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TRANSCRIPT OF PROCEEDINGS
BEFORE THE
TEXAS WORKFORCE COMMISSION
AUSTIN, TEXAS

PUBLIC MEETING)
FOR THE TEXAS)
WORKFORCE COMMISSION)

IT WORK SESSION
WEDNESDAY, OCTOBER 21, 2015

BE IT REMEMBERED THAT at 10:55 a.m. on
Wednesday, the 21st day of October, 2015, the above-entitled
matter came on for hearing at the Texas Workforce
Commission, TWC Building, 101 East 15th Street, Room 244,
Austin, Texas, before ANDRES ALCANTAR, Chairman, RONALD G.
CONGLETON and RUTH R. HUGHS, Commissioners; and the
following proceedings were reported by Alejandro Herrera,
Certified Court Reporter

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P R O C E E D I N G S

WEDNESDAY, OCTOBER 21, 2015

(10:55 a.m.)

CHAIRMAN ALCANTAR: First up it's going to be Lisa; right, or is that going to be you?

MR. TEMPLE: It looks like -- like a double header, you know, the stands clear, the new fans come in.

CHAIRMAN ALCANTAR: I know, I see that. They're all bright and capable, and they're all likely to hit a home run for us, so, good morning, Lisa.

MS. RICHARDSON: Good morning, Chairman, Commissioners, Lisa Richardson, for the record. So under your notebooks today, under Tab I, we're going to start with a summary of what the IT organization has been doing on our DARS transition. Our goal -- our primary goal for the DARS transition, especially on the technology side, is to ensure that we have a seamless transition and ensure that there's no disruption of services for any of our consumers and -- and customers out in the field.

The way that IT has organized around the transition is we've split into three different key groups of activities. So first we have system integration activities where we're looking at all the automated systems and the work that needs to be accomplished so that as of 9/1/16 that those systems are integrated with the TWC systems. And

1 secondly, we have all of the IT infrastructure work that we
2 need to accomplish. And then thirdly we're doing a lot of
3 administrative and planning activities.

4 So just to give you an example, under the system
5 integration, the main system that the DARS' employees use
6 right now is the system called Texas ReHabWorks. That
7 system interfaces with the H -- HHSC HSAF (ph) system, which
8 is their financial system, and so one of the main things
9 that we're going to have to accomplish by 9/1 -- before
10 9/1/16 is to actually swing that connectivity to our
11 PeopleSoft financial system so that we can ensure that we
12 can do payments out of that system, out of our system
13 instead of out of that HSAF (ph) system. So that's just one
14 example of -- of many of the components of work that we have
15 to do. So we've actually got 17 different groups, work
16 groups, that are doing activities associated with the
17 transition. So it's very intensive right now for our staff.

18 Under the infrastructure, one of the key ones is
19 to have network connectivity, so we have our network staff
20 working with the DARS enterprise, which is C-network staff
21 and we need to ensure that we've got the connectivity
22 between us and Brown Healey and then also to make sure that
23 those 130 offices the -- that are throughout the state, that
24 we have that connectivity as -- back to us again.

25 As of 9/1/16 all of those employees are going to

1 have to be loaded into our Human Resources system, so
2 they're going to have to be logging time into our system,
3 and so that requires connectivity back to our systems as
4 well. So these are all types of issues that we're looking
5 at, how do we address these, how do we make sure that staff
6 have their resources, they can get their jobs done, and that
7 we've done everything that we can to ensure that smoothly.

8 Under the third section, on the administrative and
9 planning, one of the examples there is we're having to look
10 at all of the software and hardware licenses that DARS holds
11 versus what we currently hold at TWC. We have a lot of
12 duplicate licenses, like for Office 365, or a lot of the
13 tool sets that we use, but we also have a lot of very
14 different packages. So we're having to analyze what is DARS
15 using right now, what does it make sense to either continue
16 and pull over here to TWC, what do we need to discontinue,
17 and that -- and a complicating factor there is that a lot of
18 DARS' software license contracts were all wrapped up through
19 HHSC because through HHSC they've done contracting for the
20 entire enterprise. And so we're going to have to look at
21 possibly pulling those contracts or the licenses out of
22 those contracts.

