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| <b>Folder ID Number:</b> | 52165-006 |

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**Folder Title:**  
8-24-98 [Resume, Interview Questions - 1998]

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67  
From  
Laurie

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Following Page

# ROSS L. ADKINS

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## EDUCATION/CERTIFICATES

MICROSOFT CERTIFIED SYSTEM ENGINEER (MCSE), 1998

MICROSOFT CERTIFIED PROFESSIONAL (MSP), 1998

ALL MICROSOFT OFFICE 97 SUITE PROGRAMS TRAINING CERTIFICATIONS, 1997

AIR FORCE NONCOMMISSIONED OFFICERS ACADEMY, 1986

200 Class hours, Management training

Academic Achievement Award (1<sup>st</sup> in class.)

## PROFESSIONAL PRESENTATIONS/SEMINARS

August 7-9, 1998 - National Council of University Research Administrators Electronic Research Administration III Conference (Atlanta, GA)

Panel member on "Implementing Document Imaging "

May 18, 1998 - Regional National Council of University Research Administrators (San Antonio, TX)

Panel member on "Developing and Maintaining a WEB site for your Sponsored Programs Office"

September 27, 1996 - IRB/OPRR/FDA Conference (Peoria, IL)

"Role of the IRB in Collaborative Research" - Panel member on "Computing: Databases for IRB's."

August 9-11, 1996 - National Council of University Research Administrators (Atlanta, GA)

"Ushering in a New Electronic Research Administration"

1. Instructed two classes on "Internet Basics"

2. Panel member on "Electronic Tracking and Review for Your IRB/IACUC Committees."

## EXPERIENCE

### BAYLOR COLLEGE OF MEDICINE

#### *Information Systems Manager 1993 - Present*

Responsible for administration of 45 Personal Computers, one Unix based WEB and file server and two Microsoft NT servers. Providing both hardware and software support, evaluation, purchasing, trouble-shooting, installation and maintaining. Develop and test new ideas pertaining to information technology, such as the Internet, WEB, mass faxing of information, image storage of documentation and CD-ROM storage. Established and maintain a 2000 hits per week WEB site. Responsible for the reporting and data analysis for the Baylor College of Medicine Space Committee, resulting in decisions regarding faculty space allocations. Create and administer a complex array of MSAccess, FoxPro and Paradox databases (including standalone applications programmed in Microsoft Access). Direct supervision of two individuals in relations to the aforementioned duties.

### BAYLOR COLLEGE OF MEDICINE

#### *PC Technician 1990-1993*

Personal Computer end-user support for over 4500 PCs throughout the campus. Installed/setup new systems, consulted on new equipment, repaired to component level and performed periodic maintenance on printers. Setup print sharing devices using both serial and parallel devices. Performed software installations and upgrades. Train personnel on the proper use of hardware and software. Evaluated new products, based on the end-users needs, recommend solutions in both the hardware and software arenas.

## EXPERIENCE (CONTINUED)

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US AIR FORCE - OFFUTT AFB, NE

*Systems Operations Manager 1989 - 1990*

In-Charge of an \$85 million weather data handling system network comprised of over forty DEC/VAX processors (OS-VMS) models 11/751, 8200, 8250, 8700 and MicroVax II's: connected via Ethernet and DECNET. Supervise eleven people, make 24-hour work schedule, administer policies and directives, develop and conduct training, and evaluate subordinates on performance. Responsible for contract support of all hardware to computer systems.

## SKILLS

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20 years supporting users in all aspects relating to computers. Software knowledge - All versions of WordPerfect, all Microsoft Office products (Word, Excel, Access & PowerPoint), Paradox 4.5 & 5.0 and many other software programs. Operating systems include; MS Windows NT, 95 and 3.1x, Macintosh and Unix. Able to perform laser printer repair of Hewlett Packard and Apple LaserWriter models. Network configurations (hardware and administration) of MS Windows NT, TCP/IP, and combinations of various desktop operating systems. Work equally well in team or solo environments, with the discipline to perform under adverse conditions.

