related activities no personal business will be conducted, e.g. appraisals, bank, post office, distribution runs, etc.
- B. All employees shall always be mindful of their personal conduct both on and off the job, so as to merit the respect of all those they may contact.
- C. All employees shall exercise the utmost care in the use of District property.
- D. All employees shall render courteous treatment to the public.
- E. No employee shall accept any gifts or favor from any person, firm, or corporation that might reasonably tend to influence him/her in the discharge of his/her official duties, or grant, in the discharge duties any improper favor, service or thing of value.
- F. No employee shall use his official position to secure special privileges.

- G. No employee shall grant any special consideration, treatment or advantage to any citizen, individual or group beyond that which is available to every other citizen, individual or group.
- H. No employee shall disclose information which is confidential by law, as describes by Section 22.27 of the Property Tax Code, or that could adversely affect the property, government or affairs of the District, nor directly or indirectly use any information gained by reason of their official position or employment for their own personal gain or benefit or for the private use of others. A copy of Section 22,27 is attached hereto as Exhibit "A".
- I. Employees shall not engage in outside activities which will interfere with the performance of the duties assigned to them in the employment of the District, or which might impair their independent judgment in the performance of their public duty.
- J. No employee shall use District supplies or equipment for any purpose other than to conduct District business.
- K. No employee shall engage in any dishonest or criminal act or any other conduct prejudicial to the District or that reflects discredit upon the District.
- L. Employees may be disciplined for dishonesty, drunkenness, immoral conduct, insubordination, discourteous treatment of the public, discourteous treatment of another employee, and other such acts.
- M. Discipline includes, but is not limited to oral or written reprimand, disciplinary probation, suspension with pay, suspension without pay, or other appropriate action, up to and including termination.

## **XI. GENERAL PROVISIONS**

### A. WORKING RELATIONSHIPS

It should be the responsibility of each employee to maintain high standards of cooperation with all employees and the public as well as efficiency and economy in their dealing with the District. Work shall be organized and directed toward achievement of these goals by all employees.

1. When work abilities, attitudes, personal production or conduct of any employee fall below the required personnel standard, the Chief Appraiser should call this to the employee's attention. If the action or conduct is serious, this information will be documented in the employee's file.
2. All employees shall obey and carry out all orders given by the Chief Appraiser. If the employee has a complaint, the employee should follow procedures set forth in "Grievance Procedures".

### B. POLITICAL ACTIVITY

Engagement in partisan political activities while at work or as an official representative of the District is prohibited.

C. OTHER EMPLOYMENT

An employee is not restricted in any other employment as long as the employment does not conflict with nor affect their position with the District. It is mandatory however, that regular full-time employees notify the Chief Appraiser of any non-District employment.

D. TELEPHONES

1. Telephones in the District office are for conducting the District's business. Long distance calls should be made only with the Chief Appraiser's approval and should pertain to business only. Personal cellular phones should be used only rarely and briefly. District owned cellular phones should be used only for conducting the District's business.
2. Personal Calls – As a courtesy, the District grants employees the use of telephones on a limited basis for personal calls whether incoming or outgoing. Infrequent use of the telephone for personal business will make it possible for this privilege to continue. Personal long distance calls may be made only with a credit card or third party. The Chief Appraiser has the authority to suspend use of the office phones for personal use.

E. CHANGE OF PERSONAL DATA

Correct and accurate employment records are important both to the District and to the employee. Employees are urged to notify the District when changes occur such as address, phone number, marital status, number of dependents, etc.

F. EVALUATION OF REGULAR FULL TIME EMPLOYEES

1. Board policy will provide for an annual evaluation of employees by the Chief Appraiser. Evaluations are to commence one year after the completion of an employee's training period and to continue for every year thereafter.

G. SAFETY

All employees will consistently be aware of the safety of themselves, members of the public and fellow employees. This is especially important when operating a District owned vehicle, and includes the proper maintenance of those vehicles.

H. SMOKING POLICY

This building is designated a Non-Smoking establishment.

## **XII. GRIEVANCE PROCEDURE**

- A. Insofar as may be possible, it is the intent of the District to anticipate and avoid complaints or grievances by its employees. When an employee has a complaint or grievance he/she is to take it without delay to the Chief Appraiser who will attempt to resolve the matter fairly, and as quickly as possible. This procedure assures the employee with a disagreement that he/she will be heard, the grievance will be discussed, and that corrective action will be taken if necessary.
- B. "Grievance" means a complaint from an employee that the District has violated, misinterpreted, or inequitable applied an existing law, resolution policy, rule or regulation as it applies to the conditions of employment. A disagreement involving a non-existing law resolution, policy, rule or regulation is not a "grievance".
- C. If the Chief Appraiser and the aggrieved employee cannot resolve the grievance after diligent effort by both, the employee shall submit the matter in writing to the Chief Appraiser who will then place the matter on the next available agenda. The Board will then decide whether and how, in its sole discretion, the matter will be resolved.
- D. Employees shall not be subject to reprisal for using the grievance procedure.

