

1 TRANSCRIPT OF PROCEEDINGS
2 BEFORE THE
3 TEXAS WORKFORCE COMMISSION
4 AUSTIN, TEXAS

5 IT PROJECT UPDATE)
6 FOR THE TEXAS)
7 WORKFORCE COMMISSION)

8
9 COMMISSION WORK SESSION

10 TUESDAY, MAY 3, 2011

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17 BE IT REMEMBERED THAT at 2:00 p.m., Tuesday,
18 the 3rd day of May, 2011, the above-entitled matters
19 came on for hearing at the Texas Workforce Commission,
20 TWC Building, 101 East 15th Street, Room 244, Austin,
21 Texas, before TOM PAUKEN, RONALD G. CONGLETON, and
22 ANDRES ALCANTAR, COMMISSIONERS, and LARRY TEMPLE,
23 EXECUTIVE DIRECTOR, of the Texas Workforce Commission;
24 and the following proceedings were reported by Lydia L.
25 Edwards, a Certified Shorthand Reporter of:

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APPEARANCES

TEXAS WORKFORCE COMMISSIONERS:

Tom Pauken, Chairman
Andres Alcantar
Ronald G. Congleton

TEXAS WORKFORCE COMMISSION STAFF:

Larry E. Temple, Executive Director
H. E. (Gene) Crump, Jr., Deputy Executive Director
George (Dee) Meador, Director of Information
Technology
Steve Riley, Deputy Division Director of
Unemployment Insurance Tax
Larry Jones, Director of Workforce Development
Tom McCarty, Director of External Relations
John Moore, Director of Regulatory Integrity

REPORTER'S CERTIFICATE 28

1 CHAIRMAN PAUKEN: Good afternoon. Let me
2 turn it over to Mr. Temple.

3 MR. TEMPLE: Thank you, Commissioners.
4 First I would like to just recognize Gene Crump. This
5 will be his last IT session.

6 CHAIRMAN PAUKEN: Is that why he's got a
7 big smile on his face?

8 MR. TEMPLE: That's why he's smiling. But
9 if you have any very intricate questions about IT, we'll
10 stay here all day for him to answer.

11 MR. CRUMP: Not a problem.

12 COMMISSIONER ALCANTAR: He's wearing the
13 wrong shade of blue. That's the only thing I've
14 noticed.

15 MR. TEMPLE: We'll get started with Dee.

16 MR. MEADOR: Okay.

17 MR. TEMPLE: A lot has happened in the IT
18 world since our last one.

19 MR. MEADOR: Right. Every quarter a lot
20 happens in the IT world. But, first of all, I'd like to
21 also acknowledge Mr. Crump and the support that he's
22 given to IT since I've been here these past six and a
23 half years. It's been wonderful working with him and
24 for him, and there's no greater leader in state
25 government than Mr. Crump in my humble opinion. Kissing

1 up doesn't do any good at this point. He's leaving.

2 MR. TEMPLE: Here, here.

3 MR. MEADOR: Anyway, the -- he's really
4 helped us establish good, positive, collaborative
5 linkages between IT and the business areas, and I think
6 that's served us all very well. Thank you, Gene.

7 MR. CRUMP: Thank you, Dee.

8 MR. MEADOR: Okay. Before I turn to DCS,
9 I'm going to give a brief, little statement about the
10 CPS data exposure -- the CPA data exposure. About two
11 years ago, IT began a project to develop a standard,
12 secure data transfer environment into inventory and
13 covert file transfers. The environment has been in
14 place for over a year and is in use for numerous file
15 transfers at this point. Due to the situation with the
16 CPA, we are doing a thorough reexamination of transfers
17 between TWC and other agencies, including associated
18 contractual components. There are some situations
19 through which data is transported on cartridge, tapes or
20 other portable media, and we will address conversion of
21 those to secure data transfer as a high priority. We
22 believe we have our house in good order with respect to
23 protection of agency data, but will continuously work to
24 improve our processes to reduce vulnerabilities. As you
25 can see from the annual security report we provided you

1 last week, addressing data exchange issues was a major
2 priority in 2010.