## TIRR Systems WAN/ILRU Communication Options

*From  
Gary Lemp*

Option 1: ILRU continues as is and communicates with TIRR Systems Entities via Internet E-mail. Kronos updates completed via voice phone or by travelling to another location that has a Kronos setup.

### Advantages

No cost  
Internet E-mail access  
Kronos updates possible  
Requires little MIS resources

### Disadvantages

No access to TIRR Systems WAN  
No access to Intra E-mail  
Kronos updates are clumsy

Option 2: ILRU uses a Virtual Private Network (VPN) to communicate to the TIRR Systems LAN via the Intranet. This option includes purchasing firewall equipment, re-addressing TCP/IP at ILRU, and configuring ILRU PCs to communicate with the TIRR Systems WAN. Implementation would not begin until at least the 1<sup>st</sup> quarter of 1999.

### Advantages

Efficient Kronos updates  
Access to TIRR Systems WAN  
Intra E-mail access  
No new T1 line costs

### Disadvantages

High cost (1 time: ~\$6,000)  
Slower access rates through Internet  
Slight but possible Internet security issues  
Possible communication link problems  
Requires high MIS resources to implement  
Current ILRU system would require change  
Non-standard WAN connection

Option 3: ILRU re-routes its existing T1 line from Baylor to the TIRR Systems WAN. ILRU would become part of the WAN similar to TIRR Challenge. Communications to Baylor would occur similar to the current method used by Lex Frieden and his secretary. This option includes purchasing standard communications equipment, re-addressing TCP/IP at ILRU, and configuring ILRU PCs to communicate with the TIRR Systems WAN. Implementation would not begin until at least the 1<sup>st</sup> quarter of 1999.

### Advantages

On-line Kronos updates  
Access to TIRR Systems WAN  
Intra E-mail access  
No new T1 line costs to ILRU  
Standard WAN connection

### Disadvantages

Medium cost (1 time: ~\$3,000)  
Slower access rates through Internet  
Requires medium MIS resources to implement  
Current ILRU system would require change

## **Funchess, Roxy**

**From:** Lex Frieden [lfrieden@bcm.tmc.edu]  
**Sent:** Sunday, August 23, 1998 9:17 AM  
**To:** funchess@bcm.tmc.edu  
**Subject:** Fwd: Germany and vocational rehabilitation programs



interviewgerman.doc



interviewenglish.doc



ATT00000.txt

>Date: Mon, 17 Aug 1998 16:19:47 -0400

>From: "Johnson Rachel" <johnson\_rachel@bah.com>  
>Organization: Booz Allen & Hamilton  
>X-Mailer: Mozilla 4.03 [en] (Win95; U)  
>To: lfrieden@bcm.tmc.edu  
>Subject: Germany and vocational rehabilitation programs  
>

>Lex, I appreciate your attempts at reaching me. As we seem to be  
>playing phone tag, I am attaching the MS Word survey we need answers  
>to. Let me step back a moment and see if you are even the right contact  
>for this issue!  
>Booz Allen is conducting a benchmarking study for the US Department of  
>Veterans Affairs concerning practices of vocational rehabilitation for  
>veterans. Initially, I contacted Hartmut Haines, but he was leaving for  
>a month-long vacation as is the custom in Germany (we should be so  
>civilized).  
>I have 2 surveys/questionnaires that we are trying to have filled out by  
>this Friday -- one is in German, the other in English. I you are able  
>to either provide answers, contact names, or forward the survey to the  
>appropriate people I would be very grateful.  
>Regards, Rachel Johnson  
>  
>

## VA Benchmarking Interview Fragen

### Interviewee Daten

Name: \_\_\_\_\_ Telefon: \_\_\_\_\_  
Organisation: \_\_\_\_\_ Telefax: \_\_\_\_\_  
Name des Programms: \_\_\_\_\_ E-mail: \_\_\_\_\_  
Adresse: \_\_\_\_\_  
\_\_\_\_\_

### Program

#### Mission

- Wie lautet Ihre Mission?