23 So we're just starting that process right now of
24 evaluating all of the licenses and what that's going to mean
25 to us, so that's another large effort for us that we need to

1 look at. And lastly under our administration and planning
2 is just LAR planning. So believe it or not it feels like we
3 just finished the legislative session, but we recognize that
4 we've got to start planning for our LAR projects this fall.
5 And so we're going to be coordinating with the DARS' staff
6 to look at what do we need to do, where do we need to go
7 forward with our LAR planning processes and do that as a --
8 as one rather than separate entities going forward.

9 Just some other highlights of what we've done.
10 We've created a SharePoint site. It's a portal where we are
11 allowing DARS, TWC staff and HHSC staff to all put documents
12 and to share information instead of sending emails with
13 attachments all over the place. And so it's -- it's a way
14 for us to be a little more coordinated and consolidated in
15 sharing information.

16 For all of our -- our 17 IT teams we've created
17 mini charters where we've identified the staff that need to
18 be involved and need to play a part. Again, that's from all
19 three agencies. We are working on the detailed plans where
20 we're flushing out all of the activities that need to be
21 completed. We will not have everything completed by 9/1/16.
22 So what we're identifying are those items that have to be
23 completed by 9/1/16, and then some things may take a longer
24 term in order for us to completely finish those activities.
25 But, again, our goal is to not have any disruption in

1 services.

2 We are in the process of getting the approval
3 through the -- the capital authority request for some
4 contractors and so we are already starting the process of
5 that hiring process, but we won't actually have them start
6 on board until we get the approval for the capital
7 authority. But we're not just waiting on that, we're moving
8 forward on that process so that we can hit the ground
9 running. And, again, those are primarily going to assist us
10 in our financial transitioning and also the human resources,
11 the PeopleSoft systems, and getting those transitioned over.

12 And lastly I'd -- I'd like to say on a very
13 positive note that with the Deputy position for -- my CIO
14 Deputy position has been open and Jeff Peden, who is
15 currently the -- the CIO at DARS, has accepted that position
16 and he's going to be starting with us in January. It sounds
17 like a long time away, but it's really not, it's only a few
18 short months away. And so I'm very excited to have him come
19 over with us. I think that's going to be a very bene -- a
20 great benefit for us on a lot of transition activities then,
21 and very positive for all of the staff involved.

22 MR. TEMPLE: He didn't have a prayer. We ganged
23 up on him at lunch.

24 MS. RICHARDSON: Yes, we did. And just from the
25 IT side, I just have to say that it's been a very positive

1 experience. We've had great working relationships with both
2 our DARS and HHSC counterparts, and I think everybody
3 recognizes how important it is for us to get this job done
4 so that we can get these -- get the -- (indiscernible)
5 programs merged in with ours, so. Any questions for us on
6 the DARS IT transition?

7 CHAIRMAN ALCANTAR: Commissioners?

8 COMM. HUGHS: No, thank you for your update.

9 CHAIRMAN ALCANTAR: (Indiscernible).

10 MS. RICHARDSON: Okay, thank you. The next item
11 that I'd like to report on is our update on our DCS
12 services, so Data Center Services update. What we've done
13 is we've added the last quarter of our scorecards. This is
14 a standard report, or a table that we've provided for you,
15 where we have 12 service rating categories where TWC rates
16 what our services are for the Data Center Service provider.
17 And in the very first column is our overall score. So as
18 you can see, our overall score continues to be a three,
19 which means they are providing acceptable services. But
20 each month we do have some areas where we have identified
21 needs for improvement.

22 In the last quarter we've actually done pretty
23 well. But as you can see, the backups have become a problem
24 again in September. Which if you look at prior months we've
25 continued to have backups and we're working with the Data

1 Center Services provider to ensure that our backups are --
2 are working properly.

3 And then over on the far right hand side you'll
4 see that our software processing, we're -- we've got some
5 big concerns there. One of the things that continues to
6 stand out, and Robert Lundquist (ph) briefed on this at the
7 last IT Work Session, is an outstanding IBM software audit
8 that we're undergoing through DCS. We have continued to
9 request information on our licenses and how some of these
10 licenses were purchased. It's been very difficult for us to
11 get information. That audit, IBM came back to us and said
12 that we owed --

13 MR. TEMPLE: Let me say, this is an audit that IBM
14 does of us, not a state audit. This is an audit that the
15 company does on the state to see if they're missing
16 opportunity to bill us.