### **XIII. EMPLOYEE BENEFIT PROGRAM**

The following employee benefit programs are available:

#### A. INSURANCE

The District has a medical plan for regular full-time employees. All regular full-time employees must apply for medical coverage with the District's Insurance carrier. If the application is refused no medical coverage for that employee will be provided. Furthermore, no additional salary fund will be paid by the District to compensate for the missing insurance coverage. An employee who is not covered by the District's insurance may reapply for coverage each year on the anniversary date of employment and if accepted, the District will assume payment of that employee's premium as it does with its other employees. Dependent coverage is available at the employee's option.

**(Rev. 8-16-01)** Employees may apply for health insurance 30 days after date of employment.

The District pays the District Medical Plan premium for the employee within limits set by the Board as contained in the annual budget. If dependents are included, the employee pays the premium for the dependents' coverage.

#### B. WORKER'S COMPENSATION

To provide for payment of your medical expenses and for partial salary continuation in the event of a work-related accident or illness, you are covered by workers' compensation insurance provided by the District. The amount of benefits payable and the duration of payment depend upon the nature of your injury or illness. In general, however, all medical expenses incurred in connection with a work-related injury or illness are paid in full, and partial salary payments are provided beginning with the eighth consecutive day of your absence from work.

If you are injured or become ill on the job, you must immediately report such injury or illness to your supervisor. This ensures that the District can assist you in obtaining appropriate medical treatment. Your failure to follow this procedure may result in the appropriate worker's compensation report not being filed in accordance with the law, which may consequently jeopardize your right to benefits in connection with the injury or illness. Questions regarding worker' compensation insurance should be directed to the Accounting Department.

C. RETIREMENT PLAN

The District has established membership in the County and District Retirement Plan for its eligible employees. Participation in the plan will start on the first day of employment. The purpose of the plan is to assist employees in preparing for the financial needs of retirement.

#### **XIV. DRUG FREE WORKPLACE**

Lampasas County Appraisal District shall provide a drug-free workplace in compliance with Public Law 100-690, Title V, Subtitle D, of the Drug-Free Workplace Act of 1988. It is our intent and obligation to provide a drug-free, healthful, safe and secure work environment. The un-lawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited on the premises of the Lampasas County Appraisal District.

Any employee who willfully violates this prohibition will be subject to disciplinary action up to and including Termination. Employers are required to take sanctions on any employee convicted of a criminal drug offense in the workplace, which can range from discharge to a requirement of satisfactory participation in a drug abuse assistance or rehabilitation program. If any employee is convicted for illegal drug activity in the workplace, the employer must be notified within five (5) days of the conviction and the employer must notify the federal contracting or granting agency of any criminal conviction of employees for illegal drug activity in the workplace within ten (10) days of learning about a conviction.

All employees, as a condition for employment, will comply with this policy.

LAMPASAS

141

**LAMPASAS CENTRAL APPRAISAL DISTRICT  
BOARD OF DIRECTORS POLICY MANUAL**

REVISED NOVEMBER 19, 1998

REVISED FEBRUARY 17, 2000

REVISED MARCH 16, 2000

REVISED AUGUST 16, 2001 (ADDED #7 UNDER DUTIES AND RESPONSIBILITIES)

## **BOARD OF DIRECTORS DUTIES AND RESPONSIBILITIES**

The Board of Directors of the Lampasas Central Appraisal District consists of five citizens of the county who serve without compensation for two year terms after being selected by the taxing entities served by the District. The Board meets monthly at the District's office at 109 E. Fifth Street, Lampasas. Notices of meeting times and dates are posted as required by law.

The Board consists of three members, the secretary, and the chairperson. Meetings follow agendas, which are published as required by law. Dates and times of meetings are selected by the Board to encourage maximum participation by the citizens of the county. Board meetings are conducted in an informal atmosphere for the same reason, however the chairperson is responsible for the orderly progression of business at each meeting.

Special called meetings of the Board are kept to an absolute minimum. If however, such meetings are called by the Chairperson they will be posted as required by law.

At each meeting the agenda will provide time for public participation. The Chairperson will assure that all who wish to speak on issues pertinent to the duties of the board are heard, as time will allow. The chairperson may limit the time that an individual may speak to the board.

All votes taken by the Board, oral, written or otherwise, shall be reviewed and/or counted solely by the Board and supervised by the Chairperson.

