

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, NOVEMBER 2, 2010
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17 BE IT REMEMBERED THAT at 2:01 p.m., Tuesday,
18 the 2nd day of November, 2010, the above-entitled
19 matters came on for hearing at the Texas Workforce
20 Commission, TWC Building, 101 East 15th Street, Room
21 244, Austin, Texas, before TOM PAUKEN, RONALD G.
22 CONGLETON, and ANDRES ALCANTAR, COMMISSIONERS, and LARRY
23 TEMPLE, EXECUTIVE DIRECTOR, of the Texas Workforce
24 Commission; and the following proceedings were reported
25 by Lydia L. Edwards, a Certified Shorthand Reporter of:

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P R O C E E D I N G S

TUESDAY, NOVEMBER 2, 2010

(2:01 p.m.)

02:01PM 5 CHAIRMAN PAUKEN: Okay. Good morning --
6 good afternoon, Mr. Temple.

7 MR. TEMPLE: Mr. Chairman, Commissioners,
8 we are ready to give you our performance -- not
9 performance -- IT review for this quarter, and we'll
kick it off with Dee Meador.

02:01PM 10 AGENDA ITEM NO. 1

11 MR. MEADOR: All right. Good afternoon,
12 Commissioners. For the record, Dee Meador, Information
13 Technology Director. Thank you for joining us here for
14 our 20th IT work session. The first one took place
02:01PM 15 September 22nd, 2005, and here we go again.

16 CHAIRMAN PAUKEN: Are we making progress,
17 Dee?

18 MR. MEADOR: We are making progress.
19 Thank you. And you know why we're making
02:02PM 20 progress?--because we have these work sessions every
21 quarter.

22 CHAIRMAN PAUKEN: Right, right.

23 MR. MEADOR: Keeps us all focused and on
24 track. As usual, I'm going to start out with a little
02:02PM 25 recitation on data center services to get you up to

1 speed on that. First of all, I'd like to give you a
2 status on our data center services reprocurement
3 activity. For the past several months, DIR with the
4 assistance of several contractors and staff from state
02:02PM 5 agencies has been developing two requests for offer.
6 Although the two RFOs will be separate, they will be
7 interrelated. One RFO will be for five service delivery
8 components, mainframe, server, data center facilities,
9 network, and print and mail. Multiple suppliers may be
02:02PM 10 selected under that RFO to provide services within those
11 service components. The second RFO will be for a
12 multisourcing service integrator, or MSI, who will have
13 the responsibility to coordinate and integrate
14 operations to ensure seamless end-to-end service
02:03PM 15 delivery across those five service components. Although
16 a supplier may bid on both RFOs, it can only be selected
17 for one of them.

18 In the current data center services model,
19 IBM has all the service component responsibilities as
02:03PM 20 well as the service integrator role. The expectation is
21 that with this new model the State will be able to
22 obtain high quality services from the companies who have
23 specific expertise in the service component areas and
24 that the MSI will coordinate and be accountable for the
02:03PM 25 services provided by the suppliers of the service

1 components. The MSI will provide a common service desk
2 for incident and problem management, perform
3 availability and capacity management, and provide
4 project management resources and processes.

02:03PM

5 The RFOs have been developed under the
6 guidance of the two committees on which Gene and I sit,
7 the Business Executive Leadership Council and the IT
8 Leadership Council respectively. The published time
9 line is for the RFOs to be published by -- to be put out

02:04PM

10 on the street at the end of this week, November 5th,
11 with responses due sometime in January. There will be
12 extensive agency involvement in the evaluation of the
13 RFO responses, and as that time grows closer and teams
14 are formed, TWC will have to determine the extent to
15 which we can invest in that process.

02:04PM

16 So that's all I have to say on
17 reprourement unless you-all have some questions which I
18 can address -- or Gene and I can address since we're
19 both very involved.