17 MS. RICHARDSON: If we're compliant with our
18 software -- software licenses.

19 CHAIRMAN ALCANTAR: Pretty good at that.

20 (Simultaneous conversation)

21 CHAIRMAN ALCANTAR: Do they get that one right a
22 lot in terms of --

23 MR. TEMPLE: Yeah, I've --

24 CHAIRMAN ALCANTAR: -- staffing and so forth.

25 MR. TEMPLE: -- never heard of a company auditing,

1 you know, the --

2 CHAIRMAN ALCANTAR: Yeah.

3 MR. TEMPLE: -- the customer, but that's basically
4 what it is.

5 CHAIRMAN ALCANTAR: They're able to staff that one
6 pretty good; right?

7 MR. TEMPLE: Yeah.

8 CHAIRMAN ALCANTAR: Okay.

9 MR. TEMPLE: Yeah.

10 CHAIRMAN ALCANTAR: Yeah.

11 MR. TEMPLE: That one makes fatly really well.

12 MS. RICHARDSON: SO they originally came to us
13 with a request for \$1.6 million and we certainly believe
14 that we are not out of compliance on our licensing. We have
15 resolved all of those issues down to one final issue, it's
16 about \$149,000 is the remaining issue. We have that issue
17 in our legal counsel trying to get their opinion because
18 it's -- it's basically a -- a difference on the wording on
19 contract language, and so we're asking for our legal counsel
20 to assist us because, again, we still do not believe that we
21 owe that amount of money.

22 The other thing that I would like to point out is
23 I believe we are one of the only agencies who's really
24 fought back on this audit. Many of the other agencies have
25 just basically paid these fines --

1 MR. TEMPLE: Well, the -- yeah, they a lot of them
2 just wrote a check, never -- just wrote a check.

3 MS. RICHARDSON: Significant dollars.

4 MR. TEMPLE: And we -- actually D&R was surprised
5 that were pushing back because no one else had pushed back.

6 MS. RICHARDSON: So we take this very -- we don't
7 take this lightly, and we really comply with our licenses
8 and want to ensure that we do the right thing.

9 CHAIRMAN ALCANTAR: Agreed.

10 MS. RICHARDSON: On --

11 MR. TEMPLE: Well, we -- we would think -- we may
12 have some of these same issues with the DARS transition and
13 the overlap with HHSC, so we'll -- this is probably a pretty
14 good exercise to get us ready for --

15 MS. RICHADSON: Absolutely.

16 MR. TEMPLE: -- the DARS.

17 MS. RICHARDSON: Well, and that's just -- IBM is
18 just one set of tools, and that's what I was referring to
19 earlier. We're having to look at all of the different
20 software licenses that DARS owns and how they merge with
21 ours. So that is a big effort for our staff.

22 On the second page you'll see the Enterprise
23 scorecard, and this just gives you a feel for how DCS is
24 being rated by all the other state agencies as well. And
25 down below I just wanted to highlight for you that on an

1 annual basis we do a disaster recovery test and we are
2 currently in our disaster recovery exercise mode right now.
3 We have staff over at our Springdale site who are working
4 diligently to recover our mainframe and a lot of our other
5 highly critical systems.

6 What they'll do is recover those systems. And
7 then we also run a batch process. We send samples of the
8 print and mail output to Philadelphia, to MailCard, we
9 actually print that. And then it will be sent back here to
10 verify and see where we are. And, again, I would like to
11 point out we're one of the few agencies that actually go to
12 that level of testing. And we've been doing this for -- for
13 many, many years, even before DCS, so we're very proud of
14 our -- our disaster recovery program.

15 So right now we're doing the mainframe and
16 Workforce systems and then once we finish that then we'll go
17 into our PeopleSoft systems and -- and validate the -- the
18 exercise on the PeopleSoft systems. Any questions on DCS?

19 CHAIRMAN ALCANTAR: Are you seeing a -- from
20 September -- in October are you seeing any improvements in
21 procurement and those areas that need attention -- that
22 needed attention in September, are they responding?

23 MS. RICHARDSON: Yes, sir, they're responding to
24 our request. And -- and, again, one of the main reasons
25 that's still low is because of the software audit, and we've

1 -- we've received some of the information, but not all of
2 it --

3 CHAIRMAN ALCANTAR: Okay.

4 MS. RICHARSON: -- so.

5 CHAIRMAN ALCANTAR: Keep working on it. Thank
6 you.

7 MS. RICHARDSON: Yes, sir. Will do. The next
8 sheet that I have for you is a new summary sheet that we've
9 added to the packet. We recognized that most of our focus
10 in our IT Work Sessions have been our larger capital
11 projects or some of the larger capital initiatives, and so
12 we also wanted to share with you some of the activities that
13 we have going on that are on the -- on the -- at the
14 Enterprise level that you just may not know about.