#### Ziel

- Was sind Ihre programmatischen Ziele?

#### Messung des Erfolgs

- Wie definieren Sie Erfolg fuer Ihr Programm?
- Messen Sie Ihren Erfolg (z.B. Prozentsatz der Teilnehmer, die eine Arbeit aufnehmen, nachdem sie das Programm durchgefuehrt haben; Dauer des Arbeitsverhaeltnisses; Hoehe des Gehaltes; etc.) ? Wenn ja, welche Kriterien wenden Sie an?
- Fuehren Sie Statistiken ueber Personen, die das Programm abbrechen? Unter welcher Rubrik fuehren Sie Personen, die das Programm abbrechen? Aus welchen Gruenden brechen Teilnehmer das Programm ab?
- Wie hoch ist die Erfolgsrate Ihres Programms? Welche sind die Hauptgruende fuer einen erfolgreichen Abschluss eines Programms?

#### Kunden

- Wer sind Ihre Kunden? Wie definieren Sie die unterschiedlichen Teilnehmer/-gruppen, die Sie betreuen?
- Wie sieht die demographische Verteilung Ihrer Kunden aus nach Alter, Geschlecht und Ausbildungsniveau?



## VA Benchmarking Interview Questions

- Betreuen Sie auch Behinderte? Wenn ja, wie definieren Sie die Art der Behinderung? Wenden Sie eine numerische Skala fuer den Grad der Behinderung an? Benutzen Sie qualitative Kriterien fuer die Bestimmung der Art der Behinderung? Fuehren Sie Statistiken ueber jede Gruppe (z.B. Anzahl Bewerber pro Behindertengruppe) ?

### Etat

- Wie hoch ist Ihr gesamter programmatischer Etat? Was schliesst er mit ein?

### Marketing

- Wie werben Sie fuer Ihr Programm?

### **Prozess**

- Welche Dienstleistungen bieten Sie an?
- Welche Kriterien wenden sie an, um die Eignung und Aufnahme der Bewerber zu bestimmen?
- Wieviel Personal haben Sie (direkt und indirekt dem Programm zugeordnete Mitarbeiter und Fremdfirmen)? Sind diese Vollzeitmitarbeiter? Werden sie ausschliesslich in dem beruflichen Rehabilitationsprogramm eingesetzt?
- Was ist die durchschnittliche Arbeitsbelastung fuer jeden Betreuer (Anzahl zu betreuende Bewerber/Teilnehmer)?

### **Allgemeine Statistiken**

|                                                                                                                            | 1994 | 1995 | 1996 | 1997 |
|----------------------------------------------------------------------------------------------------------------------------|------|------|------|------|
| # der Bewerbungen                                                                                                          |      |      |      |      |
| # der Bewerber, die als geeignet eingestuft werden                                                                         |      |      |      |      |
| # der Teilnehmer, die ein Programm wieder aufnehmen (nach vorheriger Unterbrechung oder Aufnahme eines weiteren Programms) |      |      |      |      |
| # der Teilnehmer, die das Programm erfolgreich beenden                                                                     |      |      |      |      |
| # der Teilnehmer, die das Programm abgebrochen haben                                                                       |      |      |      |      |
| Durchschnittliche Verweildauer der Teilnehmer im Programm                                                                  |      |      |      |      |



### Kundenprofil

|                                      |                      |                            |
|--------------------------------------|----------------------|----------------------------|
| <b>Alter des Bewerbers:</b>          | <b>Rehabilitiert</b> | <b>nicht-rehabilitiert</b> |
| <b>Behinderung:</b>                  | <b>Rehabilitiert</b> | <b>nicht-rehabilitiert</b> |
| <b>Art und Grad der Behinderung:</b> | <b>Rehabilitiert</b> | <b>nicht-rehabilitiert</b> |
| <b>Geschlecht:</b>                   | <b>Rehabilitiert</b> | <b>nicht-rehabilitiert</b> |
| <b>Ausbildungsniveau:</b>            | <b>Rehabilitiert</b> | <b>nicht-rehabilitiert</b> |
| <b>Status des Veteran:</b>           | <b>Rehabilitiert</b> | <b>nicht-rehabilitiert</b> |

