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TRANSCRIPT OF PROCEEDINGS  
BEFORE THE  
TEXAS WORKFORCE COMMISSION  
AUSTIN, TEXAS

PUBLIC MEETING )  
FOR THE TEXAS )  
WORKFORCE COMMISSION )

COMMISSION MEETING  
MONDAY, NOVEMBER 12TH, 2018

BE IT REMEMBERED THAT at 9:00 a.m. on  
Monday, the 12th day of November, 2018, the above-entitled  
matter came on for hearing at the Texas Workforce  
Commission, TWC Building, 101 East 15<sup>th</sup> Street, Room 244,  
Austin, Texas, before RUTH R. HUGHS, Chair; JULIAN ALVAREZ  
and ROBERT D. THOMAS, Commissioners.

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P R O C E E D I N G S

MONDAY, NOVEMBER 12, 2018

(9:00 a.m.)

AGENDA ITEM NO. 1

CHAIR HUGHS: Good Morning. This meeting is now called to order.

AGENDA ITEM NO. 2

CHAIR HUGHS: Ms. Holt, has anyone signed up for public comment?

MS. HOLT: No, Ma'am, there is no one signed up for public comment.

CHAIR HUGHS: All right, thank you. I want to take a moment before we get started to recognize our veterans. I know that our agency is, at least the last two years in a row, if not longer, has been recognized as the public agency that hires the most number of veterans. That's because we are all committed to our veterans, and to making sure that we make better opportunities for them.

If you've served in our armed forces, could you please stand to be recognized this morning?

I want to thank you and your families for your sacrifices, and give my fellow commissioners an opportunity to speak on that as well before we get started. Commissioner Thomas.

COMM. THOMAS: Thank you, Chair Hughs. I

1 just want to tell you personally thank you. I learned  
2 through ancestry.com, and other genetic testing, about the  
3 history of military -- people who've served in the military  
4 in my family, and it has just deepened my respect for the  
5 privileges and the honors that you all have created for us.  
6 And a chance to be in El Paso last week for Hiring Red,  
7 White & You, and to see the people from Fort Bliss, those  
8 men and women, anxiously streaming in to try to -- to find  
9 what their next career opportunity looked like really keep  
10 in my heart, Chair Hughs. Thank you for the opportunity.

11 CHAIR HUGHS: Commissioner Alvarez.

12 COMM. ALVAREZ: Madam Chair, thank you. So I  
13 just want to thank each and every one of you for traveling  
14 this great state of ours, and also acknowledging Red, White  
15 & You. I know many of you were on the road, and we  
16 appreciate that.

17 Let me tell you, it gives you a sense of  
18 pride when you get to see how employers and veterans are  
19 actually together looking at ways that put people to work.  
20 I -- one of the things that I made a comment at when I was  
21 in -- one of the comments I made to David in Allen, Texas,  
22 where I was at, was I didn't know who the employers were and  
23 who the applicants were, the veterans. I mean, everyone  
24 looked so nice there, and I was so impressed, had such a  
25 great turnout.

1                   And the fact that we've been doing this for  
2 seven years and it continues to grow and grow and grow. I  
3 appreciate everyone's dedication and -- in making this  
4 another success. Madam Chair.

5                   CHAIR HUGHS: Thank you. I now turn the  
6 meeting over to Commissioner Thomas to preside over Agenda  
7 Items 3-7.

8   AGENDA ITEM NO. 3

9                   Discussion, Consideration and Possible Action Regarding  
10 Whether to Assume Continuing Jurisdiction on Unemployment  
11 Compensation Cases, Wage Claim Cases, and/or Tax Liability  
12 Cases and Reconsideration of Unemployment Compensation  
13 Cases, Wage Claim Cases, and/or Tax Liability Cases, if any.

14   No Discussion.

15   AGENDA ITEM NO. 4

16                   Discussion, Consideration and Possible Action  
17 Regarding Tax Liability Cases Listed on the Texas Workforce  
18 Commission Dockets 44, 45 and 46.