### **PRIMARY DUTIES OF THE BOARD:**

#### **1. ESTABLISH THE APPRAISAL DISTRICT'S OFFICE**

The Board has interpreted this requirement to mean that the Board is responsible for the continuing successful operation of the Office and fulfills this responsibility by establishing policies for the operation of the office and by general supervision of the Chief Appraiser.

#### **2. ADOPT THE APPRAISAL DISTRICT'S ANNUAL OPERATING BUDGET**

The Board performs this duty annually as prescribed by law. In addition the board supervises the expenditure of funds throughout the year by monthly approval of bills and payroll and by regular review of the District's budget balances.

The LCAD board of directors shall consider and adopt an annual budget by September 15 of each year in compliance with Section 6.06 of the Property Tax Code. The Chief Appraiser shall prepare a proposed budget and submit it to the board for consideration before sending to any taxing entity. The Chief Appraiser shall also provide a detailed breakdown of the proposed budget and provide a detailed explanation of each category listed on the proposed budget;

### 3. CONTRACT FOR NECESSARY SERVICES

The Board feels that competition for District contracts brings better service or goods for money spent and therefore will require competitive bidding when it is in the best interest of the taxpayers, or as required by law.

The LCAD shall not enter into a contract with any contractors or employ any additional employees that are related to existing employees to the first and second degree of the LCAD. This policy will ensure that nepotism is avoided at all costs within the LCAD;

All contracts with the LCAD shall commence effective January 1 of each year and be enforceable until December 31 of that same year. All contracts will not extend beyond the expiration date of the current Board members term.

All contracts considered or executed by the LCAD shall first be reviewed and examined by the legal counsel representing the LCAD in order to protect the interest of the LCAD, the board, and the citizens of Lampasas County;

### 4. HIRE A CHIEF APPRAISER

The Board extends this requirement to include supervision and Evaluation of the Chief Appraiser. The Chief Appraiser is responsible to the Board for the efficient operation of the District in all its aspects and in strict compliance with law.

The Chief Appraiser works for the LCAD and as such, shall engage in professional Conduct at all times. The Chief Appraiser shall not engage in any political activity detrimental to the LCAD or the board of directors;

The Chief Appraiser shall interview and select employees to fill vacancies within the LCAD with approval of the board.

### 5. APPOINT APPRAISAL REVIEW BOARD MEMBERS

The Board will perform this authority as required by law and will appoint members who are representative of the community which we serve. The Appraisal Review Board, in legally constituted session, has sole authority to modify appraisal values set by the Chief Appraiser, except as provided by Section 1.111(e) and 25.25 (b) and (h) of the Texas Property Tax Code.

### 6. MAKE GENERAL POLICY ON THE APPRAISAL DISTRICT'S OPERATION

The Board extends this authority to the general supervision of the Chief Appraiser to see that its policies are followed. The Chief Appraiser shall attend each board meeting as directed by the Lampasas Central Appraisal District Board of Directors;

The Chief Appraiser shall provide a Chief Appraiser's report at each board meeting that details the activities of the LCAD. The report shall be listed on each certified agenda and shall contain listings of each item to be discussed. Any documents that pertain to any item listed in the Chief Appraiser's report shall be furnished to each board member in advance of the meeting; minimally 3 days prior to the meeting date;

The Chief Appraiser shall not leave the district during normal business hours or take vacation without first receiving permission from the board of directors and without leaving someone in charge.

The Chief Appraiser shall provide copies of all correspondence to and from any legal counsel to the board with respects to any issue regarding the LCAD;

The Chief Appraiser shall undergo a performance evaluation at least once each year.

Any legal opinions that are needed shall be requested by the Chairman of the Board, and the legal counsel representing the LCAD shall provide a copy to each board member by First Class Mail. All legal opinions are considered attorney-client-privileged documents and are not to be distributed to any non-board member;

The Chief Appraiser shall keep the Chairman of the Board apprised at all times concerning important matters pertaining to the LCAD in between meetings;

## 7. AGRICULTURAL APPRAISAL ADVISORY BOARD

- (a) The chief appraiser of each appraisal district shall appoint, with the advice and consent of the board of directors, an agricultural advisory board composed of three or more members as determined by the board.
- (b) One of the agricultural advisory board members must be a representative of the county agricultural stabilization and conservation service, and the remainder of the members must be landowners of the district whose land qualifies for appraisal under Subchapter C, D, E, or H Chapter 23, and who have been residents of the district for at least five years.
- (c) Members of the board serve for staggered terms of two years. In making the initial appointments of members of the agricultural advisory board, the chief appraiser shall appoint for a term of one year one-half of the members, or if the number of members are an odd number, one fewer than a majority of the membership.
- (d) The board shall meet at the call of the chief appraiser at least three times a year.
- (e) An employee or officer of an appraisal district may not be appointed and may not serve as a member of the agricultural advisory board.
- (f) A member of the agricultural advisory board is not entitled to compensation.