02:04PM

20 CHAIRMAN PAUKEN: Okay.

21 COMMISSIONER CONGLETON: I think that's
22 fine.

23 CHAIRMAN PAUKEN: Okay.

02:04PM

24 MR. MEADOR: All right. Continuing on the
25 DCS, data center services issue, ongoing service

1 delivery has been stable since our last work session,
2 but we still have ongoing issues with long-standing
3 procurements and requests for services, some languishing
4 for over a year. However, two critical solution
02:04PM 5 requests for infrastructure to support our document
6 management and TWIST/child care projects have been
7 completed, and we are pushing for the completion of the
8 third one for TWIST/child care that will be required by
9 the end of December.

02:05PM 10 The week of October 11th, TWC and Team for
11 Texas staff conducted a full disaster recovery exercise
12 which included all systems in the consolidated Austin
13 data center. This was our most successful disaster
14 recovery test since the data center outsourcing as we
02:05PM 15 were able to recover all major systems, test online and
16 batch functionality and generate print and mail at the
17 mail guard disaster recovery facility in Philadelphia.

18 There is still no plan for transforming
19 TWC's window servers that are currently residing in the
02:05PM 20 annex data center and at remote sites. There are a few
21 high priority servers at other agencies that have active
22 transformation plans, but most agencies' plans are on
23 hold pending negotiations with IBM and DIR and the
24 reprocurement. Our existing servers will be able to
02:06PM 25 support us into the immediate future. Plus, we will

1 have the additional security of a fire suppression
2 system and upgraded power backup system when our work on
3 those projects is completed this fiscal year.

4 Any other DCS questions?

02:06PM

5 COMMISSIONER ALCANTAR: I have no
6 questions.

7 MR. MEADOR: Okay. Just one other
8 IT-related comment, I wanted to mention that we're
9 currently piloting virtual desktop technology. I think
10 I mentioned this at the last work session, but we were
11 still just in the sort of thinking stage at that point,
12 but this is a potential option for our Fiscal '12 and
13 '13 refresh.

02:06PM

14 Virtual desktop technology moves most of
15 the computing power and storage from the local PC to
16 servers minimizing the space and support requirements of
17 desktop hardware. The pilot will help us determine the
18 overall viability costs and support requirements for
19 virtual desktops which will position us for our refresh
20 in '12 and '13. Any questions?

02:06PM

21 COMMISSIONER ALCANTAR: With that would we
22 still have our storage through the DCS contractor, or
23 would that be separate? What's your thinking there?

24 MR. MEADOR: There are actually a couple
25 of options there. There are hosted solutions through

02:07PM

1 which you can get your storage and the server
2 environment off site. I'm not sure that that will not
3 require a waiver from DIR for us to do that. If we did
4 not get that waiver, it would have to go under the data
02:07PM 5 center -- the Austin data center.

6 COMMISSIONER ALCANTAR: Okay.

7 MR. MEADOR: It's a likely scenario.

8 CHAIRMAN PAUKEN: Okay. Next, Larry.

9 MR. TEMPLE: LaSha.

02:07PM 10 MR. MEADOR: I'm going to kick off the UI
11 discussion and just briefly touch on the UI strategic
12 plan.

13 CHAIRMAN PAUKEN: Okay.

14 MR. MEADOR: The time line -- if you'll
02:07PM 15 look at your report in Tab 2 -- it's the first report --
16 you'll see that the time lines for the last three
17 deliverables have been extended, but those really do not
18 pose any risk to the project. The most important
19 deliverable is the UI strategic plan and the road map,
02:07PM 20 and it's been completed. There is one final deliverable
21 under the original contract which is the development of
22 the IT operating plan. And that has not been completed,
23 but we have it for final review and expect we'll have
24 that reviewed and completed by the end of this week. So
02:08PM 25 we're in good shape there.