## VA BENCHMARKING INTERVIEW QUESTIONS

### Interviewee Data

Name: \_\_\_\_\_ Telephone: \_\_\_\_\_  
Organization: \_\_\_\_\_ Fax: \_\_\_\_\_  
Name of Program: \_\_\_\_\_ E-mail: \_\_\_\_\_  
Mailing Address: \_\_\_\_\_  
\_\_\_\_\_

### Program

#### Mission

- What is your mission?

#### Goals

- What are your programmatic goals?

#### Performance Measures

- How do you define success for your program?
- Do you have any established performance measures (e.g., percentage of participants who attain employment after completing the program, length of job tenure, salary they obtain, etc.)? If so, what are they?
- Do you maintain records or have statistics for dropouts? How do you classify or define those who drop out of the program? What are the major reasons why participants drop out of the program?
- What is your success rate for program participants? What do you think most influences those who successfully complete the program?

#### Customers

- Who are your customers? How do you define the different populations that you serve?
- What is the demographic breakdown of your customers by age, gender, and level of education?

## VA Benchmarking Interview Questions

- Do you serve a disabled population? If so, how do you define their disability(ies)? Do you have a numeric rating scale for the severity of disability? Do you have qualitative categories for identifying the nature of the disability? Do you have statistics for each (e.g., number or percent of applications received in each category)?

### Budget

- What is your overall programmatic budget? What does this cover/include?

### Marketing

- How do you market your program? What expectations do the applicants have of the services provided by the program? Do their expectations match the services you provide?

### **Process**

- What services do you offer?
- What criteria do you use for determining eligibility and/or entitlement?
- How many staff do you have (i.e., program staff, support staff, and contractors)? Are they full-time employees? Are they dedicated strictly to the vocational rehabilitation program?
- What is the average caseload for each counselor?

### **General Statistics**

|                                                                                | 1994 | 1995 | 1996 | 1997 |
|--------------------------------------------------------------------------------|------|------|------|------|
| # of applications received                                                     |      |      |      |      |
| # of applicants found eligible or entitled                                     |      |      |      |      |
| # of applicants referred out of the program                                    |      |      |      |      |
| # of pre-existing participants                                                 |      |      |      |      |
| # of participants who completed the program (i.e., successfully rehabilitated) |      |      |      |      |
| # of participants who dropped-out                                              |      |      |      |      |
| Avg. time spent in program                                                     |      |      |      |      |

## **Funchess, Roxy**

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**From:** Lex Frieden [lfrieden@bcm.tmc.edu]  
**Sent:** Sunday, August 23, 1998 9:16 AM  
**To:** funchess@bcm.tmc.edu  
**Subject:** Fwd:

>Date: Wed, 19 Aug 1998 04:15:28 -0400  
>From: Kate\_Seelman@ed.gov (Kate Seelman)  
>To: lfrieden@bcm.tmc.edu (Lex Frieden)  
>  
> Lex:  
>  
> Please don't lose the inspired thought (of many in your case) that  
> certain NIDRR staff deserve recognition.  
>  
> Would you dig up the paper by Bill Mitchell and Howard Rusk circa 1968  
> for the Domestic Policy Council on S&T policy. When I receive it, I  
> will put together a little think group for the chapter.  
>  
> Whatever you can do to get CDC to collaborate a bit more on health and  
> wellness issues would benefit everyone.  
>  
> Kate Seelman  
>  
>

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Lex Frieden      e-mail: <lfrieden@bcm.tmc.edu>

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Senior Vice President -- TIRR      <http://www.tirr.org>  
The Institute for Rehabilitation and Research  
Director -- ILRU Program      <http://www.ilru.org>  
Independent Living Research Utilization  
Professor -- Baylor College of Medicine  
Department of Physical Medicine  
and Rehabilitation      <http://www.bcm.tmc.edu>

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