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TRANSCRIPT OF PROCEEDINGS  
BEFORE THE  
TEXAS WORKFORCE COMMISSION  
AUSTIN, TEXAS

COMMISSION WORK SESSION )  
RE: QUARTERLY INFORMATION )  
TECHNOLOGY PROJECT UPDATE )

WORK SESSION

TUESDAY, JULY 27, 2010

BE IT REMEMBERED THAT at 2:03 p.m., on  
Tuesday, the 27th day of July 2010, the above-entitled  
matter came on for hearing at the Texas Workforce  
Commission, 101 East 15th Street, Room 244, Austin,  
Texas, before TOM PAUKEN, ANDRES ALCANTAR, AND RONALD G.  
CONGLETON, COMMISSIONERS, of the Texas Workforce  
Commission; and the following proceedings were reported  
by Kim Pence, a Certified Shorthand Reporter of:

1 P R O C E E D I N G S

2 TUESDAY, JULY 27, 2010

3 (2:03 p.m.)

4 CHAIRMAN PAUKEN: Okay. Mr. Director,  
5 Mr. Temple, I'd ask for you to begin with the UT work  
6 session.

7 MR. TEMPLE: Yes, sir. Mr. Chairman,  
8 Commissioners, we have a couple of projects that we need  
9 to give you updates on, and then we have one action item  
10 on the Internet Home Page Redesign. And then at 2:45,  
11 we have the performance meeting posted. We'll probably  
12 have a break between those two.

13 So, Dee, do you want to start --

14 MR. MEADOR: Yes, sir.

15 MR. TEMPLE: -- and give us a rundown of  
16 the state of the state?

17 MR. MEADOR: Okay. Good afternoon,  
18 Commissioners. For the record, Dee Meador, IT Director.

19 I'm going to give you-all a quick update  
20 on Data Center Services activities like I always do, and  
21 then I'm going to give you kind of a rundown on Fiscal  
22 '11 through '13 projects. It won't take too long.

23 As far as Data Center Services is  
24 concerned, day-to-day services have been stable for the  
25 most part. Although during the quarter, we experienced

1 problems with print and mail and backup reliability as  
2 well as a several-hour outage of our Peoplesoft  
3 financial systems. However, staff continued to  
4 carefully oversee the operations and performed detailed  
5 quality control checks to prevent service delivery  
6 problems from affecting our business users and  
7 customers.

8                   Service transformation -- server  
9 transformation of TWC's Windows servers is still on  
10 indefinite hold. As I mentioned last quarter, our  
11 existing servers will be able to support us into the  
12 immediate future. Plus we will be installing fire  
13 protection and power backup at the Annex Data Center in  
14 Fiscal Year '11 to protect the servers and network  
15 equipment we have housed there.

16                   Gene has recently briefed you-all and  
17 provided you with a July 16th notice to cure letter  
18 DIR/IBM regarding the DCS contract along with the  
19 frequently asked questions.

20                   At this point, I can offer no insights  
21 into how the contractual issues will resolve, but Gene  
22 and I will continue to keep you informed of the  
23 developments.

24                   Do you have any questions about Data  
25 Center Services before I move on?

1 CHAIRMAN PAUKEN: Andres?

2 COMM. ALCANTAR: I do not have any  
3 questions.

4 COMM. CONGLETON: No questions.

5 CHAIRMAN PAUKEN: Okay.

6 MR. MEADOR: Okay. Thank you.

7 Regarding projects coming up for Fiscal  
8 '11 through '13, on the budgeting front, we've been  
9 doing a lot of work to prepare for Fiscal '11 projects  
10 as well as the LAR for Fiscal '12 and '13. For Fiscal  
11 '11, we will be completing several approved and budgeted  
12 projects in addition to those in your workbooks.

13 As I mentioned, we will be installing a  
14 fire suppression and power backup system in the Annex  
15 Data Center. We also have SBR-funded projects to  
16 implement the SIDES separation data interface, a case  
17 waiting for benefit payments control, appeal status  
18 online, improving our disaster recovery processes and  
19 documentation and completing the certification and  
20 accreditation process for our UI systems under the  
21 guidelines of the National Institute of Standards and  
22 Technology. We will also begin planning for our  
23 FY '12-'13 PC Refresh Project where we will be  
24 evaluating virtual desktop technology as an option to  
25 traditional PC desktops.