3 You-all have any questions on the data
4 exposure?

5 CHAIRMAN PAUKEN: Well, I think that's --
6 it's a good statement. I mean, obviously we sent
7 information over. You followed the rules, sent it over
8 encrypted, and -- and they obviously dropped the ball in
9 the Comptroller's Office. The question is what do we do
10 if somebody is lax in the future as they turned out to
11 be in this case, is there a way to double protect
12 ourselves, if you -- if you will. That's the one
13 question I would have to -- or is there a way to check
14 quickly afterwards even if they say everything is fine
15 and to reconfirm it.

16 MR. MEADOR: Yes, sir. We have to ask the
17 question multiple times, not just once.

18 CHAIRMAN PAUKEN: Okay.

19 MR. MEADOR: Where is this data going? Is
20 it in a secured place? Any information you can give me
21 to prove that, we would like to have.

22 CHAIRMAN PAUKEN: Terrific. Okay. Good
23 thinking.

24 COMMISSIONER ALCANTAR: Yeah. I --

25 CHAIRMAN PAUKEN: Commissioner Alcantar.

1 COMMISSIONER ALCANTAR: I would agree with
2 the Chairman, that -- that merely asking questions -- I
3 think that's fine, but when we're talking about such a
4 large data batch, just going ahead and doing some
5 verification of our own, it's -- it'll be worth it in
6 terms of the investment in time to make sure that it's
7 been done.

8 MR. MEADOR: Yes, sir; appreciate that.
9 We will do that.

10 CHAIRMAN PAUKEN: Okay.

11 MR. MEADOR: Okay. Moving on to Data
12 Center Services, steady state operations have continued
13 to be stable over the past quarter with no major
14 outages. Our issues in day-to-day operations generally
15 have to do with capacity problems on our Windows servers
16 where we are using server hardware that was originally
17 purchased five or more years ago. These issues are a
18 result of the stalled transformation and consolidation
19 process, and the issues get resolved but in an ad hoc
20 fashion as opposed to a strategic planned one.

21 We are currently working with IBM on a
22 change to our disaster recovery strategy for our
23 mainframe and closely coupled servers. For several
24 years, our disaster recovery backup facility has been
25 the IBM Boulder, Colorado Recovery Center. The plan for

1 Data Center Services has always been for the Austin and
2 San Angelo data centers to provide backup and
3 recoverability for each other. IBM has acquired and
4 installed mainframe and server hardware in San Angelo
5 for this purpose, and we are now evaluating the overall
6 environment and bandwidth capacity between the two data
7 centers to determine if our upcoming June disaster
8 recovery test can be done a new way. If all issues have
9 not been resolved, we will either postpone the test
10 until they are resolved or use the Boulder, Colorado
11 facility as we have done in the past.

12 On the reprourement area, as I reported
13 in our last work session, bids were received on the
14 State's two RFOs in late January. There were several
15 compliant proposals submitted for the master systems
16 integrator RFO and for the five service components, data
17 center, network, mainframe, server and print/mail. The
18 service component providers could bid on one or more of
19 the service components, but if they bid on server, they
20 were also required to bid on network and data center
21 components due to the tight integration required between
22 them. The evaluation process is well underway, but it
23 will take several more months to complete. We do not
24 expect contracts to be into place until the fall. Once
25 contracts are in place, there will be a several month

1 period during which the master system integrator and
2 component providers develop operating level agreements
3 with one another and engage in numerous planning
4 activities to prepare to take over services from IBM.

5 Do you have any other questions about Data
6 Center Services?

7 CHAIRMAN PAUKEN: Commissioner Congleton.

8 COMMISSIONER CONGLETON: No.

9 CHAIRMAN PAUKEN: Commissioner Alcantar.

10 COMMISSIONER ALCANTAR: No.

11 CHAIRMAN PAUKEN: Thank you.

12 MR. MEADOR: Okay. If you'll turn to Tab
13 2, we'll go ahead and turn to the UI projects, and I'm
14 going to start giving a summary as to where we are with
15 the UI strategic planning. As you can see from the
16 materials, the UI strategic planning deliverables have
17 been completed, and our engagement with Gartner is now
18 complete. In addition to the UI system improvement
19 project for which we've requested capital authority for
20 Fiscals '12 and '13, several IT improvement initiatives
21 were identified in the strategic planning project on
22 which we've made good progress. In the area of IT
23 investment management, we've implemented project
24 portfolio management, an executive level project review
25 board to review major projects and functional steering

1 committees for IT infrastructure, UI benefits and UI
2 tax. We've also made progress on our initiatives to
3 improve quality control and develop enterprise
4 architectural standards focused primarily on
5 services-oriented architectures. We believe this
6 strategic planning project was a successful one that
7 achieved the goals originally set out for it, and we
8 appreciate you-all's approval and support of it.

