



**MEETING OF THE
TEXAS WORKFORCE COMMISSION**

DATE

JULY 11, 2023

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Tuesday, July 11, 2023

CHAIRMAN DANIEL: Good morning, everyone.

This meeting is called to order. Mr. Trobman, has anyone signed up for public comment?

MR. TROBMAN: No, sir.

CHAIRMAN DANIEL: Thank you, Mr. Trobman. Good morning, Ms. Gonzales.

MS. GONZALES: Good morning.

CHAIRMAN DANIEL: All right, this brings us to the end of Agenda Items 3 through 7. We'll take a short recess.

CHAIRMAN DANIEL: All right, we're back. We're going to start actually with Agenda Item 13. The time is now 10:38. The Texas Workforce Commission is now going into executive session to discuss the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of the executive director, internal auditor, executive staff, and other personnel pursuant to Texas Government Code 551.074(a)(1).

CHAIRMAN DANIEL: All right, the executive session is now completed. The time is 10:54. Let's move back and take up Agenda Item 8, Board Contract Year 2024 Texas Rising Star Mentor Distribution.

REAGAN MILLER: Good morning, chairman, commissioners. For the record, Reagan Miller with the Child Care & Early Learning Division. Today we're bringing forward

1 recommendations on how to distribute the \$25,000,000—excuse me,
2 the \$27,000,000 that you previously approved within the
3 Statewide Initiatives budget to support Texas Rising Star
4 mentors in Board Contract Year 2024. As we outline in the paper
5 with the implementation of the legislative change to mandate
6 that all CCS providers participate in the Texas Rising Star
7 program, there will be many more child care programs in need of
8 mentoring and coaching assistance. The increase in funding will
9 allow boards to hire additional Texas Rising Star mentors to
10 provide this support. The funding distribution methodology is
11 the same as last year and is described in detail in the
12 discussion paper, and on page three you'll see the amounts that
13 each board will receive based on this recommended distribution.
14 That concludes my overview and I'm happy to answer any questions
15 that you have.

16 CHAIRMAN DANIEL: Any comments or questions?

17 COMMISSIONER DEMERSON: This is kind of an
18 aside, Reagan. Congratulations to you and your team on an
19 amazing child care conference that was recently held. This
20 particular item, mentoring, coaching, all those things, I had an
21 opportunity to visit with the various vendors and got kind of
22 churched up on all these areas, and so that additional funding
23 that this commission is allocated and appropriated, your teams
24 put it to good use and those vendors are the ones that are
25 performing that work were engaged. I enjoyed the conversations

1 but congratulations on that conference. No other comments, Mr.
2 Chairman.

3 COMMISSIONER TREVIÑO: I just wanted also to
4 concur with Commissioner Demerson on a wonderful conference. It
5 seemed like everything ran so smoothly and everybody was excited
6 to be there so congratulations.

7 CHAIRMAN DANIEL: Is there a motion?

8 COMMISSIONER DEMERSON: I move that we
9 approve the Board Contract Year 2024 Texas Rising Star mentor
10 distribution as described in the discussion paper and
11 recommended today by staff.

12 COMMISSIONER TREVIÑO: I second the motion.

13 CHAIRMAN DANIEL: It's been moved and
14 seconded and we're unanimous.

15 REAGAN MILLER: Thank you.

16 CHAIRMAN DANIEL: This is Agenda Item 9,
17 Board Nominations.

18 CHERIE DUDLEY: Good morning, chairman,
19 commissioners, and Mr. Serna. For the record, Cherie Dudley with
20 Workforce Development. Today for your consideration we have
21 Workforce nominations for Brazos Valley, Capital Area, Golden
22 Crescent, Coastal Bend, Panhandle, Permian Basin, and Texoma.
23 Staff recommends approval on the presented nominees and I'm here
24 to answer questions you may have.

25 CHAIRMAN DANIEL: Any questions?

1 COMMISSIONER DEMERSON: No questions.

2 COMMISSIONER TREVIÑO: No questions.

3 CHAIRMAN DANIEL: No questions. Is there a
4 motion?

5 COMMISSIONER DEMERSON: I move that we
6 approve the local Workforce Development Board member nominees
7 presented today for the following Workforce Solutions offices:
8 Workforce Solutions Brazos Valley, Capital Area, Golden
9 Crescent, Coastal Bend, Panhandle, Permian Basin, and Texoma.