15 Some of the -- we're -- we're formatting this
16 similar to how we have our Workforce systems report, and
17 we've also added a new summary table like this as well to
18 our UI Systems Report. So, again, it gives you a little bit
19 more detail about what we're doing across the agency, at a
20 little lower level.

21 So some of the key enhancements that I'd just like
22 to point out on this is item number two under the completed
23 since last work session. We've moved the intranet off of
24 the mainframe. And while that doesn't really sound like a
25 -- a big glamorous deal, what this does for us is it reduces

1 our security risk. So we had over 3,200 and every employee
2 in the whole agency had a -- a log-in ID into our mainframe
3 system. The majority of these or half of these people only
4 needed that just to get to the intranet. And so what we've
5 done my moving the intranet off of the mainframe is that
6 we're able to eliminate over half of the people logging into
7 our mainframe, which is where some of our critical data is
8 stored. And so this helps our security posture.

9 And, plus, I have to tell you, we've heard very
10 positive things from staff, we don't have to do a second
11 log-in because typically they forget that log-in anyway.
12 That calls a call to the help desk, and so it's just -- it's
13 very positive all the way around for staff and for our
14 security posture.

15 The second one that I would like to point out is
16 the active directory sync with PeopleSoft. Again, this is
17 -- we have in our active directory where you look up an
18 employee in -- in our email system, historically we didn't
19 have the person's -- their location where they were, their
20 room number, or their phone number, which is a simple thing,
21 so we have to print a separate directory for this.

22 So now that we've got this information already in
23 the online system we're considering -- we're working with
24 Ed's staff and considering maybe not printing the directory
25 going forward. So, again, we're just looking at ways that

1 we can make it easier for staff to do their jobs and to find
2 the information that they need. So those are the types of
3 activities that we're working on.

4 CHAIRMAN ALCANTAR: Commissioners, any comments?

5 COMM. HUGHS: No.

6 CHAIRMAN ALCANTAR: Thank you. I think that's
7 really good information.

8 MS. RICHARDSON: Thank you. And now I'm going to
9 turn it over to Steve Riley to give an update on the UI
10 budget.

11 CHAIRMAN ALCANTAR: Good morning, Steve, again.

12 MR. RILEY: Good morning, Commissioners. I have
13 four projects to report on and a new item called UI
14 Enhancement. The first project, tax modernization, has a
15 new implementation date of November of 2016. A staffing
16 impact and impact on future projects is being finalized and
17 your offices will be briefed when we complete that.

18 CHAIRMAN ALCANTAR: Larry and Ed and everyone,
19 Lisa, when we do the next quarterly session, work session on
20 is, what milestones will we -- you don't have to give me the
21 answer now, but how do we know that -- I want to make sure
22 that that's going to be the date, the final revision to the
23 deliverables on is. I know that you guys have been working
24 really hard on this. When I made the commentary about
25 staffing, it wasn't about any one company, it's really about

1 -- well, we've been seeing we lose key staff off of these
2 different projects or they're not able to secure the talent,
3 and then we wind up with delayed deliverables on very
4 important projects for us, projects that impact other work
5 and -- and savings to this agency. So I really acknowledge
6 your hard work in trying to get this project on the right
7 footing, but I really do want to make sure that pretty much
8 from now on when we're getting this update that this is
9 still the date. I don't want another -- I'd rather not have
10 another delay deliverable for this project.

11 MR. TEMPLE: And one of the big hold-ups, and Lisa
12 certainly can talk on the detail, has been the challenge on
13 the testing and --

14 CHAIRMAN ALCANTAR: Right.

15 MR. TEMPLE: -- we have a completely different
16 approach to the testing now that we think will expedite that
17 piece. That has to be done before we can move forward. And
18 we think we've got a solution to that.

19 CHAIRMAN ALCANTAR: Yeah, and the issue is --

20 MR. TEMPLE: (Indiscernible).

21 CHAIRMAN ALCANTAR: -- we haven't made much
22 progress in that testing since --

23 MR. TEMPLE: Not at all.

24 CHAIRMAN ALCANTAR: -- we thought we had resolved
25 a deliverable date. And I just want to make sure that -- Ed

1 and I have spoken to it. I know that you guys are working
2 hard on it, and the outcome is really dependent on the
3 ability of the vendor to deliver, and -- and I understand
4 it's a proc -- it's a tedious process; right?