19   The Commission considered and took action on  
20 all tax liability cases listed on Dockets 44, 45 and 46.

21   AGENDA ITEM NO. 5

22                   Discussion, Consideration and Possible Action  
23 Regarding Fair Housing Cases listed on the Texas Workforce  
24 Commission Dockets 44, 45 and 46.

25   No Discussion.

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AGENDA ITEM NO. 6

Discussion, Consideration and Possible Action  
Regarding Higher Level Appeals in Wage Claim Cases Listed on  
the Texas Workforce Commission Dockets 44B, 45 and 46.

The Commission considered and took action on  
all wage claim cases listed on Dockets 44B, 45 and 46.

AGENDA ITEM NO. 7

Discussion, Consideration and Possible Action  
Regarding Higher Level Appeals in Unemployment Compensation  
Cases Listed on the Texas Workforce Commission Dockets 44B,  
45 and 46

The Commission considered and took action on  
all unemployment compensation cases listed on Dockets 44B,  
45 and 46.

AGENDA ITEM NO. 8

CHAIR HUGHS: All right, well good morning.  
This meeting is now called to order. And on Agenda Item 8,  
we're now back on session. Item 8, Discussion,  
Consideration and Possible Action Regarding the Acceptance  
of Pledges for Board Contract Year 2019 Child Care Matching  
Funds.

MR. WEAVER: Good morning, Chairman Hughs.  
Commissioners, Mr. Serna. For the record, Travis Weaver,  
Workforce Development Division.

Annually workforce development boards have

1 had local match pledges to secure federal childcare funds.  
2 Pursuant to commission rule 800.73. This will be a standing  
3 agenda item as boards may continue to submit match  
4 agreements through January 31, 2019.

5 Today staff requests Commission acceptance of  
6 childcare pledges for donations, transfers, and  
7 certification of expense in the amount of \$4,946,252. Thank  
8 you.

9 CHAIR HUGHS: Thank you. Are there any  
10 comments from either commissioner?

11 CHAIR HUGHS: No, ma'am.

12 COMM. ALVAREZ: No, madam Chair.

13 CHAIR HUGHS: Is there a motion?

14 COMM. ALVAREZ: Yes, ma'am. I move that we  
15 accept childcare match in the amount of \$4,946,252 to award  
16 contract year 2019.

17 COMM. THOMAS: Second.

18 CHAIR HUGHS: Okay. We are unanimous. Thank  
19 you.

20 MR. WEAVER: Thank you.

21 AGENDA ITEM NO. 9

22 CHAIR HUGHS: And Item 9, Discussion,  
23 Consideration and Possible Action Regarding the Report to  
24 the Texas Legislature on the Educational and Employment  
25 Outcomes of Students Participating in the Adult Education



1 and Literacy Program as Required by Texas Labor Code Section  
2 315.002(c)

3 MS. TUPA: Good morning Chair Hughs,  
4 commissioners, Mr. Serna. For the record, Carrie Tupa,  
5 Adult Education and Literacy.

6 Texas Labor Code section 315.002(c) requires  
7 that the commission report to the legislature each even-  
8 numbered year on the educational and employment outcomes of  
9 students who participate in the commission's adult education  
10 and literacy programs. This outcome report highlights the  
11 educational employment outcomes of AEL participants as  
12 required, as well as other key achievements of the AEL  
13 program since the transcript of TWC in 2013, including  
14 cumulative participation of over 22,000 individuals in  
15 career-pathway programs.

16 If approved, this report will be submitted to  
17 the legislature by the December 1st deadline. This item is  
18 up for your discussion, consideration, and possible action  
19 today. And I'll be happy to answer any questions.

20 CHAIR HUGHS: Thank you. Commissioner  
21 Thomas, any comments or questions?

22 COMM. THOMAS: No. Thank you, Chair Hughs.

23 CHAIR HUGHS: Commissioner Alvarez, any  
24 comments or questions?

25 COMM. ALVAREZ: No questions. No ma'am.

1 CHAIR HUGHS: All right, is there a motion?

2 COMM. ALVAREZ: I move that we approve the  
3 State Fiscal Year 2018 Adult Education and Literacy Outcome  
4 Report as recommended by staff.