- (g) The board shall advise the chief appraiser on the valuation and use of land that may be designated for agricultural use or that may be open space agricultural or timber land within the district.

The Chief Appraiser shall submit an annual leave schedule each January for the fiscal year for board approval. The Chief Appraiser's request shall include at least one period consisting minimally of five (5) consecutive workdays of annual leave.

Roberts's rules of order, revised 9<sup>th</sup> edition, will be used in conducting all meetings with particular reference to pages 477-478 "Procedure in Small Boards", pages 478-479 "Effects of Partial Changes in Board Membership", pages 95-96 for executive sessions.

The Chief Appraiser shall submit a detailed list of the outstanding bills and proposed reimbursements for consideration to be paid. The list shall include the name of the creditor, the amount to be paid, and the nature of the debt.

## **OPEN RECORDS**

The District's records are open for public inspection during regular office hours. The only exception to this rule, are those records which are accepted from disclosure pursuant to specific provisions of the Public Information Act.

If a written request is received for a record which the Chief Appraiser determines is not public information, a request for an Attorney General's opinion will be made and the requestor will be notified within ten days.

It is the Board's intent that the Public Information Act be followed to the letter.

## **INSPECTION OF RECORDS**

Most requests for examination of record will come as routine across-the-counter transactions and will usually be accompanied by requests for copies.

Since the District is funded by taxes, the Board feels that the District's employees are employees of the residents of the county and therefore should render service to the extent possible without cost. Our customers must realize however that the District has basic responsibilities, which must be fulfilled on a priority basis. When requests to review records, make copies and perform research conflicts with the District's basic responsibilities employees must defer and postpone the secondary activities.

If a request is for more than 50 pages of paper records, the charge for copies shall include all costs relating to reproducing the information, including costs of materials, labor, and overhead. If a request is for 50 or fewer pages, costs of materials, labor and overhead will not be charged unless the requested information is located in a remote storage facility or more than one building.

The hourly rate of labor charges will be derived from an average of the gross hourly wage of the employees of the District. The Chief Appraiser will provide the requestor an estimate of cost to fill the request before the work starts and the requestor will sign an agreement to pay the actual cost before work starts.

## COST OF COPIES

The District must recover the cost of making copies for its customers since it is impossible to accurately budget for such expenditures. It is the board's intent that state law be followed in charging for copies. A list of charges for copies is attached.

GSC CHARGES:	Charge
Item or Service	
Standard paper copy	\$ .10 per page
Nonstandard size copy	
Diskette	\$ 1.00 each
Magnetic tape	
4 mm.	\$ 13.50 each
8 mm.	\$ 12.00 each
9 track	\$ 11.00 each
Data Cartridge	
2000 series	\$ 17.50 each
3000 series	\$ 20.00 each
6000 series	\$ 25.00 each
9000 series	\$ 35.00 each
600 A	\$ 20.00 each
Tape Cartridge	
250 MB	\$ 38.00 each
525 MB	\$ 45.00 each
VHS video cassette	\$ 2.50 each
Audio cassette	\$ 1.00 each
Oversized paper copy	\$ .50 each
Mylar (36", 42" and 48")	
3 mil.	\$ .85 / linear foot
4 mil.	\$ 1.10 / linear foot
5 mil.	\$ 1.35 / linear foot
Blue line/blueprint paper	\$ .20 / linear foot
Other	Actual Cost
Personnel charge	
Programming personnel	\$ 26.00 per hour
Other personnel	\$ 15.00 per hour
Overhead Charge	20% of personnel charge
Microfiche or microfilm charge	
Paper copy	\$ .10 per page
Fiche or film copy	Actual cost
Remote document retrieval charge	Actual cost
Computer resource charge	
Mainframe	\$ 10.00 per minute
Midsize	\$ 1.50 per minute
Client/server	\$ 2.20 per hour
PC or LAN	\$ 1.00 per hour
Miscellaneous supplies	Actual cost
Postage and shipping charge	Actual cost
Photographs	Actual cost
Other costs	Actual cost
Outsourced or contacted services	Actual cost

\* The governmental body *may not* charge sales tax for public information requests

## **COMPLAINTS**

The Board intends to conduct its affairs in strict compliance with law and with good business practice. Furthermore, it requires the District's employees to do the same. All members of the board, the members of the Appraisal Review Board, and the employees are expected to conduct District affairs in a businesslike and courteous manner.