5 MS. RICHARDSON: Yes, sir. Yes --

6 CHAIRMAN ALCANTAR: But let's make sure that we
7 keep a focus on this and brief us if there's anything we can
8 do to support the progress that's needed on this.

9 MS. RICHARDSON: The other thing that we're doing
10 is we're bringing in an external third party to come in and
11 to evaluate what this testing methodology is, and it's to
12 get a -- another fresh set of eyes looking at what we're
13 doing, how we're progressing, and to see if they see any
14 areas where we can -- where there are potentially any
15 gotchas or areas where we can improve what we're doing right
16 now. And they should be on board in November.

17 CHAIRMAN ALCANTAR: Thank you. I'm sorry to
18 interrupt you, sir, if you could keep going.

19 MR. RILEY: They've - they've finished my
20 presentation on that project.

21 CHAIRMAN ALCANTAR: Well, I -- I just -- you know,
22 it's -- it's a project that, again, is important to us, it's
23 important to our staff, it's important to the overall
24 strategic plan that we have in place to move forward on
25 these other things that are waiting in the queue. And I

1 don't want those projects -- other projects impacted by this
2 any further, if at all possible.

3 MS. RICHARDSON: Yes, sir.

4 CHAIRMAN ALCANTAR: And I know you're working hard
5 at it, so.

6 MR. RILEY: We concur fully.

7 CHAIRMAN ALCANTAR: I'm sorry, sir?

8 MR. RILEY: We concur fully with that.

9 CHAIRMAN ALCANTAR: I appreciate it. Thank you
10 for all your hard work on that. What's next?

11 MR. RILEY: Our second project, tax electronic
12 correspondence, the implementation date has changed to
13 November of 2016 to integrate the project with the change in
14 the tax modernization project. System and -- and
15 accessibility testing are in progress while the testing of
16 all templates using production data is complete.

17 The next two projects, which we'll anticipate will
18 be completed next month are benefits electronic
19 correspondence, both the claimant view and the staff view.
20 We have completed performance testing for the storage of the
21 documents in FileNet. And as I mentioned we're scheduled
22 for deployment next month.

23 And, finally, key enhancements, a new category
24 added this quarter, reflects improvements or changes to our
25 electronic systems completed during the reporting period.

1 Nine key enhancements totaling over 3,700 hours were
2 completed during the period, including legislative mandated
3 changes, redacting of social security numbers on
4 correspondence, debit card procurement and several other
5 benefit determination system programs. This concludes my
6 report. I'd be happy to answer any questions.

7 CHAIRMAN ALCANTAR: Commissioners? Okay, thank
8 you. Larry, what's next.

9 MR. TEMPLE: Reagan.

10 MS. MILLER: All right. Good morning,
11 Commissioners. You will see in your notebook materials that
12 we've had several releases to a TWIST, WIT, Career Schools
13 and teams in the past quarter. These releases include
14 changes as a result of WIOA, some annual AEL updates that we
15 need to make at the beginning of every new program year, TAA
16 changes. We also made changes to implement the SNAP E&T
17 third party reimbursement pilot that's happening here in
18 Capital area, and then other technical fixes that -- that
19 need to be put into production.

20 We also have several key enhancements that are in
21 process and I wanted to highlight a few of those. You'll
22 see number 11, post-common components. Chairman, as you
23 just mentioned, that was one of those contractor challenges
24 that we had. We -- we cancelled that contract, and now
25 we're looking at -- at what's next. We're trying to assess

1 alternate solutions for WIT and TWIST. We formed a Board
2 workgroup to assist us in this review. And this review is
3 going to include discussions on IT solutions that allow the
4 system to best meet employer needs as well as solutions that
5 move TWIST off of its unsupported IT infrastructure.

6 We've got some -- some demos of off the shelf
7 products. We wanted to make sure that our Boards were
8 partnering with us on this so that any solution that we were
9 contemplating, they were also reviewing as well, since they
10 are the primary users. And just as TWIST is currently --

11 CHAIRMAN ALCANTAR: Larry, and I -- and I really
12 want to thank Reagan in working with IT and -- and the whole
13 team for, you know, with those tough calls to be made on
14 something like that project that we view as important
15 sometimes are necessary and it's important that you are
16 looking out for performance and -- and I really appreciate
17 that, so I want to say thanks for that.