1                   Our Fiscal '12 and '13 proposals include  
2 four major UI projects resulting from the UI Strategic  
3 Plan that I will discuss later after LaShay makes her UI  
4 comments on those projects.

5                   Other budget items will include the local  
6 area network and wide area network requests that we have  
7 to maintain our systems of routers, switches and  
8 security devices to support our local and wide area  
9 networks, upgrading our Peoplesoft HR System to a  
10 current fully supported version, refreshing Tele-Center  
11 infrastructure, expanding Enterprise document management  
12 and funding the ongoing Data Center Services contract,  
13 of course.

14                   Any questions about '11 through '13  
15 projects?

16                   (No response)

17                   MR. MEADOR: Thank you all. LaShay is  
18 going to talk about the UI Direct Deposit Project.

19                   MS. LENZY: Thank you. Good afternoon,  
20 Chairman and Commissioners. For the record, I'm LaShay  
21 Lenzy, Unemployment Insurance Division.

22                   Under Tab 2, our first project is Direct  
23 Deposit. As you know, the pilot began on April the  
24 14th, and we fully implemented going statewide in June.  
25 The project was on time and within budget.

1                   To date -- and this is a little bit more  
2 updated numbers than what actually made it into the  
3 book -- we have accepted 90,583 requests to change the  
4 payment method. We have made well over 100,000 payments  
5 by Direct Deposit. In the mix, there have been around  
6 1780 banks and credit unions that have been submitted by  
7 our claimants. About 51 percent of that traffic has  
8 been primarily three banks, that's been Chase, Bank of  
9 America and Wells Fargo.

10                   There's some other figures that are in  
11 your notebook that I'd be glad to go over in more detail  
12 if you'd like to, but about -- but now about 20 percent  
13 of our customers so far are on Direct Deposit, and  
14 80 percent are electing debit card. So we expect that  
15 20 percent number to continue to climb.

16                   CHAIRMAN PAUKEN: Commissioner Alcantar?

17                   COMM. ALCANTAR: Yes. I want to thank  
18 staff for their hard work in getting this pretty close  
19 to the -- very consistent with the timeline that we --  
20 that was set out. I understand the amount of work that  
21 went into delivering a quality product, and I think  
22 we've achieved that given some of the updates that we've  
23 been getting. So I really want to thank you for that  
24 effort.

25                   MS. LENZY: Yes, sir. We appreciate it.

1                   COMM. ALCANTAR: I guess the only question  
2 I have is given the percentage, the 20 that we currently  
3 have, in anticipating the growth in terms of the options  
4 elected by the claimants, do you believe -- still  
5 believe that our staff can plan this appropriately for  
6 how we move forward?

7                   MS. LENZY: The help desk and what have  
8 you?

9                   COMM. ALCANTAR: Yes, ma'am.

10                  MS. LENZY: Yes, sir, we do.

11                  COMM. ALCANTAR: Okay.

12                  MS. LENZY: From what we're seeing, we're  
13 very comfortable as we move forward.

14                  COMM. ALCANTAR: Okay.

15                  CHAIRMAN PAUKEN: Commission Congleton?

16                  COMM. CONGLETON: I just want to thank  
17 staff for the work they've done on this and getting it  
18 done, and I appreciate your efforts. And I think you're  
19 right; I think it will just grow.

20                  MS. LENZY: I think so.

21                  COMM. CONGLETON: Okay. Thank you.

22                  MS. LENZY: We appreciate you-all's  
23 support.

24                  So this project will actually come out of  
25 the book then.

1                   The next one that I'd like to briefly go  
2 over, we're adding Apply for Benefits. This one is  
3 definitely a customer service benefit. Basically it  
4 opens up the Internet to let more groups be able to file  
5 online, specifically previously our ex-military,  
6 ex-federal employees, also claimants who have worked in  
7 more than one state, we could only take those via the  
8 phone. So this will allow those groups to be able to  
9 file on the Internet. So especially with our returning  
10 veterans, this will also open it up for disaster claims,  
11 emergency unemployment claims and what have you. So  
12 it's just opening that up to be able to capture all of  
13 our customers' needs.