1 There are two additional deliveries --
2 deliverables which are underway. One is related to
3 planning for the tax refurbishment project which a key
4 component is a market scan to assist in identifying
02:08PM 5 potential solutions for modernizing the tax system.
6 That document is under review by TWC at this time. The
7 second additional deliverable relates to IT investment
8 management where good progress has been made, including
9 the development of several committee charters, processes
02:08PM 10 and templates as well as commissioner briefings and the
11 first project review board meeting which took place last
12 week. The only other item I'll mention is that for the
13 four UIT -- UI IT Fiscal '12-'13 projects we've
14 completed all the Texas project delivery framework,
02:08PM 15 business case documents, and those have gone in with our
16 LAR submission.

17 Are there any questions about that before
18 LaSha talks about the UI projects?

19 CHAIRMAN PAUKEN: No.

02:09PM 20 MR. MEADOR: Okay. Thank you.

21 AGENDA ITEM NO. 2

22 MR. TEMPLE: LaSha.

23 MS. LENZY: Thanks, Dee. Good afternoon,
24 Chairman, Commissioners. For the record, LaSha Lenzy,
02:09PM 25 Unemployment Insurance Division. As Dee said, there's

1 three remaining projects. There was a total of four.
2 So I'll go over the three remaining projects. Still
3 under Tab 2, that second project that you'll see is
4 Apply for Benefits. This is the project that we talked
02:09PM 5 about previously that will expand the existing Internet
6 system where claimants file for benefits. It will
7 include groups that previously were not able to do
8 self-service like ex-military, federal and multistate
9 claims. It will also put in structure a place to move
02:10PM 10 more quickly to enable us for future disaster and
11 extended benefits claims to be submitted over the
12 Internet as well. The time line for completions is,
13 veterans is first, being January, 2011. The estimated
14 completion for federal claims is March, 2011; disaster
02:10PM 15 claims, May of 2011; multistate claims, August of 2011;
16 and then the claims structure for the extended benefits
17 and emergency benefits by August, '11 as well.

18 Any questions on that one?
19 (No audible response.)

02:10PM 20 MS. LENZY: We'll move to the next
21 project. The next project in your book is UI Internet
22 appeal status. This is somewhat like our claims status
23 project that we put in place almost two years ago, about
24 a year and a half anyway. This is an Internet system
02:10PM 25 also that allows claimants and employers to view status

1 of their appeal information 24-7. The claimant
2 implementation should be done by March of 2011, and then
3 our employer implementation is scheduled to be done by
4 August, 2011. Any questions on that one?

02:11PM

5 COMMISSIONER CONGLETON: Will they be able
6 to get their hearing information online such as the date
7 and time of the hearing and possibly the 1-800 number?

8 MS. LENZY: Yes, sir.

02:11PM

9 COMMISSIONER CONGLETON: Okay. That's all
10 I want to know.

02:11PM

11 MS. LENZY: Okay. Lastly in your book is
12 the SIDES project, S-I-D-E-S, which stands for State
13 Information Data Exchange System. The SIDES project
14 implements a new data exchange method, and it's actually
15 using a central broker to facilitate electronic requests
16 for separation information and the separate information
17 response between participating state UI agencies and
18 employers and third party like service agents. It's a
19 web-based data broker that was collaborately developed

02:12PM

20 and tested by several other state UI agencies, and it's
21 now ready to be expanded and implemented to other
22 states. So in collaboration with other states at this
23 point, we have had our project kick-off meeting. That
24 was done in September. The project is on schedule. We
25 are actually in the business requirements phase where

02:12PM

1 we're gathering documentation, and that should be
2 completed by the end of this month. The team is
3 focusing on finalizing all of the business requirements.
4 We certainly don't want to run into any complications
02:12PM 5 for our employers. So we're making sure that everything
6 can be integrated smoothly without any negative impact
7 to the services or to any of our existing architecture
8 that we use with gathering that data.