18 MS. MILLER: Thank you. And so as I said, just as
19 TWIST is currently on an unsupported platform, we also have
20 TWIST web reports that need to be rebuilt and moved off of
21 EA server. Now, you're going to get out of my depth of
22 knowledge. I just know that we have an unsupported platform
23 and it's important that we move these TWIST web reports to
24 something that is supported.

25 CHAIRMAN ALCANTAR: Okay.

1 MS. MILLER: Interestingly, though, this really --
2 this remediation's only of existing reports. We still have
3 some big challenges ahead of us with WIOA implementation and
4 new reporting requirements as a result of that legislation.
5 That impacts not only WIOA but also adult education and
6 vocational rehabilitation, so we'll be looking very closely
7 at what those new standards are with -- with Adam, and what
8 our next steps need to be to address those implementation
9 challenges.

10 CHAIRMAN ALCANTAR: Okay.

11 MS. MILLER: And I also mentioned at the
12 Performance Work Session AEL. You'll see on our In Queue
13 list an AEL case management system. Currently TWC doesn't
14 have this type of tracking, it's -- it's really just
15 intended to track services provided, but there's no case
16 management type of system. So we're working with IT to
17 determine if there's some off the shelf products that would
18 allow AEL providers to more closely track student issues and
19 potentially address student retention through, for example,
20 opportunities to email them when we see excessive absences,
21 to do more outreach to those students to make sure that we
22 can continue to engage with them for their program
23 participation.

24 CHAIRMAN ALCANTAR: Great.

25 MS. MILLER: So that's underway.

1 MR. TEMPLE: Well, one thing that -- that we saw
2 from the host of vendors that were at the NASLOC Annual
3 Conference, this -- WIOA and VR and Adult Ed and all of the
4 reporting that's going to be the responsibility of the
5 Department of Labor affiliated state agencies, they're
6 beginning to put this as part of the suite services, like
7 Geo Solutions and people like that, so they have a -- a beta
8 on the adult ed piece now that they're looking at, and
9 nothing on the VR, but there's some off the shelf VR that
10 probably 30 states use, and I think they're trying to
11 partner with. So we -- there may be some solutions which I
12 know you're coming up to talk about here a little bit on the
13 next steps for our entire system that --

14 MS. MILLER: Yeah, and obviously our big next
15 steps are what do we do TWIST and WIT, how do we improve job
16 matching, how do we get a system that's -- works the
17 Workforce Boards' interactions with recorders at the local
18 level, how do we get a case management system on a supported
19 platform that addresses all of these WIOA changes. So we'll
20 have a great deal of work to do with our Board partners.

21 MR. TEMPLE: And the -- the -- the case management
22 system at DARS has -- it's about at the same place that our
23 WIT is. It's at the end of its functional life, I believe,
24 so. And HHSC agrees that there needs to be some changes
25 there and we'll work with them.

1 CHAIRMAN ALCANTAR: It's no longer the trend
2 setter, huh?

3 MR. TEMPLE: Yes. Yes.

4 MS. MILLER: And in our discussions with the DARS
5 staff there, they're also looking at sort of what's next for
6 their case management system.

7 CHAIRMAN ALCANTAR: Okay.

8 MS. MILLER: I also do want to point out under the
9 key enhancements, we have several on there that are
10 technically after the quarter for which we're reporting, but
11 they happened in early October, so I just want to highlight
12 a few of those since they were related to some legislation.

13 You'll see House Bill 426, that provides state
14 agencies the option to receive State of Texas applications
15 in a -- in an easier way so that they can comply with those
16 requirements. SB 389 added MOS classifications to State of
17 Texas applications and this completes the -- the end of that
18 (indiscernible) to the cross-walk that the State Auditor's
19 office did of MOS codes to state agency jobs. So we've got
20 those two in place.

21 We also implemented an enhancement to continue our
22 efforts to try to prevent fraudulent entities posing as
23 employers from outreaching our job seekers. So we have
24 additional enhancement employers that are self-registering.
25 New accounts in the system will no longer be able to view

1 job seeker contact information until that account has been
2 approved at the local level by Workforce staff.

3 So we had to ensure that all of the Boards were
4 aware this is -- this is a responsibility that's critical
5 that they perform and employers can't access that
6 information without that review.