14                   MR. TEMPLE: LaShay, would you explain --  
15 hopefully we won't have to use this with disaster  
16 assistance, but we have moved forward, and we're not  
17 quite to the Internet, but it's not the manual process  
18 that it used to be.

19                   MS. LENZY: That's right. The process is  
20 automated. Previously it was -- the UA was a completely  
21 manual process. It was very, very labor intensive. So  
22 we have come a long way with having it automated, but we  
23 just didn't have it to where you could also actually do  
24 a self-application on the Internet. So that's what  
25 we're moving to here.

1                   COMM. ALCANTAR: Chairman, do you have a  
2 question?

3                   CHAIRMAN PAUKEN: No questions.

4                   COMM. ALCANTAR: I do have a question.

5                   CHAIRMAN PAUKEN: Oh, sure. Okay.

6                   COMM. ALCANTAR: LaShay, as it relates to  
7 veterans and what we're -- and this work, I understand  
8 it encompasses other groups, but as we move forward with  
9 a potential portal for veterans and given our other  
10 efforts, the veterans leadership program and so forth,  
11 as we build out the veterans portal, I guess that's  
12 being envisioned in the design work here, making sure  
13 that we have that.

14                   MS. LENZY: That we have that connect?

15                   COMM. ALCANTAR: That connect --

16                   MS. LENZY: Yes, sir.

17                   COMM. ALCANTAR: -- have this  
18 incorporated, one place for everything that a veteran  
19 would want, making sure this is a part of that would be  
20 ideal.

21                   MS. LENZY: Absolutely.

22                   COMM. ALCANTAR: Okay. Thank you.

23                   CHAIRMAN PAUKEN: Okay. Next item?

24                   MS. LENZY: Okay. With that, if there's  
25 are no more questions, I'll turn it over to Dee Meador,

1 who is going to go back to our UI IT Strategic Plan.

2 MR. MEADOR: Okay. Not a lot has changed  
3 here, but I'll just give you-all a rundown.

4 As you-all will recall, we engaged Gartner  
5 Consulting to work with us to develop a strategic  
6 roadmap for our UI systems. The project began last  
7 December and a core assessment and recommendations  
8 deliverables are completed. The planning deliverable is  
9 undergoing final review and editing, but we are moving  
10 forward with the Legislative Appropriate Request for  
11 four major projects for Fiscal '12 and '13 Biennium  
12 under the UI IT Improvement strategy. They are  
13 refurbishing and modernizing the tax system, improving  
14 the benefits system user interface, improving fraud  
15 detection and improving Tele-Center call handling.

16 We will be continuing the planning for  
17 these projects in Fiscal Year '11 so as to position  
18 ourselves to move forward with them when and if the  
19 Legislature approves the capital authority. Gartner  
20 will be with us through October of this year doing  
21 additional planning for the tax modernization project  
22 and gathering requirements related to our UI IT  
23 investment management.

24 Any questions on UI Strat Plan?

25 COMM. ALCANTAR: Yes, Chairman. We'll be

1 talking some more about some of these as we build the  
2 budget.

3                   So I guess you're proposing that these  
4 four be the ones that would be in the forefront of our  
5 budget requests, but clearly we'll have an opportunity  
6 to review the other ones --

7                   MR. MEADOR: Yes, sir.

8                   COMM. ALCANTAR: -- as we finalize the  
9 LAR.

10                  MR. MEADOR: Yes, sir. Exactly.

11                  COMM. ALCANTAR: Okay. Thank you.

12                  MR. TEMPLE: Larry?

13                  MR. JONES: Good afternoon, Commissioners.  
14 For the record, my name is Larry Jones with Workforce  
15 Development.

16                  This afternoon, Gentlemen, I have five  
17 projects to present. I have presented on all five of  
18 these in prior IT work sessions. The first of these is  
19 the Child Care Automated Attendance. As you know, we've  
20 been rolling out successive waves over the last four to  
21 five months. The May and June waves rolled out as  
22 scheduled as did the July wave, which was a very large  
23 wave for the Gulf Coast area. So that's underway right  
24 now, and that will be the last of the implementation.  
25 So hopefully within the next couple of months our

1 rollout will be complete.