Conflict may arise between District personnel and the citizens whom the District serves. The board intends that these conflicts be settled promptly and fairly in every case. To this end the following rules are promulgated:

### **VERBAL COMPLAINTS**

Most complaints will fall into this category and will arise either in the office in person or over the telephone to an employee of the District. It is the Board's intent that employees courteously receive these types of complaints and immediately try to resolve them on the spot. If this is not possible, and the Chief Appraiser has not been involved in the conversation to that point, the Chief Appraiser will be called and will try to resolve the conflict.

If a verbal complaint cannot be resolved, after diligent effort by District employees, the complaint will be instructed as provided in this section to file a written complaint. If a complainant is not capable of writing his/her complaint a District employee will assist to any degree necessary to get the complaint into acceptable written form.

### **WRITTEN COMPLAINTS**

The Chief Appraiser will acknowledge written complaints as soon as possible in writing and will explain the processing of complaints by the district. A copy of this policy will be furnished to the complainant at that time.

Copies of this policy will be available to the public at the District's office and will be furnished to any person on request. Written complaints will be brought to the attention of the Chairperson as soon as possible to be presented at the next scheduled board meeting.

At the first regular Board meeting the Chief Appraiser will make the Board members aware of the complaint and will submit a summary of the Chief Appraiser's efforts to resolve the complaint. If the complaint is of a nature that it cannot be resolved within thirty days, the Chief Appraiser will continue to brief the Board on the complaint's progress at each regular meeting until it is finally resolved.

The Board is aware that all complaints cannot be resolved to the satisfaction of the complainants, however it is the Board's intent that every effort be made to do so within the confines of law and good business practice.

In every case a letter explaining the Board's position on the complaint will be prepared by the Chief Appraiser and will be forwarded to the complainant. If the complainant responds in writing or verbally, that response will be brought to the attention of the Board during its next regular meeting.

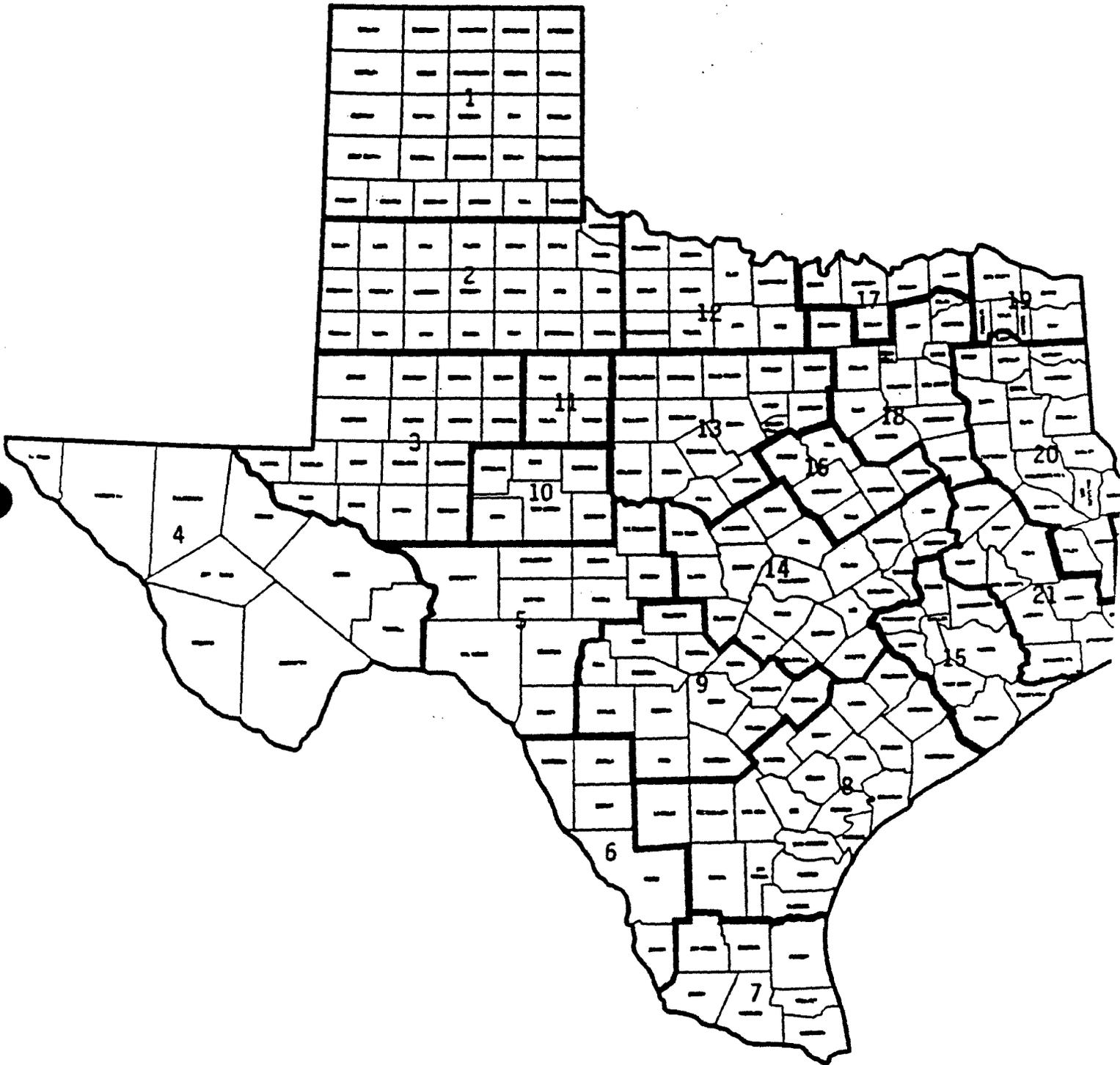
All complaints and records which pertain to those complaints will be filed separately and will be considered a permanent record.