10 COMMISSIONER TREVIÑO: I second the motion.

11 CHAIRMAN DANIEL: It's been moved and
12 seconded and we're unanimous. Thank you.

13 CHERIE DUDLEY: Thank you.

14 CHAIRMAN DANIEL: I do not see a legislative
15 report today. Is there an executive director's report today?

16 MR. SERNA: Yes, sir, there is. Two things
17 actually. The first is a matter of personal privilege to just
18 let everybody know that today is Commissioner Demerson's
19 birthday and wish the commissioner a happy birthday.

20 COMMISSIONER DEMERSON: Thank you, Ed.

21 MR. SERNA: The second is—

22 CHAIRMAN DANIEL: He didn't give you any
23 time for rebuttal. Did you notice that? He's like, happy
24 birthday, and OK, and the next thing on my list is—

25 COMMISSIONER DEMERSON: Because Ed knows.

1 MR. SERNA: He said thank you and I heard
2 that and I was [inaudible].

3 COMMISSIONER DEMERSON: And then you were
4 done.

5 MR. SERNA: Well, I was afraid that there
6 would be a request for singing or something like that. The
7 second item is recognizing staff. Our Fraud Detection and
8 Compliance Monitoring Division nominated one of the teams, the
9 AD&M team in IT for outstanding work, and we're going to
10 recognize those employees with a Star Award and Chuck can
11 describe that.

12 CHUCK ROSS: Good morning, Mr. Chairman,
13 commissioners, Mr. Serna. For the record, my name is Chuck Ross.
14 I'm the director of TWC's Division of Fraud Deterrence and
15 Compliance Monitoring. I'll start out by saying it's probably
16 never a good thing when the fraud guy shows up but I'm here for
17 actually a very pleasant reason, and I'm not wearing my
18 traditional undertaker garb to kind of put that-kind of forward
19 that vibe. I'm here to speak to you all about a group award,
20 Star Award, for the IT department's Application, Development,
21 and Maintenance Division. It's no surprise to anybody in the
22 agency or to anybody in Texas that during the pandemic the
23 unemployment insurance program became a huge target for ID
24 theft. All told we had close to 900,000 potential ID theft
25 claims that really were filed by criminal enterprises. Integrity

1 and fraud protection is really a team sport at the agency, and
2 while my division and the UI division and other divisions work
3 diligently to investigate these ID theft claims, the IT division
4 in particular, AD&M, really showed up and helped out with
5 victims of ID theft primarily in the area of those individuals
6 whose identifications were stolen but then they subsequently
7 needed to file a claim for unemployment benefits. That process
8 involves kind of unwinding the Social Security number of the
9 victim, moving the fraud ID information to a pseudo-claim, and
10 then allowing the victim of the ID theft to claim—file a
11 legitimate claim for benefits because they were unemployed and
12 needed the money. So prior to November of 2020, that process
13 involved looking at dozens and dozens of tables in the benefits
14 system and just sort of untangling the fraud claim. It took IT
15 staff four to six hours per individual claim to do that work. I
16 really want to recommend Sharla Roberts because she took the
17 current process and on her own initiative and her extremely
18 intelligent approach, she automated that system so that the four
19 to six hours it was taking took 15 minutes for us to unwind and
20 attach ID theft claims to pseudo-SSNs so after that process we
21 were able to help over 3,400 victims of ID theft be able to file
22 legitimate claims for unemployment insurance. That's really kind
23 of the vanguard of the work that the AD&M shop did but they were
24 instrumental to our efforts, and I'd like to—and it's my
25 privilege and my honor because I work with them on a regular