2                   Our project team continues to work with  
3 the board contractors, providers, parents and with  
4 Affiliated Computer Services, who is our contractor.  
5 And incidentally, they've been bought out by the Xerox  
6 Corporation. I don't know if that will encompass a name  
7 change, but for now they are still ACS to us.

8                   Our project rollout is on schedule. As  
9 you know, we received a paper from the Executive  
10 Director's counsel, subcommittee of the top, outlining  
11 some of their concerns with Child Care Automated  
12 Attendance tracking, and we've been working closely with  
13 them for the last several weeks. So we have what we  
14 hope is the first of a succession of meetings with the  
15 Executive Directors. We had several of them come up to  
16 Austin, and we went through their concerns as outlined  
17 in the paper they had presented. We were able to tell  
18 them at that time that some of the items that they had  
19 brought up staff had already been working on, and some  
20 were even being resolved as we spoke.

21                   Nonetheless, we are taking their concerns  
22 very seriously. Staff has gone through that paper item  
23 by item to see what concerns they have presented can we  
24 address and what can we implement to make our system  
25 better. So that's going to be our approach.

1                   I also suggested to Ms. Kamas, who is the  
2 president of the ED council, that we get together about  
3 once a month as a group, that is, folks from Workforce  
4 Development and folks from the Executive Directors, and  
5 let's review where we are and what still needs to be  
6 resolved. So our next meeting will take place in August  
7 immediately following their meeting in San Antonio. So  
8 I expect the week after they meet in San Antonio will be  
9 our next meeting.

10                   Some of their concerns centered around  
11 such things as point of service, installation devices  
12 and that type of thing, instructions from the ACS  
13 contractor when the devices were installed, problems  
14 with swiping. They made some recommendations such as  
15 can we develop a training video or a training program of  
16 some kind for parents and for providers, and so we think  
17 that would be a good idea. There were several other  
18 recommendations that they made that we liked and we're  
19 working on as well.

20                   That concludes my comments on this, and  
21 I'll be prepared to answer questions if you have any.

22                   CHAIRMAN PAUKEN: Mr. Congleton?

23                   COMM. CONGLETON: You've answered most of  
24 my questions, Mr. Jones. Thanks.

25                   MR. JONES: Yes, sir.

1                   COMM. ALCANTAR: Yes, as it relates to the  
2 contract, I just want to make sure that we make sure  
3 that the contractor is on top of this and that you're on  
4 top of the contractor in terms of making sure that for  
5 all of these customer service types of issues, that they  
6 are addressed in a very rapid responsive way.

7                   And then in terms of these how to use the  
8 equipment type of issues that were raised, is that  
9 something that's already within the contract, the vendor  
10 solution?

11                   MR. JONES: Yes, sir, it is, and --

12                   COMM. ALCANTAR: Was there a weakness in  
13 what they originally provided and --

14                   MR. JONES: Yes, sir.

15                   COMM. ALCANTAR: I mean, that's really the  
16 question.

17                   MR. JONES: I think that, you know, there  
18 are hundreds and hundreds of installations going on  
19 around the state.

20                   COMM. ALCANTAR: Right.

21                   MR. JONES: So all those can't be tracked  
22 directly to ACS. So it's sort of like getting a cable  
23 installed, and so they've got people in Midland and  
24 people in Texarkana and so on that ACS has contracted  
25 with to do those installations.

1                   Our procedure is when someone at a  
2 provider or board level has a complaint about the  
3 installation to contract -- to contact our office, and  
4 they have that phone number. Ms. Patricia Gonzalez, who  
5 has been extremely responsive and well spoken of by  
6 providers and boards, gets on those immediately. So  
7 that's a matter of addressing point-of-service  
8 installation on a one-by-one basis. And I would suggest  
9 to you that we've been very aggressive at following up  
10 on that, and ACS has been responsive, too.

11                   You should know that about seven months  
12 ago I had a face to face with several of the executives  
13 from ACS and expressed my displeasure over the way some  
14 of those installations were going and their supervision  
15 of the subcontractors and so on and so on. They  
16 responded to us well in that meeting, but I mean, I want  
17 you to know I wasn't happy at the time. I expressed  
18 that to them directly. So they are on record.