5 COMM. THOMAS: Second.

6 MS. TUPA: Thank you.

7 CHAIR HUGHS: Okay.

8 AGENDA ITEM NO. 11

9 CHAIR HUGHS: Sorry, let me just -- and Item  
10 11, Discussion, Consideration and Possible Action Regarding  
11 Adoption of Rules Relating to the Repeal of Project RIO  
12 Employment Activities and Support Services Previously  
13 Published for Public Comment in the Texas Register on July  
14 20, 2018.

15 MR. VADEN: Good morning, commissioners. For  
16 the record, Jason Vaden, Workforce Division. On July 3rd  
17 proposed amendments to repeal the Chapter 847 Project  
18 Reintegration of Offenders rules, also known as Project Rio,  
19 were approved.

20 The 82nd Texas Legislature eliminated funding  
21 for Project Rio in 2011 and has not funded the program  
22 since. Although TWC continues to provide services to ex-  
23 offenders, the program as set forth in Texas Administrative  
24 Code, Chapter 847, no longer exists.

25 The rule -- the rule proposal was posted in

1 the Texas Register for a 30-day public comment period. No  
2 comments were received, and as a result no modifications  
3 were made to the final rule repeal language in front of you  
4 today.

5 This morning staff seeks direction on  
6 adoption of the repeal of the Commission's Chapter 847,  
7 Project RIO rules, as set forth in your materials. That  
8 concludes my remarks, and I'm happy to answer questions if  
9 you have any.

10 CHAIR HUGHS: Thank you, Jason. I did skip  
11 Item 10. I will be returning to it. But as to Item 11, are  
12 there any comments?

13 COMM. ALVAREZ: No comments now.

14 COMM. THOMAS: No comments, Chair Hughs.

15 CHAIR HUGHS: Is there a motion?

16 COMM. ALVAREZ: I move that we adopt the  
17 repeal of Chapter 847 in its entirety, related to Project  
18 RIO employment activities and support services.

19 COMM. THOMAS: Second.

20 CHAIR HUGHS: We are unanimous, thank you.

21 AGENDA ITEM NO. 10

22 CHAIR ALCANTAR: Item 10, Discussion,  
23 Consideration and Possible Action Regarding Adoption of  
24 Rules Relating to Choices Child Care Previously Published  
25 for Public Comment in the Texas Register on July 20, 2018,

1 40 TAC Chapter 811.

2 MR. VADEN: Good morning again,  
3 Commissioners. For the record, Jason Vaden, Workforce  
4 Division.

5 Also, on July 3rd proposed amendments to the  
6 Chapter 811 Choices rules were approved addressing  
7 provisions set forth in Childcare Reauthorization.

8 In addition, other administrative changes  
9 which impacted Choices Program were identified. The rule  
10 proposal was posted in the Texas Register for a 30-day  
11 public comment period. No comments were received, and as a  
12 result no modifications were made to the rule language  
13 before you today.

14 This morning staff seeks direction on  
15 adoption to the Chapter 811 Choices rules set within your  
16 materials. I'm happy to answer questions if you have any.

17 CHAIR HUGHES: Thank you. Are there any  
18 questions?

19 COMM. THOMAS: No questions, Chair Hughes.

20 COMM. ALVAREZ: No questions.

21 CHAIR HUGHES: Okay. Is there a motion?

22 COMM. ALVAREZ: I move that we approve  
23 adoption of Chapter 811 Choices Childcare rules as  
24 recommended by staff.

25 COMM. THOMAS: Second.

1 CHAIR HUGHS: We are unanimous. Thank you.

2 AGENDA ITEM NO. 12

3 CHAIR HUGHS: Item 12, Discussion,  
4 Consideration and Possible Action Regarding Approval of  
5 Local Workforce Development Board Nominees.