9 MR. TEMPLE: Commissioners -- Commissioner
02:13PM 10 Congleton, you had asked one time about being able to
11 get more detail separation data. This, to the degree of
12 the ones that are doing the reporting, which a lot of
13 these third-party companies -- processing companies do a
14 lot of the business in the state, would give us the
02:13PM 15 separation date. We're looking now to see if some of
16 what we're already doing with them already in place now
17 may accomplish what SIDES is doing, pretty close to it.
18 So we have an SBR from -- supplemental budget, money,
19 dollars, to work on this, and we're doing the testing
02:13PM 20 now as LaSha said just to see it. But it would reduce
21 the amount of overpayments drastically by being able to
22 get that quick data on separation dates. So
23 overpayments would be less, chargebacks would be less,
24 all the things that go along with that. So we're
02:14PM 25 looking at this for -- as convenience for our employers

1 but as well as an integrity issue for reducing
2 overpayments, too. So --

3 MS. LENZY: Yeah. Hopefully it will
4 expedite the investigation process, and hopefully there
02:14PM 5 will be less back and forth calling back -- callbacks
6 that are made as well. So --

7 CHAIRMAN PAUKEN: Okay. Next.

8 MR. TEMPLE: Anything else? Larry.

9 MS. LENZY: Thank you.

02:14PM 10 AGENDA ITEM NO. 3

11 MR. JONES: Good afternoon, Mr. Chairman,
12 Commissioner Congleton, Commissioner Alcantar. And for
13 the record, my name is Larry Jones with Workforce
14 Development. I have five projects to brief you on this
02:14PM 15 afternoon. The first of those will be Child Care
16 Attendance Automation, an ongoing project which I know
17 you're familiar with. All areas have been rolled out.
18 Our last rollout was in July. There are several
19 enhancements to facilitate the use of our CCAA program
02:15PM 20 which have been submitted to our contractor. And what
21 I'd like to do is loop back at the end and tell you
22 where we are on that and seek your approval to move
23 forward.

24 Last month we held regional technical
02:15PM 25 assistance conferences around the state. I was

1 fortunate enough to attend several of those. They were
2 very well-received and went very well. Training video
3 for parents was produced and is now being made available
4 to boards for distribution. Our project team continues
02:15PM 5 to work with all of our partners to resolve problems.
6 We have put particular interest and emphasis on the
7 installation of point of service devices and a hundred
8 percent issuance of swipe cards.

9 The transition period -- you know, up to
02:16PM 10 this point, we've run a dual system, and we're going to
11 end that now; and we have a schedule that we've
12 discussed with executive directors across the state.
13 For the most part, it will be one year following your
14 rollout. You will be required to now go to 100 percent
02:16PM 15 automated attendance. That is, parents will be required
16 to swipe. We feel that'll eliminate a lot of the
17 problems that child care providers are now being asked
18 to undergo with the dual system. And I'd like to give
19 you a feeling of confidence that we're well within the
02:16PM 20 budget that you provided us with, and we don't expect
21 any overruns here.

22 I promised you I would loop back and touch
23 on the enhancements. As you may recall several weeks
24 ago in commission meeting, we asked you, Commissioners,
02:16PM 25 to approve for us a set-aside of two million plus for

1 potential enhancements to CCAA. We got back our
2 proposal from our contractor, and it's well within the
3 amount of money. It's extremely low, in fact, and we
4 feel like we're even going to get enough credits back
02:17PM 5 from our contractor that we'll be able to pay for most
6 of the enhancements that we'll be dealing with.

7 So what I would like today, Commissioners,
8 is your approval to move forward with the enhancements.
9 I know you've been briefed on those, but we were asked
02:17PM 10 to come back to you for your approval before we
11 proceeded with the enhancements.

12 CHAIRMAN PAUKEN: Well, this is just a
13 work session. I mean, I'm sure informally we can
14 approve it. I think we'd have to do that at the
02:17PM 15 commission meeting, wouldn't we, Gene?

16 MR. CRUMP: No, sir. Actually the way
17 it's posted you-all can take action on any of the
18 projects.

19 CHAIRMAN PAUKEN: Oh, we can? Okay.

02:18PM 20 MR. JONES: And we checked with our
21 attorney before we came here, sir.