19                   It's my view that since that time,  
20 although there have been instances where, you know, the  
21 contractor shows up, does the installation, doesn't  
22 explain it, drives off, that's not acceptable. And so  
23 as I say, we're following up on that.

24                   COMM. ALCANTAR: But you have seen  
25 improvement --

1 MR. JONES: Yes, sir.

2 COMM. ALCANTAR: -- as the pilots have  
3 rolled out?

4 MR. JONES: Yes, sir.

5 COMM. ALCANTAR: Thank you.

6 CHAIRMAN PAUKEN: Mr. Congleton?

7 COMM. CONGLETON: I'm good.

8 CHAIRMAN PAUKEN: Okay.

9 MR. JONES: The next one that I would like  
10 to present is our TWIST Child Care Consolidation, and  
11 what we're really doing, we've run two separate programs  
12 to this point, TWIST, and a separate system, Child Care  
13 Service Delivery, CCSD, to, track child care. This  
14 project will merely consolidate those two into our  
15 existing TWIST system, and it will facilitate more  
16 integrated service delivery and tracking. So we'll be  
17 able to track child care right along with the TANF  
18 customer that's receiving child care or the low-income  
19 customer and so on. So it will be good for efficiency  
20 and effectiveness, the integration of the two systems,  
21 and so forth.

22 This project is on target, within budget,  
23 and I don't have any further comments.

24 CHAIRMAN PAUKEN: Commissioner Congleton?

25 COMM. CONGLETON: I'm fine with that.

1                   COMM. ALCANTAR: I have one question.

2                   MR. JONES: Yes, sir.

3                   COMM. ALCANTAR: Remind me, Larry, is  
4 there an interface or any linkage between this system  
5 and the automated tracking system, the automation  
6 project -- I'm sorry -- in terms of the data and the  
7 flow of the data?

8                   MR. JONES: Yes. I'm looking at Patricia  
9 Gonzalez. I could ask her to come up. She's indicating  
10 yes.

11                  COMM. ALCANTAR: Yeah, that would be  
12 great. Would you come up real quick?

13                  MR. JONES: Come on up, Patricia.

14                  MS. GONZALEZ: Good afternoon,  
15 Commissioners. Patricia Gonzalez for the record. Yes,  
16 in looking at the analysis of the transition from the  
17 child care system into TWIST, we're also incorporating  
18 whatever interfaces will be required to ensure that the  
19 Child Care Attendance data is also included.

20                  COMM. ALCANTAR: Yeah, my objective here  
21 is to minimize --

22                  MS. GONZALEZ: Yes.

23                  COMM. ALCANTAR: -- the duplication  
24 effort.

25                  MS. GONZALEZ: Yes.

1                   COMM. ALCANTAR: And you're saying -- and  
2 the other thing is to make sure that one of the keys  
3 behind support for the automation project was, you know,  
4 efficiencies, from an operational perspective, but also  
5 from data management and so forth. I want to make sure  
6 that we maintain that objective and meet that objective  
7 by maintaining linkages between these two systems in a  
8 way that makes sense.

9                   MS. GONZALEZ: Yes, sir.

10                  COMM. ALCANTAR: And you're saying that's  
11 being done?

12                  MS. GONZALEZ: Yes, sir, that's correct.

13                  COMM. ALCANTAR: All right. Thank you.

14                  MR. JONES: Gentlemen, the third project  
15 that I have to discuss with you is the Rapid  
16 Reemployment System Redesign. Once again, I'll use the  
17 word "profiling." This is our profiling system as  
18 you've known it. The technical name for this system is  
19 the Rapid Reemployment Services.

20                               The design of this redesign is in  
21 progress. I will tell you this project spans two fiscal  
22 years, FY '10 and FY '11. The project will incorporate  
23 RRES functionality within our existing WorkInTexas.com  
24 system. And what that means is that we will be -- we'll  
25 have an enhanced capability to make changes or to update

1 the system or to pull data out of the system in  
2 conjunction with WIT rather than having to go to a  
3 mainframe to do that.