1 basis to commend them to you as award winners of the Star Award.
2 First, Sharla Roberts. She coded the ID theft Moves [SP]
3 application for complicated pseudo-moves for the CARES and the
4 ARPA payments. I'm tearing up a little bit about Sharla's
5 nomination because unfortunately she is no longer with TWC, and
6 that makes me very sad, and a lot of people are very sad about
7 that. Next, I'd like to recognize Rine Everett. Rine coded an
8 automated script to use the existing screen to perform basic
9 pseudo-moves. Again, it really helped victims of ID theft.
10 Brandi Cordell and Rine Everett documented and tested all the ID
11 theft requirements results. Beatriz Silva trained 15 staff to do
12 the ID moves that were necessary to help these victims. Michael
13 Weaver documented and tested all CARES, ARPA, and related
14 overpayments, and kind of a special shoutout to Michael Weaver.
15 He writes the best technical documents I've ever read. I can
16 barely charge my iPhone but I understand exactly what he tells
17 me so kudos to Michael. Rolando Tovar, he coded and is currently
18 coding all [inaudible] overpayments, and finally David Leandro,
19 Joseph Henry, Retha Madison, Denise Williams, and Rebecca
20 Roberts completed manual entry of theft moves. That's only-what
21 I've laid out here is only a small amount of the contributions
22 that the AD&M shop has made to fraud, waste, and abuse
23 prevention at TWC, and it was my honor to submit them for
24 awards, and that's what I have for you today.

25

CHAIRMAN DANIEL: Any comments or questions?

1 COMMISSIONER DEMERSON: A couple of comments
2 here. Chuck, thanks for the presentation and the nominating.
3 Chuck, you mentioned the wardrobe. We need to see pics on that
4 wardrobe that you have [inaudible], but in all seriousness, want
5 to congratulate the IT team, and I'm going to mention some folks
6 here, Sharla, Rine, Brandi, Beatriz, Michael, Rolando, David,
7 Joseph, Retha, Denise, and Rebecca, all their hard work. Tommy
8 Simmons on my team kind of pointed out the fact that this is the
9 second time that the AD&M team has been recognized for an
10 outstanding contribution towards detection and prevention of UI
11 claim fraud. Back in 2018 they were recognized as well for the
12 work that they were doing there, and so we have a strong
13 appreciation for the work that's been done and appreciate the
14 relationship that we have with you guys, and so thank you guys
15 for all you do and congratulations to that team for achieving
16 this recognition.

17 COMMISSIONER TREVIÑO: I too just want to
18 say congratulations to the AD&M team for their hard work and
19 exceptional service for the fraud-related issues and identifying
20 the identity theft and overpayments and other hard work and
21 dedication. Truly appreciated. Sorry we're losing or we lost
22 Sharla too.

23 CHAIRMAN DANIEL: I'd say two things. First
24 thing is, you know, people don't really—and sometimes for good
25 reason, don't have a real concept of all the moving parts that

1 go in to protecting the taxpayers' dollars, and all the things
2 that happen at the agency. We probably don't show those for
3 reasons we don't want the bad guys to know what we're doing but
4 I definitely want to know the people that are making it happen.
5 I'm glad you did this. I'm glad you brought this forward today.
6 The second thing that I want to mention is we need to remember
7 that's Chuck's good news shirt so we'll pay attention when he's
8 wearing that shirt in the staff briefings and stuff so we have
9 an idea of what's about to happen. He told us that at the
10 beginning.

11 COMMISSIONER DEMERSON: Picking up
12 [inaudible].

13 CHAIRMAN DANIEL: I was getting some good
14 stuff.

15 MR, SERNA: Very good point.

16 CHAIRMAN DANIEL: Congratulations to all the
17 [inaudible], Chuck. Thanks for bringing this forward.

18 CHUCK ROSS: Thank you.

19 MR. SERNA: That's all that I had to report,
20 commissioner.

21 COMMISSIONER DEMERSON: Before you
22 [inaudible], let's give the a round of applause and ask them all
23 to stand. Thank you. All right.

24 CHAIRMAN DANIEL: All right. Is there any
25 other order of business to come before the commission.

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COMMISSIONER DEMERSON: I don't think—we
have next week so OK.

COMMISSIONER TREVIÑO: None here.

CHAIRMAN DANIEL: None here either. Award
winners, hang around. I want to shake your hand and will
entertain a motion to adjourn.

COMMISSIONER DEMERSON: So moved.

COMMISSIONER TREVIÑO: I second the motion.

CHAIRMAN DANIEL: It's been moved and
seconded to adjourn, and we're adjourned. Thank you.