6 MR. BELL: Morning Madam Chair,  
7 commissioners, Mr. Serna. Cameron Bell, Workforce  
8 Development Division.

9 Before you for approval are Workforce  
10 Development Board nominations from Workforce Solutions  
11 Borderplex, Concho Valley, North Central Texas, Golden  
12 Crescent, Northeast Texas, Coastal Bend, West Central Texas,  
13 Permian Basin, and Southeast Texas.

14 CHAIR HUGHS: Are there any comments or  
15 questions? Commissioner Thomas?

16 COMM. THOMAS: No. Thank you, Chair Hughs.

17 CHAIR HUGHS: Commissioner Alvarez?

18 COMM. ALVAREZ: No comments.

19 CHAIR HUGHS: Is there a motion?

20 COMM. ALVAREZ: Yes, ma'am. I move that we  
21 approve the board nominees from Borderplex, Concho Valley,  
22 North Central Texas, Golden Crescent, Northeast Texas,  
23 Coastal Bend, West Central Texas, Permian Basin, and  
24 Southeast Texas.

25 COMM. THOMAS: Second.

1 CHAIR HUGHS: We are unanimous. Thank you.

2 AGENDA ITEM NO. 13

3 CHAIR HUGHS: Item 13, Discussion,  
4 Consideration and Possible Action Regarding Statewide  
5 Initiatives Funded with Workforce Investment Opportunity  
6 Act, Temporary Assistance for Needy Families, Adult  
7 Education and Literacy and Child Care or Other State Level  
8 Funds.

9 MR. VADEN: Good morning. Again, for the  
10 record, Jason Vaden, Workforce Division.

11 Federal Childcare and Development Fund  
12 regulations require states to estimate the cost necessary to  
13 support childcare provider implementation of health, safety,  
14 and staffing requirements, as well as the cost of higher  
15 quality care.

16 A statewide cost of quality childcare study,  
17 including in-depth provider interviews, and rigorous  
18 analysis of provider expenditures associated with achieving  
19 and maintaining Texas Rising Star Certification, would  
20 assist in understanding the cost associated with providing  
21 quality childcare.

22 Understanding and accounting for these costs  
23 could provide valuable in assisting providers in achieving  
24 certification of TRS status, and improving their star-level  
25 ratings.

1                   This morning staff seeks direction on the use  
2 of CCVF funds for a state-wide cost of childcare quality  
3 study not to exceed \$1-million. Commissioners, this  
4 concludes my remarks, and I'm happy to answer questions if  
5 you have any.

6                   CHAIR HUGHS: Any questions?

7                   COMM. THOMAS: No. Thank you, Madam Chair.

8                   COMM. ALVAREZ: No questions.

9                   CHAIR HUGHS: And, Jason, I understand that  
10 the amount would be an up-to amount, that it may not  
11 necessarily be the cost. Is that correct?

12                  MR. VADEN: Correct.

13                  CHAIR HUGHS: Okay, then I'm comfortable with  
14 that. Do we have a motion?

15                  COMM. ALVAREZ: I move that we approve the  
16 use of additional CCDF funds for a statewide cost of  
17 childcare quality study not to exceed \$1-million.

18                  COMM. THOMAS: Second.

19                  CHAIR HUGHS: We are unanimous. Thank you.  
20 Almost to the end. That brings us to -- I don't think we  
21 have any items for 14. Is that correct, Mr. Serna?

22                  MR. SERNA: No, ma'am, we don't.

23                  CHAIR HUGHS: Okay. And 15?

24                  MR. SERNA: I think we've got a little bit of  
25 an update.

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AGENDA ITEM NO. 15

CHAIR HUGHS: Okay, Discussion, Consideration and Possible Action Regarding Enacted, Proposed or Considered Federal Regulations, Executive Orders, or Federal or State Enacted or Proposed Legislation. Michael Britt.

MR. BRITT: Good morning Chair Hughs, commissioners. For the record, Michael Britt, Governmental Relations.