9 Do you have any questions about the UI
10 strategic planning project before we move into the UI
11 projects?

12 CHAIRMAN PAUKEN: No. I don't believe so.

13 MR. MEADOR: All right. Thank you.
14 Steve.

15 MR. RILEY: Thank you. Good afternoon,
16 Commissioners. I'm sitting in for Ms. Lenzy this
17 afternoon. I have four additional projects -- UI
18 projects to report on today, the last of which we'll ask
19 for a decision from the dais. The first project is the
20 expansion of our Apply for Benefits, our web-based
21 application, which includes ex-military, ex-federal
22 employees, combined wage claims and extended benefits.
23 Military claims were successfully rolled out this past
24 February. The completion time line for the remainder of
25 the project, including federal, disaster and combined

1 wage claims has been extended due to the complexity of
2 the project. We do not anticipate additional budget
3 requirements.

4 Any questions, Commissioners, on this
5 project?

6 COMMISSIONER CONGLETON: I'm a little
7 concerned that we're not going to be able to do the
8 disaster claims filed until after the hurricane season.

9 MR. RILEY: We understand that,
10 Commissioner. We do have a modified project, and we
11 will be able to take the after claims. It's not the
12 full-blown project, but we have something in place that
13 we'll be able to use.

14 COMMISSIONER CONGLETON: Okay.

15 MR. RILEY: Any other questions,
16 Commissioners?

17 (No audible response.)

18 MR. RILEY: The second project is the UI
19 claim appeals status which allows both claimants and
20 employes to view the status of their appeals 24-7.
21 After receiving and reviewing language and new display
22 rules, the project has been reestimated, and the time
23 line has been adjusted. Phase 1, claimant display
24 implementation, is scheduled for June 11th, and Phase 2,
25 employer display implementation, is scheduled for

1 November of '11. The time line adjustment is not
2 expected to require additional budget.

3 I'd like to thank, Commissioners, your
4 offices for their input into this project. They
5 provided some valuable information for us. Any
6 questions on this project?

7 (No audible response.)

8 MR. RILEY: The third project is called
9 the State Information Data Exchange System, or SIDES.
10 The NASWA-supported system will allow states, large
11 employers and service agents to officially communicate
12 UI data, including separation information, earnings
13 verification, monitoring and chargeback information as
14 well as nonmonetary and appeals decisions using the
15 central depository. The project is being implemented in
16 phases with Phase 1, separation information, targeted
17 for rollout this fall.

18 Any questions on this project,
19 Commissioners?

20 COMMISSIONER CONGLETON: I don't see how
21 this is going to help us after looking at all of it on
22 the chargeback side -- or the overpayment side.

23 MR. RILEY: Well, definitely chargebacks
24 will be a component of this. In terms of overpayments,
25 I think overpayments may be further down the road. But

1 the employer chargeback response, in fact, which is
2 currently now a separate project, we're going to ask for
3 you to vote on this in a moment which will roll this
4 project into the SIDES project. So it is definitely a
5 component of the SIDES project, the chargeback response.

6 COMMISSIONER CONGLETON: You mean we're
7 going to get the same crap, we're just going to get it
8 quicker?

9 MR. RILEY: Well, the whole idea from this
10 national depository is that everybody will send their
11 data to this single depository and it will be disbursed
12 to the different states.

13 COMMISSIONER CONGLETON: Is it going to
14 affect overpayments?

15 MR. RILEY: We hope it will reduce
16 overpayments. That's the intent.

17 COMMISSIONER CONGLETON: So we're looking
18 for -- I thought that was the aim of the project.

19 MR. RILEY: It is. That --

20 MR. TEMPLE: The separation -- the more
21 timely separation, more accurate separation information
22 that we get through this system will -- will allow us to
23 mitigate overpayments, find the information earlier
24 before someone is getting benefits that creates the
25 overpayment. So we would -- we would benchmark this to

1 look to see that our overpayments are reduced.