4 That concludes my comments.

5 COMM. CONGLETON: You know, in my office,  
6 almost daily we get emails and phone calls from job  
7 seekers that have lost the ability to get back online,  
8 you know, need help with their log-on or password or  
9 whatever. Could we make that Contact Us link a little  
10 bigger so that folks can see that and we don't have  
11 to --

12 MR. JONES: We will do that, sir.

13 COMM. CONGLETON: You're a good man,  
14 Jones.

15 MR. JONES: Yes, sir.

16 MR. TEMPLE: I think we've also -- LaShay,  
17 you can give an update on our ability to alternate the  
18 resetting of the pins that we used to have to do on a  
19 manual basis or call-in basis.

20 MS. LENZY: It's certainly not at the  
21 level that would actually go in here as a project, but  
22 it is good news. When we look at the types of calls  
23 that we receive, one of the top type of calls that we  
24 get is, "I need to reset my pin; I need to reset my  
25 pin." And previously we had not been able to allow a

1 claimant to do that on their own for many reasons.

2                   And so finally we think that we're at the  
3 point where we can go toward developing a project to get  
4 that done in an automated fashion. So it will eliminate  
5 a lot of calls that we get.

6                   COMM. CONGLETON: We look forward to that.

7                   CHAIRMAN PAUKEN: Okay.

8                   MR. JONES: I still have two more projects  
9 to run you through, and I'll do that as quickly as  
10 possible, gentlemen. Item 4 is WorkInTexas.com ongoing  
11 enhancements. You have in your notebooks those items  
12 we've completed since the IT -- last IT work session. I  
13 don't want to take up your time by reviewing those  
14 again.

15                   Over the last two months, however, I want  
16 you to know that following your direction, you asked us  
17 to begin a more active outreach to employers and job  
18 seekers. In other words, how did they find the  
19 usability, the quality of the system and so forth? So  
20 we have a link to a survey on our WorkInTexas.com  
21 program, and we will make that larger also,  
22 Commissioner.

23                   We've also directly outreached employers  
24 and job seekers seeking feedback. We've sent various  
25 communications to our boards to ask for their feedback,

1 and we're sure they are aware of the enhancements we've  
2 been putting into WorkInTexas and informing their users  
3 of WorkInTexas.

4                   That's also been part of our training as  
5 we go around the state now for our ten training sessions  
6 for front-line staff. We have a session that's been, I  
7 would suggest, lauded by those who were in Houston on  
8 WorkInTexas.com, and it's a pretty good training  
9 session.

10                   We've also stressed to the boards, as I've  
11 said, the need for feedback from them and for feedback  
12 from boards' members. So those employer members who are  
13 on the boards may use WorkInTexas.com as well. We want  
14 to hear from them.

15                   The last thing I want to tell you is that  
16 in the queue of the various ongoing enhancements that we  
17 have for WorkInTexas.com is the one that will give  
18 veterans an easier way to discover and contact employers  
19 who are willing and wanting to hire veterans. So rather  
20 than a veteran just having to go through a listing of  
21 all jobs that are available, we want to have a method so  
22 we can identify jobs to them where employers are willing  
23 and open to hiring veterans and so forth.

24                   So that concludes my comments on the  
25 WorkInTexas.com ongoing enhancements. Do you have any

1 questions on that?

2 COMM. CONGLETON: I'm good.

3 MR. JONES: My last -- my last item then  
4 will be the Science, Technology, Engineering and  
5 Mathematics website. This project has a budget of a  
6 little over \$900,000. The target audience for this  
7 website is students aged 14 to 21. The website's  
8 purpose is to peak students' interest in STEM and  
9 hopefully to inspire students to enter STEM career  
10 fields.

11 To this point, our design phase has  
12 included some mockups of various wire frames, a site map  
13 to show the information that the site will contain and  
14 various other items such as task flows and a STEM  
15 dashboard. We have a website name and tag line. The  
16 name is Brainpower...Elevate Your Inner Genius, and the  
17 project continues in the design phase with the  
18 development of logos, colors, home page and subpage  
19 designs.

20 I think as you know, gentlemen, we're  
21 using the same contractor for this program that we're  
22 using for the TWC Internet Home Page Redesign.