Tomorrow the U.S. House and the Senate return from their approximately month-long recess to continue the remaining few weeks of the 115th Congress. Issues we still have -- remain to be addressed by the 115th Congress conclude the farm -- include the Farm Bill and TANF re-authorization. HR2, the Farm Bill, is currently in conference committee, as it has been since June of this year, and the TANF re-authorization legislation is awaiting consideration by the full House. The U.S. Senate has not taken any action on TANF re-authorization this year.

Also, regarding the state legislature, today is the first day that legislators may begin filing bills for the 86th Texas Legislative Session. As a reminder the 86th Texas Legislative Session begins January the 8th at noon.

That concludes my remarks. I'm happy to answer any questions.

CHAIR HUGHS: Are there any questions?



1                   COMM. ALVAREZ: No, ma'am.

2                   COMM. THOMAS: No. Thank you, Chair Hughs.

3                   MR. BRITT: Thank you.

4                   CHAIR HUGHS: Thank you.

5                                   AGENDA ITEM NO. 16

6                   CHAIR HUGHS: All right, Item 16, Report and  
7 Update by the Executive Director.

8                   MR. SERNA: Just two items. This morning I  
9 wanted to start off by publicly thanking our TWC employees  
10 who are veterans for their service, whether they served, or  
11 are still serving in the Guard, or Reserves. They've done  
12 an outstanding job and we're very pleased to have them and  
13 -- in our ranks.

14                                   Second, we have two Star Awards. The first  
15 is a single award, a single individual, the second is a  
16 group Star Award. I'd like Adam and Paul to come up to  
17 discuss the nomination of Matthew Tichenor, who's affection  
18 known -- I may not have pronounced his last name right, but  
19 he's affectionately known as Matthew 1.0.

20                                   So -- You'll understand why in just a second.

21                   So --

22                   MR. LEONARD: So the only credit I can take  
23 on this one is recognizing Matthew's talent. I didn't hire  
24 him. He was -- he was hired by LMCI a few years ago,  
25 transferred to my division where we kind of realized pretty

1 quickly that some of the creativity and I guess you'd say  
2 kind of that interest in self-starting and exploring new  
3 ideas could be put to great use.

4           And what I really wanted to do was hand this  
5 off to Paul, because what's so meaningful about this  
6 particular -- this particular recognition, is that it came  
7 from a customer. So the work that Matthew did was so  
8 outstanding in helping one of our partners in another  
9 division that they put him up for this award, and I was  
10 happy to support it. So, Paul.

11           MR. CARMONA: Thanks, Adam. Can we have  
12 Matthew come up here? Matthew, come on up here, so everyone  
13 can see who you are.

14           Again, as Adam said -- come on up. Here you  
15 go. My name is Paul Carmona, Director of Regulatory  
16 Integrity Division. We are a customer of Adam's shop. And  
17 I'm going to read to you, Commissioners and everyone else,  
18 the -- the reason why we're here and -- and explain -- and  
19 I'll give you some background, too, on why we called  
20 Matthew, Matthew 1.0. Matthew Tichenor.

21           Matthew preformed above and all -- above and  
22 beyond all expectations as a System Analyst in TWCs  
23 Operational Insight Division. Where he single-handedly  
24 provided innovative, world-class, data analytic solutions  
25 for internal TWC customers to detect and prevent

1 unemployment insurance fraud and saving the UI Trust Fund  
2 millions of dollars.

3 His impressive accomplishments are now  
4 nationally known -- and that's true -- throughout the UI  
5 integrity community, creating a positive image for TWC.

6 For years our TWC Identity Theft Taskforce  
7 needed new ways to -- to visualize -- this is where it gets  
8 a little technical -- non-linear patterns in the 110,000  
9 plus UI benefit claims that we -- we analyze weekly.

10 When Matthew discovered the need he was  
11 determined to build a solution and I'll -- I'm going to stop  
12 from the printed comments here and explain it -- it was a  
13 meeting with some vendors who said, we've got this whiz-bang  
14 new product that you all here at Texas need. We're going to  
15 show you how it works. And we -- yes, we have tools. We  
16 have the Aware System, we have other tools, but the vender  
17 said, we're going to show you how this works. And Matthew  
18 was in the meeting and he started asking questions; well,  
19 explain this to me, and how does that work? And where did  
20 you get that information?