2 MR. RILEY: As well as the earnings. The
3 earnings information will have the same impact. It
4 will hopefully reduce the overpayments.

5 COMMISSIONER ALCANTAR: Steve and Gene,
6 you and I talked about this. In terms of data
7 requirements, the data fields and the standards that
8 are -- that are adopted by the -- by the group that's
9 going to basically lead the design of this thing, talk
10 to me again about the controls that we will have in
11 place to make sure that we don't unintentionally
12 increase the data requirements for those that are using
13 or not using, you know, employers and others this
14 system.

15 MR. CRUMP: Yes, sir. As we talked about
16 before, there's kind of two groups of employers. You
17 have those employers that use a third-party agent like
18 TALX.

19 COMMISSIONER ALCANTAR: Right.

20 MR. CRUMP: And then you have all other
21 employers. SIDES will be a voluntary system. So if an
22 employer that's not part of a third-party agent chooses
23 not to use SIDES, they don't have to, and they can just
24 submit the information as they do today. We will still
25 continue to take information over the fax machine and

1 that way. So they will not be impacted unless they
2 choose to participate.

3 Additionally, they only have to provide
4 the information that they would like to provide. What
5 we -- what we specifically don't know, as I expressed
6 earlier, as we go through the process with the
7 third-party agents how the third-party agents will deal
8 with their customers. Obviously there will be a
9 standard set of questions. We'll certainly participate
10 in the working group to make sure that employers only
11 need to provide that information required from a minimal
12 standpoint and we don't put additional demands on
13 employers. That's our -- that's our stance going in.
14 But at this point, we don't exactly know how the
15 third-party agents will deal with the -- with the
16 employers themselves.

17 COMMISSIONER ALCANTAR: Yeah. And, you
18 know, you and I talked. My -- my main concern is that
19 we don't have this system driving and unnecessarily
20 increasing the burden on those that aren't going to use
21 the system. In other words, we don't -- in order to
22 have more uniform data that we don't force --

23 MR. CRUMP: Exactly.

24 COMMISSIONER ALCANTAR: -- others into
25 this, into new data sets.

1 MR. CRUMP: Yes, sir.

2 COMMISSIONER ALCANTAR: All right.

3 MR. CRUMP: And we -- our staff has
4 communicated that back up the chain.

5 COMMISSIONER ALCANTAR: All right.

6 MR. TEMPLE: Part of the work group,
7 Commissioners, is the UWC, the Unemployment and
8 Workmen's Comp organization. TALX and J. C. Penney's
9 and ADP and a lot of the big -- are a part of that work
10 group as is UWC. So as far as the employers using it,
11 they're -- they're really involved in what the data sets
12 and whatnot would be as well. So --

13 COMMISSIONER ALCANTAR: I understand, but,
14 again, it's not having this central group driving what
15 we wind up doing here in this state. And -- and there
16 may be a data set that makes sense, but we don't --
17 shouldn't automatically transition everyone into these
18 new fields.

19 MR. CRUMP: Yes, sir. I understand.

20 COMMISSIONER ALCANTAR: Thank you.

21 MR. RILEY: The final item that I will
22 report on is the Employer Chargeback Response Project.
23 Since the SIDES project that we just discussed has an
24 important chargeback response component, the project
25 review board recommends canceling this project which

1 hasn't started yet. So, Commissioners, at this time, we
2 are requesting your action to cancel the stand-alone
3 Employer Chargeback Response Project.

4 CHAIRMAN PAUKEN: Is there a motion?

5 COMMISSIONER ALCANTAR: Yeah. What are
6 the numbers that we're talking about here? There's
7 nothing in front of me in terms of the chargeback.

8 MR. RILEY: The Employer Chargeback
9 Response Project was a project that --

10 COMMISSIONER ALCANTAR: What's the budget
11 for it? I don't have anything in front of me. So --

12 MR. CRUMP: Commissioners, the project was
13 a total of almost \$276,000. \$171,000 is Capital Budget
14 Authority. So that would lapse, and the money would
15 actually return back to the program staff, is what would
16 actually happen, and then we would use -- then as we
17 built SIDES as we go forward, we would use that money
18 that went back to the program to fund the SIDES
19 component for the employer verification project.