23 And that concludes my comments on this  
24 project. Do you have questions, Commissioner?

25 COMM. ALCANTAR: No.

1                   MR. JONES: Oh, very good. That's all I  
2 have.

3                   MR. MEADOR: Home Page Redesign.

4                   MR. McCARTY: Good afternoon,  
5 Commissioners. Tom McCarty for the record.

6                   Since our last IT work session, the  
7 Internet Home Page Redesign project has developed three  
8 viable design options that will be discussed shortly for  
9 your consideration and the installation of the design.  
10 As you recall, the total budget for the redesign is  
11 about \$428,567. To date, 79,325 has been spent, leaving  
12 us a balance of \$349,242.

13                   The designs that were developed after --  
14 the designs developed were developed after receiving  
15 input from focus groups and surveying economic  
16 development groups, trained providers, policymakers on  
17 initial design options.

18                   In order to move to the next phase of the  
19 design, we will need to have a decision made on which  
20 design you would like to go forward with so that we can  
21 then enter into that detailed design phase.

22                   If there are no questions, I'd like to  
23 turn it over to Ryan Clark, who is with the vendor, who  
24 will walk us through each of the designs and highlight  
25 the pros and cons.

1                   MR. CLARK: Hello, Commissioners. For the  
2 record, my name is Ryan Clark with IDEA Integration,  
3 project manager.

4                   MS. BAKER: And also for the record, my  
5 name is Meghan Baker with IDEA Integration.

6                   MR. CLARK: So, you know, we got to meet  
7 last week. We got to brief each of you individually,  
8 and you have now in front of you the three designs that  
9 we looked at, what we termed A, B and C.

10                   I wanted to point out one thing before  
11 seeing how you wanted to proceed. We did make some  
12 updates to Design A. There was a lot of comments on A.  
13 So I wanted to just point out what we changed for that  
14 and then see how you wanted to proceed from there.

15                   So if you would, look at Design A. That's  
16 the one with the three green buckets and the people on  
17 top. What we did -- a lot of discussion was had about  
18 the promotional area a lot of folks liked on B and C  
19 that was actually missing from A, and we talked about it  
20 and realized it would be easy enough to integrate that.  
21 And just to show you the flexibility of the design, we  
22 put a promotional area there in A under the Programs &  
23 Services header, and that was the WorkInTexas  
24 promotional area that you also saw in the other designs.  
25 So we added that there mostly to show you that is

1 flexible, and we can do that if that's something that  
2 you like.

3                   So having pointed that out, I would just  
4 want to turn it over to you and see if you wanted me to  
5 walk through a recap from last week, or if you're ready  
6 for questions and discussions and make that decision.

7                   CHAIRMAN PAUKEN: Well, I don't know about  
8 my fellow Commissioners, but I thought you were very  
9 thorough last week and gave a very interesting  
10 presentation. I mean, I have my favorite, as you know.  
11 So I like A; I mean, I like A. I think there were some  
12 adjustments that they needed to be made. You know, I  
13 was a little surprised that it didn't do as well as C.  
14 But I think with the adjustments, it probably would be  
15 better received with the focus group, but I just thought  
16 the lines were clean, and it was easily -- it's customer  
17 friendly for someone.

18                   It just seems so much better than what we  
19 have clearly, but I just thought it was real easy for  
20 people to find what needed to find. So that was by far  
21 my favorite choice.

22                   Commissioner Congleton?

23                   COMM. CONGLETON: It didn't have your  
24 picture on it.

25                   CHAIRMAN PAUKEN: No. It doesn't have

1 yours either.

2                   COMM. CONGLETON: I know. Maybe that's  
3 why we like A.

4                   (Laughter)

5                   COMM. CONGLETON: A would be my choice.

6                   CHAIRMAN PAUKEN: A, too?

7                   COMM. CONGLETON: Yeah.

8                   CHAIRMAN PAUKEN: Okay. That's  
9 interesting.

10                   How about you, Commissioner Alcantar?

11                   COMM. ALCANTAR: A was my favorite, too.

12                   CHAIRMAN PAUKEN: That's interesting, the  
13 three of us. We're in the 30 percent, all of us. What  
14 does that tell you about the Commissioners?