21 As it turned out a lot of it was open-source,  
22 meaning it's available out there to you and me, we get on  
23 our computers, we pull up the Google machine and we can find  
24 some of these answers. But, of course, we don't know what  
25 we're looking at. He knew what he was looking at.

1           So on we go, and approximately six weeks he  
2 researched the open source information from the UI Integrity  
3 Center. He learned something called R Programing, Graph  
4 Theory and GPy, consulted with experts, and built a link  
5 analysis capability. He adapt -- he adapted this powerful  
6 tool to current data analytics tools that we already had,  
7 and he refined it to include some data elements to move --  
8 to more quickly identify fraudulent claims for the  
9 Suspicious Actor Repository. That helps other states.

10           Other state us Texas' own data to detect and  
11 prevent fraudulent UI claims. The Results is that we've  
12 reduced the amount of time that is required for our actual  
13 investigators to analyze enormous amounts of data each week  
14 by about 20 percent to detect and prevent fraudulent claims.

15           The ID Theft Team has deployed Matthew's  
16 model, which we called Matthew 2.0, because he was the  
17 Matthew 1.0. We didn't have a name for the product. What  
18 do we call this product? We call it Matthew 2.0.

19           The team deployed his model and immediately  
20 identified in the very first time 243 suspicious claims in  
21 the first week. In 15 weeks, Matthew's model detected 3061  
22 suspicious claims, and the model enabled TWC to identify  
23 suspicious claims 60-80 percent faster using a much more  
24 comprehensive data set, and that's 96 attributes versus 20  
25 attributes. If you imagine a spreadsheet with multiple

1 columns and identifying all these attributes; we were  
2 looking at 20, and he's expanded it to 96, so almost five-  
3 fold.

4           And that gives us the ability to perform and  
5 in-depth analytics while always producing consistent, high-  
6 quality results. And -- and the high-quality results is  
7 that we have an impressive 97½ percent positive hit rate, so  
8 that when -- when Matthew 2.0 identifies something we're  
9 more than 90 percent certain that it's a correct hit.

10           Since TWC owns the programing code model  
11 updates and enhancements can be done in-house, as long as we  
12 keep Matthew 1.0.

13           In sum, Matthew's model significantly  
14 improved the quality and reduced the staff time required for  
15 TWC to detect and prevent paying out over \$18-million in UI  
16 benefits on 3252 claims so far, fraudulent ID theft claims,  
17 with 227 still more in the pipeline.

18           And as I mentioned he selflessly assisted the  
19 UI Integrity Center, which is a national organization, and  
20 the State of Idaho, to reduce their UI improper payments by  
21 sharing what he created and his machine -- his learning  
22 machine and model with these other states.

23           So Matthew's keen intellect, relentless  
24 drive, dedicated, enthusiastic service, has produced  
25 exceptional results by rapidly fielding a very highly

1 effective UI Benefit Fraud Analytics Capability, which --  
2 which has -- which has prevented significant trust-fund  
3 losses. It has saved TWC hundreds of thousands of dollars  
4 in procurement costs, and has reduced staff time, so that  
5 our investigators in RID can spend less time trying to  
6 perform their own data analytics, and instead investigate  
7 the claims.

8 Matthew, stellar contributions to TWC --  
9 TWC's successes are most deserving of TWC's procedure Star  
10 Award. And as -- I say that as a very happy, satisfied  
11 customer of Matthew 1.0.

12 COMM. THOMAS: I have a question.

13 MR. CARMONA: Yes, sir.

14 COMM. THOMAS: So -- so what's the  
15 commercialization process? I think that the legislature  
16 would love to see some of these dollars -- this is a little  
17 bit just fun, right? I'm -- I'm just joking. But wouldn't  
18 it be awesome to be able to commercialize that? Like UT and  
19 other systems have tried to do and return that back to the  
20 general fund?