20 COMMISSIONER ALCANTAR: That would require
21 a separate action. You already have a budget for SIDES,
22 right? I mean, we're not automatically rolling it into
23 SIDES, right?

24 MR. CRUMP: Yes, sir. What we're going to
25 do for SIDES is is we're going to talk about each

1 component as it comes up. We're currently talking about
2 separation as Steve just talked about, and there will be
3 three following components. And as those come up,
4 we'll -- we'll bring before the Commission a budget for
5 each of those.

6 COMMISSIONER ALCANTAR: Okay. So
7 currently the budget that you have in front of us is
8 \$584,000 for SIDES?

9 MR. CRUMP: Yes, sir. And --

10 COMMISSIONER ALCANTAR: You anticipate
11 using an additional two hundred and --

12 MR. CRUMP: So let me -- let's talk about
13 the budget for SIDES. A large part of that budget is
14 actually -- as we briefed in you-all's office, a large
15 part of that budget is actually going to go back to
16 NASWA/ITSE for the subscription to participate in SIDES
17 as a national project. The project subscription cost is
18 \$184,000 per year, and we're hoping to actually pay for
19 two years out of that -- out of that amount, that
20 \$584,000.

21 COMMISSIONER ALCANTAR: I guess, Chairman,
22 I'd rather talk some more about this and just have them
23 bring it up as a regular agenda item, yeah.

24 CHAIRMAN PAUKEN: Is there -- is there a
25 time line on this that need -- where we need to take

1 action?

2 MR. CRUMP: Oh, no, sir. We'll just delay
3 starting the project until the Commissioners have more
4 time to review.

5 COMMISSIONER ALCANTAR: That's fine.

6 MR. RILEY: Okay. That concludes my
7 report. Thank you, Commissioners.

8 MR. JONES: Good afternoon, Commissioners.
9 For the record, I'm Larry Jones with Workforce
10 Development. I have five projects to present to you
11 this afternoon, and all of these you have heard before.
12 So I'll try to be brief and answer any questions you
13 might have.

14 The first of these is the Child Care
15 Attendance Automation Project. Although rollout is
16 complete, we will continue to brief the Commission on
17 the ongoing status of child care automated attendance,
18 the results of the analysis on data now available
19 through the attendance recording and on progress as we
20 continue with the -- with the program. In addition,
21 future modifications to this service will be reported
22 not only to you but through the project review board.

23 The child care automated attendance
24 service has been deployed statewide beginning in
25 December of 2009. As of March of this year, over 13,800

1 child care providers are now equipped to use the system
2 and report attendance for approximately 115,000 children
3 in care each day. We are at about a 90 percent
4 utilization rate across the state, and Workforce will
5 continue working with boards, contractors, providers and
6 parents to ensure that TWC receives the maximum
7 efficiencies from the implementation of this program.

8 And, Gentlemen, that concludes my comments
9 for child care automated attendance unless you have any
10 questions.

11 COMMISSIONER ALCANTAR: I have no
12 questions.

13 CHAIRMAN PAUKEN: No questions.

14 MR. JONES: The second -- the second
15 project that I have to present to you is the TWIST/Child
16 Care Consolidation Project. The goals of this program
17 are to create a simple database at TWC for child care,
18 thereby leveraging a more robust support structure and
19 eliminating the need for local servers to accommodate
20 the child care service delivery. It also integrates
21 tracking and reporting of child care services with other
22 workforce services as they are currently reported in
23 TWIST. So really what this does is brings our child
24 care program into TWIST and makes that reporting
25 compatible with other systems that we have in TWIST.

1 We are at this point on track with -- our
2 milestones development was completed. We're -- we've
3 selected a test site -- a pilot site which is the Middle
4 Rio board. We're in the process of training folks down
5 there now to be working with this system. The pilot
6 will be implemented in May through August of this year,
7 and I'm pleased to tell you that we plan full statewide
8 implementation in September of 2011.

9 And, Gentlemen, that complete my comments
10 for the TWIST/Child Care Consolidation. Are there any
11 questions?

12 COMMISSIONER CONGLETON: No.

13 CHAIRMAN PAUKEN: No.

14 MR. JONES: The third project that I have
15 to present to you this afternoon regards rapid
16 reemployment system redesign. This is the system that
17 we previously have called profiling. This project
18 incorporates the RRES functionality within
19 WorkInTexas.com so that specific claimant data can be
20 more seamlessly integrated. This project came in two
21 phases. Phase 1 is complete, and Phase 2 design is in
22 process now. Phase 1 converted RRES into the
23 WorkInTexas.com system, and Phase 2 will add functional
24 enhancements to RRES, such as providing staff with the
25 ability to determine groups of claimants for a more

1 focused orientation.