## **PUBLIC ACCESS POLICIES FOR MEETING OF APPRAISAL DISTRICT BOARD OF DIRECTORS**

As required by law the following policies are adopted by the Board to provide public access to the Board of Directors for matters over which the Board has responsibility.

1. Any non-English speaking person, deaf person, or person who has any physical, mental or development disability which would make appearance before the Board must file a written request with the Chief Appraiser. Such request will outline the nature of the expected difficulty and specify the date of anticipated appearance before the Board at a scheduled meeting. The Chief Appraiser will make arrangements as provided below to minimize the difficulties to be experienced by the handicapped person in his/her appearance before the Board.
2. The Chief Appraiser shall coordinate with the area service council of the Texas Commission for the Deaf (Page 10) in obtaining services and shall appoint annually an interpreter to attend any meeting of the board of directors in which a deaf person is scheduled to testify. The interpreter shall be paid a per diem amount equal to that paid to members of the appraiser review board.
3. The Chief Appraiser shall coordinate with the Texas Rehabilitation Commission, the United Way, and other public and private agencies with Regional offices (Page 14) to provide proper arrangements for public Forums, to include the correct placement of microphones, sufficient area for wheelchairs and other mobility aides, and any other matter which would assist in improved access to the board of directors in a public hearing.
4. Meeting of the Board of Directors for which written notice has been given from persons requiring barrier free access shall be conducted in public building complying with standard and specifications adopted by the State Purchasing and General Service Services Commission (PO Box 13047, Capitol Station, Austin, Texas 78711) pursuant to the Elimination of Architectural Barriers Act, Article 7 of Article 601b, V.T.C.S., where available. If no barrier-free public building is available in the district, the Chief Appraiser shall make arrangements for temporary wheelchairs ramps to be available, as well as other physical aides for persons with disabilities.

TEXAS COMMISSION FOR THE DEAF  
REGIONAL BOUNDARIES



**TEXAS COMMISSION FOR THE DEAF**  
**AREA SERVICE COUNCILS**

1. PANHANDLE COUNCIL FOR THE DEAF  
PO Box 8043  
Amarillo, Texas 79114  
806/353-0767 (Voice/TDD)  
806/359-1506 (Voice)
2. LUBBOCK COMMUNITY SERVICES FOR THE DEAF  
2414 34<sup>th</sup> Street  
Lubbock, TX 79411  
806/795-2345 (Voice/TDD)
3. HIGHLAND COUNCIL FOR THE DEAF, INC.  
PO Box 1935  
Big springs, Texas 79720  
915/267-6779 (Voice/TDD)  
915/263-0614 (Voice)
4. EL PASO CENTER OF THE DEAF, INC.  
1005 East Yandell  
El Paso, Texas 79902  
915/544-6032 (Voice/TDD)
5. No provider available at this time.
6. No provider available at this time.
7. No provider available at this time.
8. CORPUS CHRISTI AREA COUNCIL FOR THE DEAF  
5151 McArdle Road  
Corpus Christi, Texas 78411  
512/993-1154 (Voice/TDD)
9. CHURCH'S DEAF SUPPORT CENTER  
PO Box BH001  
355 Spencer Lane  
San Antonio, Texas 78284  
512/735-7573 (Voice)  
512/735-6151 (TDD)

**SAN ANTONIO COUNCIL FOR ADVANCEMENT OF SERVICES TO THE DEAF**  
C/O: Barbara Jordan Center  
2803 East Commerce  
San Antonio, Texas 78203  
210-223-9200 (Voice/TDD)

10. No provider available at this time.

11. **WEST TEXAS SERVICES FOR THE DEAF**  
ACU Station, Box 1807  
Abilene, Texas 79699  
914/674-2425 (Voice/TDD)