7 MR. TEMPLE: And it gives a business service unit,
8 that's what we'll be doing not as a, you know, functionary
9 checkmark deal, but actually an opportunity to -- to -- to
10 engage with a new employer; introduce them to the services
11 that they've probably paid for, so kind of kill two birds
12 with one stone. We'll take that approach.

13 CHAIRMAN ALCANTAR: Okay, great. Sounds great,
14 thank you.

15 MS. MILLER: Yes.

16 CHAIRMAN ALCANTAR: And what's next, Larry?

17 MR. TEMPLE: Let's see, who's doing the fraud?
18 Okay. Boone. Okay, Boone, you have three minutes.

19 UNIDENTIFIED SPEAKER: Okay, I can do it.

20 CHAIRMAN ALCANTAR: Two and a half minutes.

21 UNIDENTIFIED SPEAKER: Good morning, Mr. Chairman,
22 Commissioners, Mr. Temple. The Improve Proof Fraud
23 Discovery project is going well. We -- we should have the
24 IT Theft all basically completed in December. The UI
25 Benefits and UI Tax project stages of the original Improve

1 Fraud Discovery projects, they're both in production and
2 closed out. And the work continues on developing the ID
3 Theft preventative analysis capability that will further
4 automate and enhance the ability to detect and act on the ID
5 Theft claimants.

6 Just as a quick -- and as a sidebar, we've
7 probably saved Trust Fund 13, \$15 million in the last year,
8 so just with some of the new help from IT and some of the
9 new programs. So it's been greatly beneficial. They -- you
10 know, we -- we come up with something and the bad guys come
11 up with something else, but then we come back with something
12 else, so we just, you know, it's a game we're going to play.

13 MS. RICHARDSON: The next project.

14 UNIDENTIFIED SPEAKER: Let's go to the next
15 project will be the office investigation case management.
16 We've been doing everything on spreadsheets and now we've
17 got a off the shelf program. We started the kick-off
18 meeting last month, had some meetings yesterday and by
19 November 2nd we'll have us a case management system now
20 where we can track numbers and cases historically. And I'll
21 answer questions quickly.

22 CHAIRMAN ALCANTAR: All right. Any questions,
23 Commissioners?

24 COMM. HUGHS: No.

25 CHAIRMAN ALCANTAR: Thank you, appreciate all your

1 good work there.

2 UNIDENTIFIED SPEAKER: I got one more.

3 CHAIRMAN ALCANTAR: Okay, hold on, more.

4 UNIDENTIFIED SPEAKER: And then the TOP program,
5 and -- there's no S -- and we've got it going, it's just
6 basically been on hold for about a year now, but it's in
7 place, and we're waiting for tax modernization and then
8 we'll plug it all up together.

9 MR. TEMPLE: Lot of security --

10 UNIDENTIFIED SPEAKER: (Indiscernible).

11 MR. TEMPLE: -- issues to meet the IRS. We're
12 going to have to do some rearranging for some of the offices
13 around the -- around the building to get them into one
14 secure area, so to meet that audit.

15 CHAIRMAN ALCANTAR: Okay.

16 MR. TEMPLE: And one real quick, we wrapped up
17 September 1, the PeopleSoft upgrade on time and on budget,
18 so.

19 CHAIRMAN ALCANTAR: Thank you.

20 UNIDENTIFIED SPEAKER: Could you repeat all that,
21 please?

22 UNIDENTIFIED SPEAKER: I sure can, in three
23 minutes.

24 CHAIRMAN ALCANTAR: Well, I appreciate all the
25 hard work. I appreciate the good updates in between these

1 quarterly sessions, and this meeting's adjourned. Have a
2 good day.

3 (Proceedings concluded at 11:23 a.m.)

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C E R T I F I C A T E

STATE OF TEXAS)
COUNTY OF TRAVIS)

I, Kimberly C. McCright, Certified Vendor and Notary in and for the State of Texas, do hereby certify that the above-mentioned matter occurred as hereinbefore set out.

I FURTHER CERTIFY THAT the proceedings of such were reported by me or under my supervision, later reduced to typewritten form under my supervision and control and that the foregoing pages are a full, true and correct transcription of the original notes.

IN WITNESS WHEREOF, I have hereunto set my hand and seal this 28th day of October, 2015.

/s/ Kimberly C. McCright
Kimberly C. McCright
Certified Vendor and Notary Public

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