2 Scott Eychner worked up a handout which
3 I've given to each of you there. And this just shows
4 you, for example, with the functional enhancements you
5 might be able to select special groups of clients such
6 as veterans or Texas Back-to-Work or disabled customers,
7 and then you can choose additional options such as all
8 of those who received a certain score with a primary
9 language or with an occupational category or with their
10 educational highest grade completed and so forth. So
11 what this project will do is give staff the ability to
12 sort of selectively identify those in a profile group in
13 order to provide more targeted services to help them.

14 And, Gentlemen, that completes my comments
15 on RRES redesign unless you have questions.

16 CHAIRMAN PAUKEN: Just a quick question.

17 MR. JONES: Yes.

18 CHAIRMAN PAUKEN: Foster youth, is that
19 when they hit, what, 18 or people who've been in --

20 MR. TEMPLE: When they're aging out.

21 CHAIRMAN PAUKEN: -- foster homes? Huh?

22 MR. JONES: It's when they're aging out,
23 and they'll have to turn to staff for that.

24 MS. MILLER: When they age out, it's
25 generally at 18.

1 MR. JONES: Yes, sir. It's -- when they
2 age out is generally at age 18, sir.

3 CHAIRMAN PAUKEN: Okay. When they're
4 leaving -- I didn't realize a lot of the foster parents,
5 I understand, a haven for homelessness. A lot of these
6 foster parents dump the kids out on the streets as soon
7 as they hit 18 and the check is not there anymore.

8 MR. JONES: Yes, sir.

9 CHAIRMAN PAUKEN: Pretty shocking numbers.

10 MR. TEMPLE: Commissioners, we have some
11 projects that we fund with TANF that we're looking at on
12 some of the transition centers that deal with the kids
13 that are aging out. And it begins when they're about 16
14 or 17 getting them ready either for school, some are
15 going on into college, some are going to work, some are
16 looking going into the military and working with them.
17 I'm not sure how many centers there are around the
18 state, but --

19 MS. MILLER: Nine.

20 MR TEMPLE: Nine?

21 MS. MILLER: And we fund four.

22 MR. TEMPLE: And we fund four of them for
23 enhanced services.

24 CHAIRMAN PAUKEN: All right.

25 MR. JONES: I'll move along, then,

1 Gentlemen, to the fourth project that I have to present
2 this afternoon which is the ongoing project,
3 WorkInTexas.com enhancements. You have in your notebook
4 a list of these enhancements, and completed since the
5 last IT work session are the TEA portal, layoff aversion
6 services, business access integration, and keywords for
7 staff use.

8 I'd like to point out the Texas Education
9 Agency portal is now online. You can access that from
10 our TWC home page. It's a link on the right-hand side
11 of the page. When you access the TEA portal, it gives
12 information to customers on detailed work activities so
13 that they can measure, for instance, the types of jobs,
14 you know, against the skills that they have and what
15 additional jobs they might qualify for. There's also
16 information there and the direct link to
17 WorkInTexas.com, and there's also information, then, on
18 how to apply for benefits in the event you've lost your
19 job. So there's quite an extensive amount of
20 information on the TEA portal.

21 There are other enhancements listed in
22 your notebook that we're working on at this time and
23 will be working on in the future. And I'll conclude my
24 comments on WorkInTexas.com unless you have questions.

25 CHAIRMAN PAUKEN: No. Thank you.

1 MR. JONES: Okay. And the final project
2 that I have to present this afternoon is the science,
3 technology, engineering and mathematics web site. The
4 project management team is still working on this
5 project. The web site actually did a soft launch and
6 can be viewed at txbrainpower.com, and I think that
7 staff has been around to your offices to show this to
8 you or to your staff. Prior to a formal launch, program
9 staff is completing four additional pages which will be
10 out of the scope of development with our contractor,
11 that is, the contractor IDEA. The web site will undergo
12 beta-testing by sampling a target of geographic and
13 other invited guests. So we do want to get feedback on
14 what we're doing. Program staff will ask student beta
15 testers to provide feedback through the site's comment
16 form on the Get Connected page, and program staff will
17 invite all the official contexts -- contacts of each
18 STEM program in the database to come to the site and
19 register and test the CMS for their program. So we want
20 extensive feedback on this thing as we roll it out.