12. No provider available at this time.

13. **TARRANT COUNTY SERVICES FOR THE HEARING IMPAIRED**  
2500 Lipscomb Street  
Fort Worth, Texas 76110  
817/926-5305 (Voice)  
817/926-4101 (TDD)

14. **TRAVIS COUNTY COUNCIL FOR THE DEAF**  
2201 Post Road, Room 100  
Austin, Texas 78704  
512/448-7597 (Voice)  
512/448-7571 (TDD)

15. **HEAR-SAY**  
2525 Murworth #207  
Houston, TX 77054  
713/666-2625 (Voice/TDD)

16. **CENTRAL TEXAS COUNCIL FOR THE DEAF**  
PO Box 5656  
Waco, Texas 76708  
817/754-4247 (Voice)  
817/757-3323 (TDD)

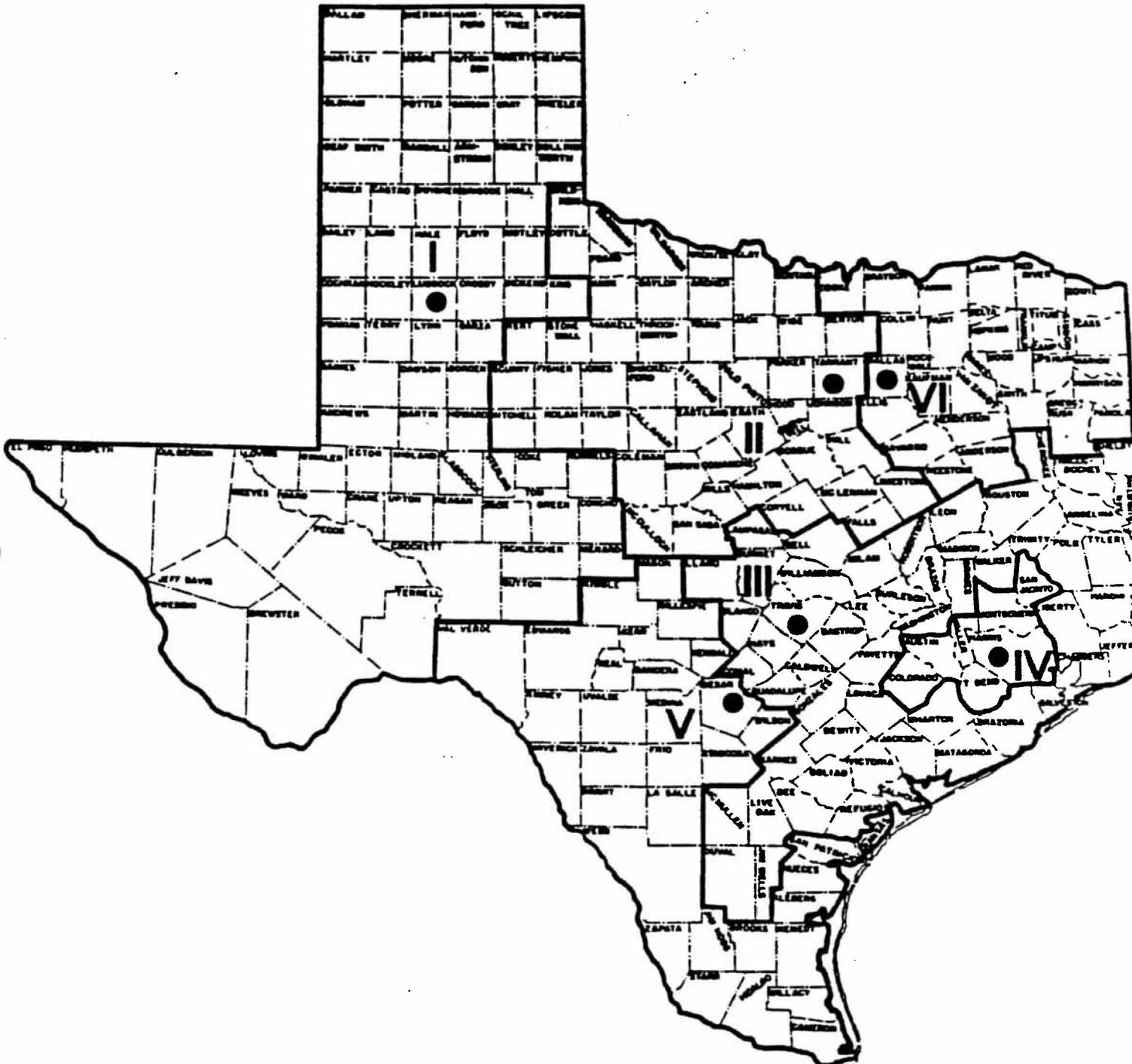
17. **TEXOMA COUNCIL FOR THE DEAF**  
800 North Travis  
Sherman, Texas 75090  
214/892-6531 (Voice/TDD)