15                   (Laughter)

16                   MR. TEMPLE: Next time we're going to give  
17 you -- at first we had one liked A, one liked B, one  
18 liked C. And I went, "Team, give them two. Then we're  
19 assured a majority."

20                   (Laughter)

21                   COMM. ALCANTAR: With one suggestion to  
22 see what you think about it.

23                   CHAIRMAN PAUKEN: Oh, sure.

24                   COMM. ALCANTAR: I liked -- I really liked  
25 the promotional. I like to think of it as a portal, the

1 Texas Back to Work.

2 MR. CLARK: Yes.

3 COMM. ALCANTAR: I would like to have one  
4 right next to it that's for veterans and -- because, you  
5 know, there's a little entry thing, but I'd like, you  
6 know, veterans --

7 CHAIRMAN PAUKEN: So our Texas veterans  
8 Leadership Program deal?

9 (Simultaneous discussion)

10 COMM. ALCANTAR: Or just Texas veterans in  
11 general that captures everything.

12 CHAIRMAN PAUKEN: Yeah, Texas veterans and  
13 the entire TVLP --

14 (Simultaneous discussion)

15 COMM. ALCANTAR: Everything --

16 CHAIRMAN PAUKEN: That's a good -- that's  
17 a great idea.

18 COMM. ALCANTAR: And then --

19 COMM. CONGLETON: I have no objection to  
20 that.

21 COMM. ALCANTAR: And then the same thing  
22 for Skills, you know, this is Skills and this is the  
23 entry point to Skills and everything, just having the  
24 same design as the first Texas Back to Work and have one  
25 for sure for vets and one for Skills.

1                   CHAIRMAN PAUKEN: Is there room enough to  
2 get those on there? I think you could do it with one,  
3 but I don't know if you can do it with another -- an  
4 extra one. Is there enough room, do you think?

5                   MR. CLARK: Well, I think what we can  
6 do -- what I'd like to do is take that as a design  
7 requirement, and we'll go back, have our designers look  
8 at it just like we did here and see how does that best  
9 fit. Is it a graphic? Does it look exactly the same?  
10 Is it another one of these repeated, or is there another  
11 treatment we can give it to call it out and add that as  
12 a predominant area, if that will suffice?

13                   CHAIRMAN PAUKEN: Okay.

14                   MR. CLARK: So I'd like to be able to go  
15 back to my designers and just take that as a  
16 requirement, "Except A with addition of the veterans  
17 portal as a prominent callout," and see where that  
18 benefit fits.

19                   COMM. ALCANTAR: I believe they are a  
20 priority population for us, and they deserve that  
21 extra --

22                   CHAIRMAN PAUKEN: Yeah, that's a good  
23 insight.

24                   COMM. CONGLETON: Well, you've got Skills  
25 Development for employers right down below that as a

1 portal. All of those are just go-to.

2 CHAIRMAN PAUKEN: Yeah.

3 COMM. CONGLETON: So, you know -- I don't  
4 know if you need a picture of it or not. If it makes  
5 you feel better, you could drop that Texas Business  
6 Conference, but that's for --

7 (Laughter)

8 CHAIRMAN PAUKEN: I was waiting for that.

9 COMM. CONGLETON: This is a suggestion.

10 MR. CLARK: There is a possibility as well  
11 if this would -- for multiples. We could have something  
12 like that that -- again, we'd have to make sure of the  
13 detail design, that that works, but it could rotate as  
14 well. Sometimes a smaller rotating isn't as distracting  
15 as large ones, like we talked about with C, but we could  
16 also do the treatment that way as well.

17 CHAIRMAN PAUKEN: Okay.

18 MR. CLARK: All right. Very good.

19 COMM. ALCANTAR: Good job.

20 MR. CLARK: Thank you very much.

21 CHAIRMAN PAUKEN: I think you-all did a  
22 very fine job on this. This is a huge improvement over  
23 what we've got.

24 MR. CLARK: I appreciate that.

25 MR. TEMPLE: Commissioners, that's all we

1 have.

2 CHAIRMAN PAUKEN: Okay. I guess we go on  
3 to --

4 MR. TEMPLE: At 2:45.

5 CHAIRMAN PAUKEN: Oh. So we'll be back in  
6 ten minutes.

7 (Proceedings concluded at 2:37 p.m.)

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