22 COMMISSIONER CONGLETON: And all the
23 training has been completed?

24 MR. JONES: Yes, sir.

02:18PM 25 COMMISSIONER CONGLETON: Everybody knows

1 what they're doing?

2 MR. JONES: Yes, sir.

3 COMMISSIONER CONGLETON: Okay. That's
4 fine. Let's do it.

02:18PM 5 MR. TEMPLE: These enhancements are based
6 on the feedback we got from providers and the boards and
7 parents, quite frankly, of things that would streamline
8 this and expedite the process.

9 COMMISSIONER ALCANTAR: I'm very
02:18PM 10 comfortable with moving forward. I guess one question I
11 have, Larry, is, how fast do you anticipate these
12 enhancements being complete? What's the time line for
13 completion of the enhancements?

14 MR. JONES: I don't have a feel for that,
02:18PM 15 but I have staff with me here today who are very
16 knowledgeable.

17 COMMISSIONER ALCANTAR: What do we think?

18 MS. GONZALEZ: As soon as we have this
19 approval, we're scheduling meetings to establish
02:18PM 20 priorities and time lines to expedite it, and I can
21 bring that back once we've had the meeting with the
22 vendor.

23 COMMISSIONER ALCANTAR: So you don't know?

24 MR. JONES: So I guess our answer is, "No
02:18PM 25 answer today, sir." But how about I get back to you in

1 the next 48 hours and tell you when that would be done?

2 COMMISSIONER ALCANTAR: Yeah, that's fine.

3 Thank you.

4 MR. JONES: Would that be acceptable?

02:19PM 5 CHAIRMAN PAUKEN: Okay. Is there a
6 motion, Commissioner Congleton?

7 COMMISSIONER CONGLETON: You can do this
8 with just the money you have on your -- what do you call
9 it?

02:19PM 10 MR. JONES: We feel that the lion's share
11 of this will be paid for by the credits that we get
12 from our contractor --

13 COMMISSIONER CONGLETON: Well, I
14 understood the lion's share would pay for it.

02:19PM 15 MR. JONES: Yes, sir. That's correct,
16 sir.

17 COMMISSIONER CONGLETON: That is correct?
18 So we don't have to go to additional monies?

19 MR. JONES: That's correct. But we still
02:19PM 20 need your approval to move forward.

21 COMMISSIONER CONGLETON: You have my
22 approval to use the lion's share.

23 MR. JONES: Yes, sir.

24 CHAIRMAN PAUKEN: All right. Is that a
02:19PM 25 motion?

1 COMMISSIONER ALCANTAR: I second the use
2 of the credits and minimal amount of the other dollars
3 to get this --

4 MR. JONES: Yes, sir. Thank you, sir.

02:19PM 5 COMMISSIONER CONGLETON: And I'd like to
6 be briefed on this occasionally to the cost of the
7 system and --

8 MR. JONES: Yes, sir.

9 COMMISSIONER CONGLETON: Okay.

02:19PM 10 CHAIRMAN PAUKEN: Okay. It's unanimous.
11 Thank you.

12 MR. JONES: Very good. Thank you, sir.

13 As difficult as that was at the end, thank you. The
14 second item -- I have five items, Gentlemen, and I'll
02:19PM 15 try to step through these rapidly.

16 The second one is our TWIST/Child Care
17 Consolidation. Basically what this program does is
18 create -- it's a central data base for child care at TWC
19 and really combines it into TWIST, which is our
02:20PM 20 information system that applies for all other programs.
21 So several of our milestones have been completed. Our
22 steering committee was completed a couple of months ago.
23 Board system administrator meetings were completed last
24 month. All documents are under review at this time.
02:20PM 25 This project also is on target and on budget.

1 Do you have any questions regarding
2 TWIST/Child Care?

3 COMMISSIONER ALCANTAR: I have no
4 questions.

02:20PM 5 CHAIRMAN PAUKEN: No.