18. **DEAF ACTION CENTER**  
3115 Crestview Drive  
Dallas, Texas 78235  
214/521-0407 (Voice/TDD)

19. No provider available at this time.
20. EAST TEXAS DEAF & HEARING ASSOCIATION, INC.  
777 Broadway, #103  
Tyler, Texas 75701  
214/593-3355 (Voice/TDD)
21. SOUTHEAST COUNCIL FOR THE HEARING IMPAIRED  
PO Box 1748  
470 Orleans  
Beaumont, Texas 77704  
409/833/6679 (Voice/TDD)

In addition, an annual directory of interpreters is published by the Texas Commission for the Deaf. Information on this registry may be obtained from the program specialist for direct services at 512/569-9891 or 510 South Congress, Room 300, Austin, Texas 78704.

**TEXAS REHABILITATION COMMISSION  
REGIONAL BOUNDARIES**



The Field Offices for the regions indicated on this map are listed in the Governmental Pages (blue) of the telephone directory under "State--Texas Rehabilitation Commission: Field Offices."

Information concerning attendant care, transportation, interpreter services adaptive equipment, environmental control systems, and other issues related to disabilities can be obtained from counselors at these Field Offices.

## LOCAL INFORMATION AND REFERRAL TELEPHONE NUMBERS\*

ABILENE:		
Call-For-Help		(325)673-8211
AMARILLO:		
United Way Information & Referral		(806) 373-2662
Center for Independent Living		(806) 352-1500
ANGLETON:		
Action, Inc. of Brazoria County HELPLINE		(409) 849-4404
		(409) 849-5711
		ext. 1500
ARLINGTON:		
First Call for Help		(817) 274-2534
AUSTIN:		
United Way HOTLINE		(512) 472-4357
BAY CITY:		
United Way		(409) 245-3056
BEAUMONT:		
United Way of Beaumont I&R		(409) 835-3886
BROOKSHIRE:		
United Way of Waller County		(713) 934-4322
BRYAN:		
Brazos County Community Council		(409) 923-5226
CARROLLTON:		
MetroCrest Service Center		(214) 446-2100
CORPUS CHRISTI:		
Coastal Bend Assn. for Mental Health		(512) 993-7416
DALLAS:		
American Red Cross		(214) 871-2175
Generic, Teen line, Hispanic I & R Services		(214) 747-3711
Aging I & R Services		(214) 741-5244
Contact Dallas Telephone Counseling		(214) 233-2233
Dallas Council on Alcoholism & Drug Abuse		(214) 522-8600
FORT WORTH:		
First Call for Help		(817) 878-0100

<b>GALVESTON:</b> Family Service Center I & R	(409) 766-2248
<b>GRAND PRAIRIE:</b> Grand Prairie United Charities	(214) 263-0010
<b>HOUSTON:</b> Crisis Intervention of Houston United Way of the Texas Gulf Coast	(713) 527-9864 (713) 527-0222
<b>HURST:</b> First Call for Help	(817) 282-6646
<b>IRVING:</b> Irving Aid, Inc.	(214) 721-9181
<b>KILGORE:</b> East TX Council of Governments	(214) 984-8641 (800) 442-8845
<b>LA PORTE:</b> Neighborhood Centers LaPorte/Bayshore	(713) 471-1824
<b>LUBBOCK:</b> City of Lubbock Information & Referral Aging I&R	(806) 765-6262 (806) 762-8721
<b>LUFKIN:</b> United Way	(409) 632-3203
<b>MESQUITE:</b> Mesquite Social Services, Inc.	(214) 285-3000
<b>MIDLAND:</b> United Way of Midland	(915) 682-4358
<b>PASADENA:</b> Pasadena/South Houston Neighborhood Center	(713) 944-9186
<b>PLANO:</b> Information & Referral of Plano	(214) 422-1850
<b>SAN ANGELO:</b> United Way First Call for Help	(915) 942-7670
<b>SAN ANTONIO:</b> Bexar County Women's Center United Way of San Antonio & Bexar County	(512) 225-4387 (512) 244-5000
<b>SMITHVILLE:</b> Combined Community Action, Inc.	(512) 237-2434

**STAFFORD:**

United Way Family Service Center

(713) 499-5681

**VICTORIA:**

Victoria Info & Volunteer Action Center

(512) 575-8279

**WACO:**

Aging I&R

(817) 752-3240

United Way of Waco

(817) 753-5683

**WALLER:**

United Way of Waller County

(409) 372-9194

**WICHITA FALLS:**

United Way of Greater Wichita Falls

(817) 322-8638

\* A directory of Information & Referral Services for the Aging network is available from the Texas Department on Aging.