21 MR. CARMONA: Yes, yes sir. And that's --  
22 that would be for our General Counsel to --

23 COMM. THOMAS: Nice hand off.

24 MR. SERNA: I would like to note that before  
25 we go to the next we'll have -- we'll-we'll talk about the

1 next Star Award and then we'll -- we'll take photographs.  
2 If any of you all have the write-up of the Star Award and --  
3 and the write-up says 15-million, but Paul said 18-million.  
4 The time of the write-up to today that additional 3-million  
5 was prevented from going out the door, so it has been a very  
6 successful product that I know that Brad and Paul and -- and  
7 all those guys are really, really proud of. So -- yeah.

8 CHAIR HUGHS: That's fantastic. And before  
9 we move on, Commissioner Alvarez, did you have anything you  
10 wanted to add?

11 COMM. ALVAREZ: No. Totally impressive.  
12 Just you can tell he's a coder and I just -- something about  
13 that, so I appreciate all your work, and thank you, your  
14 commitment to the agency.

15 CHAIR HUGHS: I, too, want to thank you. I  
16 was very impressed by the description, and I know our Star  
17 Awards are our most prestigious awards, because they aren't  
18 just for doing the job that you do day-in, day-out very  
19 well, but they're really excelling above and beyond, and you  
20 certainly have done that, so thank you for your service to  
21 our agency, and to our state. Thank you.

22 MR. SERNA: The next Star Award goes to a  
23 team, the One Grant Team, and Courtney and Jen are going to  
24 describe that, but I did want to say that this team -- my  
25 observation from when I first started with the agency back

1 in 2014, and of course the team has morphed, but this team  
2 is just heads-down continue to do an outstanding job, and  
3 the volume continues to increase, but they -- they just  
4 continue to do just a -- just a -- just a stellar job of  
5 getting all of our grant contracts out the door. So with  
6 that I'm going to let -- Susan, I'm sorry, not Courtney --  
7 Susan and Jen talk about the -- the Star Award.

8 MS. DURSA: Good morning, Commissioners. For  
9 the record, Susan Dursa, with Procurement and Contract  
10 Services.

11 We're here today to honor our Adult Education  
12 Literacy One Grant Team. The AEL Core Provider Competitive  
13 Procurement is the largest grant program issued by TWC.  
14 Every four years it -- the solicitation occurs and it  
15 results in grants totaling over \$65-million.

16 All new grants had to be executed by July  
17 1st, 2018, to ensure that AEL programs continued without  
18 interruption. AEL core providers deliver English language,  
19 math, reading, and writing to adult students through grants  
20 to organizations who provide these services to adult  
21 learners.

22 The team was an inter-divisional team from  
23 five areas involved in grant development. AEL staff sought  
24 to improve on the process that had been used the first time  
25 that TWC issued this grant, so the team worked together to



1 evaluate the process inadequacies and develop a process that  
2 would -- aimed at solving the weaknesses.

3 Team leadership worked to foster a One Team  
4 ethos among the staff from the different areas to ensure  
5 that all shared a goal of success.

6 The team developed detailed steps to clarify  
7 each department's specific roles in the process. This  
8 shared understanding of each area's role took weeks of  
9 negotiation on individual responsibilities, and ensured all  
10 activities flowed smoothly to meet the deadline and protect  
11 the competitive process.

12 MS. TROKE: Using the One Team  
13 philosophy the team developed a highly collaborative and  
14 high-quality process that resulted in smoother  
15 communications and procedures, but more importantly, the AEL  
16 One Team had satisfied customers. AEL grantees received  
17 their awards timely and developed a working relationship  
18 with their Grant Manager and their AEL Program Specialist,  
19 because it allowed the grantee to respond directly to  
20 weaknesses in their Project Plans that may have become  
21 performance issues during the grant.

22 This type of silo-busting behavior is to be  
23 commended. We are so thrilled to nominate the One Team.  
24 Congratulations to the team, and thank you all for your hard  
25 work. This is on behalf of Susan, Anson and myself. I am

1 so excited and happy that we got this done and we don't have  
2 to worry about it for a few more years. So go team.