6 COMMISSIONER CONGLETON: No.

7 MR. JONES: The third item that I have to
8 discuss with you this afternoon is rapid reemployment
9 system redesign. This will convert our existing RRES
02:20PM 10 system into Work in Texas, and, in fact, that actually
11 went active last week. So this is now part of
12 WorkInTexas.com, and that will make it much easier for
13 boards to get reporting information and eventually to be
14 able to slice and dice groups of applicants so that we
02:21PM 15 can deal more effectively with our claimants as we move
16 toward.

17 So I can answer specific questions if you
18 have any, but we're pleased with the progress. And,
19 again, we're on target, on budget.

02:21PM 20 COMMISSIONER ALCANTAR: Good work.

21 MR. JONES: The fourth item I have is an
22 ongoing project. I believe we've had this one for the
23 last three to four years. It's WorkInTexas.com
24 enhancements. Of course, one of the major enhancements
02:21PM 25 was the RRES redesign which I just stated was

1 implemented in October. At least the first phase was.
2 I'd like to tell you also that as of last week the
3 veterans email and letters has been initiated. So on
4 your pages, Gentlemen, you see a paragraph there,
02:22PM 5 estimated completion in October of 2010, and that was
6 completed on target. So a new outreach letter is being
7 sent to Operation Iraqi Freedom/Operation Enduring
8 Freedom veterans, and a separate letter is sent to all
9 other veterans. These letters replace the letters that
02:22PM 10 were being sent to veterans thanking them for completing
11 their registration in WIT. And, again, the OIF/OEF
12 letters will also have a link to the Texas Veterans
13 Leadership Program web site.

14 CHAIRMAN PAUKEN: That's terrific.

02:22PM 15 MR. JONES: And, well, there's also, good
16 news, sir. We're moving along on the veterans portal.
17 I know there's been a lot of active interest in how
18 we're progressing with the veterans portal. I saw some
19 mock-ups this morning of how our veterans portal will
02:23PM 20 look, and staff will be coming around to brief all of
21 you this week on the veterans portal and exactly what
22 that's going to look like. So you'll be receiving more
23 information. If you don't have any questions on that --
24 yes, sir.

02:23PM 25 COMMISSIONER CONGLETON: I did have one

1 question.

2 MR. JONES: Yes, sir.

3 COMMISSIONER CONGLETON: Can we display a
4 message to the job seekers indicating they're trade
02:23PM 5 effective and should they contact their local workforce
6 board for those --

7 MR. JONES: We can do that, sir.

8 COMMISSIONER CONGLETON: You can do that?

9 MR. JONES: I believe we can.

02:23PM 10 COMMISSIONER CONGLETON: I'll take you at
11 your word.

12 MR. JONES: Yes, sir.

13 COMMISSIONER CONGLETON: Thank you.

14 MR. JONES: Yes, sir.

02:23PM 15 CHAIRMAN PAUKEN: Okay.

16 MR. JONES: The last item that I have to
17 brief you on today is Science, Technology, Engineering
18 and Mathematics web site. I know that staff came
19 around, and I even came around and briefed a couple of
02:23PM 20 the offices this last week on where we were on the STEM
21 web site. The -- several items have already been
22 approved. I know that you've seen some of the samples
23 of the various pages and so forth. The branding, the
24 video concept and so forth has been completed, and we're
02:24PM 25 progressing steadily with this project. So if you have

1 any questions, I would stand to answer those.

2 COMMISSIONER ALCANTAR: Well, Larry, I
3 just want to thank you and the staff for all the hard
4 work. I really appreciate all the effort and thought
02:24PM 5 that went into this, and I think it's going to be a very
6 exciting product.

7 Chairman, you know, the one thing I would
8 add on the prior one, on the veterans portal is, we're
9 doing some work at the colleges in terms of reenrollment
02:24PM 10 processes and some of the other activity tied to making
11 sure that we honor their time by limiting their time
12 that they have to go through in the classroom, making
13 sure that that effort with the colleges somehow ties and
14 is reflected in here and as we move this thing forward.

02:25PM 15 CHAIRMAN PAUKEN: Okay.