21 We're in the process right now of working
22 on video, and that's the out of scope that I mentioned,
23 out of the scope of the original contract, but we're
24 progressing on that. And you also have a time line in
25 there.

1 So, Gentlemen, that'll conclude my
2 comments on the STEM web site unless you have questions.

3 CHAIRMAN PAUKEN: No. Who's next,
4 Mr. Temple?

5 MR. TEMPLE: Next will be John Moore --
6 oh, Tom -- excuse me -- on the home page. Excuse me,
7 Tom.

8 MR. McCARTY: Good afternoon,
9 Commissioners. Tom McCarty, External Relations. One
10 item that I have for you that's not on our agenda. Last
11 week we briefed your offices on the possibility of using
12 social media, Twitter, for the agency. We're -- we have
13 a few questions to follow up with your offices. We'll
14 come back and visit with you-all on those before we do
15 any kind of launch, but I just wanted to mention that to
16 you if you had any questions now at this point in time.

17 (No audible response.)

18 MR. McCARTY: Moving on, then, on the
19 Internet home page redesign, we -- the project is on
20 track. We are looking at a September 30th launch date
21 for the home page for the redesign project. This --
22 just this week we are finalizing the detail design.
23 We're in the final review of that process. And while we
24 are finalizing detail design, we are moving into
25 decoding tests of the project that is keeping us on

1 track.

2 I want to take a moment to thank all the
3 subject matter experts who have been working feverishly
4 during the detail design phase so that we can stay on
5 track. And that concludes my remarks.

6 CHAIRMAN PAUKEN: All right. Thank you.
7 Mr. Temple.

8 MR. TEMPLE: Now John.

9 MR. MOORE: Now it's my turn. Good
10 afternoon, Commissioners. My name is John Moore,
11 Director of Regulatory Integrity, and I have the last
12 item for briefing for you today. It's the new hire case
13 weighting. The project will be addressed in two phases.
14 Phase 1 included development of the new earnings
15 verification letter process which directed employers to
16 submit information using the Internet self-service
17 portal. As part of this phase, we stopped sending out
18 paper earnings verification forms, and if an employer
19 chooses to submit data via paper, they can request the
20 form using the IVR system. This phase was completed on
21 schedule and migrated to production in January of this
22 year.

23 Phase 2 includes enhancing the current new
24 hire cross mass functions by creating an automated
25 weighted predictive analysis process featuring

1 selectable evaluation criteria. I'm happy to report
2 this phase is on schedule to be completed in September
3 of 2011. We received over \$650,000 in SBR funding for
4 this project, and we are currently on budget.

5 And with that if you have any questions,
6 I'll be happy to answer them.

7 COMMISSIONER ALCANTAR: I have no
8 questions.

9 CHAIRMAN PAUKEN: Okay.

10 MR. TEMPLE: That's it, Commissioners.

11 CHAIRMAN PAUKEN: All right. Thank you.

12 (At this time, the proceedings were
13 adjourned at 2:29 o'clock p.m.,
14 Tuesday, May 3, 2011.)

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1 STATE OF TEXAS)

2 COUNTY OF TRAVIS)

3 I, LYDIA L. EDWARDS, certified shorthand
4 reporter for the State of Texas, do hereby certify that
5 the above-captioned matter came on for hearing before
6 the TEXAS WORKFORCE COMMISSION as hereinafter set out.

7 I FURTHER CERTIFY that the proceedings of said
8 hearing were reported by me, accurately reduced to
9 typewriting under my supervision and control, and, after
10 being so reduced, were filed with the TEXAS WORKFORCE
11 COMMISSION.

12 GIVEN UNDER MY OFFICIAL hand of office at
13 Austin, Texas, the _____ day of May, 2011.

14

15

16

17

Lydia L. Edwards
Certification No. 2567
My Commission Expires 12/31/12

19

Certified Shorthand Reporter
State of Texas

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