3 CHAIR HUGHS: Will the team members please  
4 stand? Can we have the team members stand to be recognized?

5 MR. SERNA: Yeah.

6 CHAIR HUGHS: Thank you. Good job.

7 MS. TROKE: And you have in front of you from  
8 AEL, Carrie, Fabiana, Mahalia. From Grants Administration;  
9 Cassandra, Harry, Silvia, Karol, Marisela, Joanna. From  
10 BAIL you have; Chaundra, Diana, Twanna, Roland, Angie. From  
11 General Counsel; Colette, Gavra, Nicole. From Finance;  
12 Jenny, and she had to go to a training. And from Policy;  
13 Deb. So thank you guys, give a wave.

14 CHAIR HUGHS: Commissioners, any comments?

15 COMM. THOMAS: No.

16 COMM. ALVAREZ: I would like to take this  
17 opportunity to thank each and every one of you. I love the  
18 concept. I think it's time that someone talks about team,  
19 or working as a team; that certainly always impresses, I  
20 think, many of us. And -- and we like the concept of  
21 everyone working together, and I appreciate that.

22 But I'm specifically grateful for the -- the  
23 work that you all do, especially in the AEL. You know,  
24 Anson, Susan; you and Jen, you guys are rock stars along  
25 with your team, and I -- I appreciate that. You touched

1 many lives, and I appreciate everything that you do for  
2 these individuals that you work with, so thank you for your  
3 commitment, and all the hard work in your team.

4 CHAIR HUGHS: Well said. Congratulations.  
5 And I know we're going to take some celebratory photos.  
6 Before we do, I briefly want to comment that the three of us  
7 had an opportunity at the beginning of docket at 9:00 to  
8 recognize our Veterans, so I just want to reiterate that  
9 recognition. We know that today is a working day, because  
10 Veterans Day fell on a Sunday, but the honor of recognizing  
11 them continues, and I know all of us as an agency are very  
12 committed to that. All three commissioners, and all of our  
13 directors.

14 I know we were all at the Hiring Red, White &  
15 You event last Thursday, and that's something we're going to  
16 continue to do, so that if you have served our country, we  
17 make sure that you have that same sense of pride and purpose  
18 in our civilian world when you transition out.

19 I thank everyone here for their commitment to  
20 that, and will also, again, give my fellow commissioners an  
21 opportunity to -- to reiterate their comments from this  
22 morning, but I know we have, it looks like, almost entirely  
23 new audience now, so thank you.

24 COMM. ALVAREZ: Commissioner Thomas.

25 COMM. THOMAS: Thank you, Commissioner

1 Alvarez. I -- I have nothing to add. That was beautifully  
2 said. Thank you, Commissioner Chairs -- Commissioner Hughs,  
3 and thank you guys.

4           COMM. ALVAREZ: Yeah. I'd just like to,  
5 again, recognize our hard-working -- the dedication of our  
6 all our directors and all of those that were involved. I  
7 know I saw Courtney going to Lubbock and we set together.  
8 And I apologize for the snoring, Courtney, but it was early  
9 in the morning when we took off. But thanks to each and  
10 every one of you for being a part of the Red, White & You.  
11 And thanks again for what you do for this great agency of  
12 ours.

13           COMM. THOMAS: Hear, hear.

14           CHAIR HUGHS: Thank you. With that should we  
15 take photos before we adjourn, then?

16           MR. SERNA: We can adjourn and take photos.  
17 You choose.

18                           AGENDA ITEM NO. 17

19           CHAIR HUGHS: Okay. Is there a motion to  
20 adjourn?

21           COMM. THOMAS: So moved.

22           COMM. ALVAREZ: Madam Chair, I move that we  
23 adjourn.

24           COMM. THOMAS: I already moved. You got to  
25 second it.

1                   COMM. ALVAREZ: I'll second it. Yeah.

2                   COMM. THOMAS: Okay.

3                   CHAIR HUGHS: All right, we are adjourned.

4 Thank you. Good teamwork.

5                                 (Proceedings concluded at 10:44:30 a.m.)

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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 14th day of November, 2018.

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