16 COMMISSIONER ALCANTAR: Thank you.

17 MR. JONES: Gentlemen, if there are no
18 questions, that completes my portion of the IT work
19 session.

02:25PM 20 AGENDA ITEM NO. 4

21 CHAIRMAN PAUKEN: Okay. Who's next,
22 Larry?

23 MR. TEMPLE: Tom McCarty.

24 MR. McCARTY: Commissioners, for the
02:25PM 25 record, Tom McCarty, External Relations, briefing you

1 today on the home page redesign project. This is a
2 fixed based, fixed price contract for the project. Once
3 when we had you-all adopt the home page that we chose
4 last -- at the last meeting, staff entered into a detail
02:25PM 5 design phase. During that process, we identified an
6 additional 60 pages that we could develop to create a
7 more user-friendly experience and a better product. So
8 we got with the vendor who agreed to develop a -- kind
9 of a framework or a template that we could use for those
02:25PM 10 pages. So we'll begin that process. There is no
11 additional cost to those additional 60 pages to the
12 contract. Our next steps that we're going to move into,
13 we'll continue out the detail design phase of this, and
14 then we're going to run concurrent projects which will
02:26PM 15 include setting up a governance plan and an
16 implementation plan. And that concludes my remarks.

17 CHAIRMAN PAUKEN: Okay.

18 COMMISSIONER ALCANTAR: I just want to
19 thank staff again. I think a lot of thought went into
02:26PM 20 this, and I think they did a wonderful job of coming
21 around and briefing us on the progress, making sure that
22 we're all comfortable with the design. And I think
23 they've done a really nice job of putting together
24 something that we can really promote.

02:26PM 25 CHAIRMAN PAUKEN: I agree. All right.

1 AGENDA ITEM NO. 5

2 CHAIRMAN PAUKEN: Who's next?

3 MR. TEMPLE: John Moore, RID.

4 MR. MOORE: And last but hopefully not

02:26PM

5 least, for the record, Commissioners, my name is John
6 Moore. I'm the director of Regulatory/Integrity. This
7 is our first report on a new project which focuses on
8 the new hire case weighting process. In Texas the new
9 hire and wage benefit cross-match processes are the most
10 effective tools to detect and establish overpayments.

02:26PM

11 This project will add case weighting to the new hire
12 process to maximize the capability of our two largest
13 tools to detect benefit overpayments stemming from
14 either unreported or underreported earnings. Staff will
15 develop an automated solution using predictive analysis
16 and case weighting to manage the workload associated
17 with the cross-match results.

02:27PM

18 Now, this project is in two phases. Phase

02:27PM

19 One is for the development of a new earnings
20 verification letter process which will direct employers
21 to submit information using the Internet self-service
22 portal. As part of this phase, we will stop sending out
23 paper earnings verification forms. If an employer
24 chooses to submit data via paper, then they can request
25 a form using the IVR system. This phase should be

02:27PM

1 completed fairly quickly in January of 2011.

2 Phase Two includes enhancing the current
3 new hire cross-match functions by creating an automated
4 weighted predictive analysis process featuring
02:28PM 5 selectable evaluation criteria. This phase will be
6 completed in September of 2011. The funding is from
7 another SBR of about \$652,800. And with that I'll be
8 happy to answer any of your questions.

9 CHAIRMAN PAUKEN: No questions.

02:28PM 10 COMMISSIONER ALCANTAR: I have no
11 questions.

12 COMMISSIONER CONGLETON: No questions.

13 MR. TEMPLE: Nothing else, Commissioners.

14 CHAIRMAN PAUKEN: All right. Thank you
02:28PM 15 very much, good reports.

16 (At this time, the proceedings were
17 adjourned at 2:28 o'clock p.m.,
18 Wednesday, November 29, 2010.)
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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 November, 2010.

14

15

16

17

Lydia L. Edwards
Certification No. 2567
My Commission Expires 12/31/10

19

Certified Shorthand Reporter
State of Texas

20

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