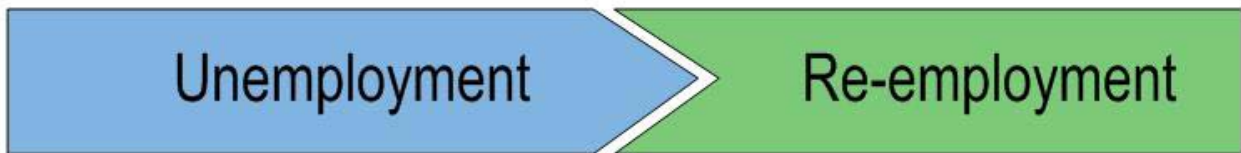


## Unemployment Compensation Modernization – Extreme Makeover

The Agency for Workforce Innovation (AWI) is in the process of replacing its unemployment compensation mainframe application system in order to streamline the processing of claims and to expedite benefit payments. This is a five-year effort scheduled for completion by the end of 2013. The 2007 Florida Legislature directed to evaluate the replacement of the 30 year old system. This was followed by a feasibility study recommending the implementation of a new system which it projected would result in a cost savings of up to \$43 million annually. Accordingly the 2009 Legislature authorized the expenditure of \$2 million in federal funds for the next phase of the project, to develop detailed system requirements. The expected benefits of the new system include:

- Enhanced call center operations
- Improved efficiency of adjudication and appeals activities
- Reduced errors, fraud and overpayments
- Implementation of a simplified, robust technical infrastructure



An additional benefit will also include the enhanced integration of the UC application system and Employ Florida Market Place (EFM) systems to better facilitate the delivery of reemployment services. Increased integration with Workforce services was a core justification for the UC Modernization Project legislative budget request (LBR).



To this end AWI and its vendor the North Highland Company have been engaged in a dialogue with Workforce Florida and representatives of the state's regional workforce boards to identify the information that workforce needs to facilitate reemployment planning and the delivery of services to the UC claimants. The Florida Workforce Development Association has named local representatives who have joined with AWI and WFI staff in providing input into the development of the new system requirements. North Highland and work group members have reviewed examples of increased integration, interviewed other states regarding best practices, and contacted state and local staff for suggestions. Their consensus recommendations are now being summarized in documentation that will be presented to Workforce Readiness and Performance Council of Workforce Florida for consideration.

These recommendations address the following functionality:

- The consideration of a single standard intake process for both UC and Workforce
- Import data received from Workforce to handle claims adjudication, determination, and appeals more expeditiously
- Receive claimants' willingness and availability to work data from Workforce
- Re-employment self-service features; up-to-date information on job opportunities
- Scheduling of either mandatory or discretionary appointments for Workforce services
- Allow claimants to authorize distribution of their name, O\*NET occupation codes, contact



# MEMORANDUM OF AGREEMENT



The purpose of this agreement is to formally document the commitment by Unemployment Compensation (UC) and Workforce to work together during the UC System Extreme Makeover Project. The goal of this joint endeavor is more effective information sharing between the UC claims and workforce reemployment processes.

This agreement specifically addresses the collection of claimant information during claims submission.

The modernized UC System will determine – for all claim types – if the Claimant needs to provide additional information to EFM in order to: 1) register with Workforce, 2) apply for Workforce programs/services, or 3) provide background/resume information.

If needed, the modernized UC system will enable the collection of the required information in the categories listed below:

- |   |  |
|---|--|
| 1. Claimant-selected Access Control Information (e.g. PIN/Password)             | 16. Education and Degrees                  |
| 2. Name   | 17. Training and Qualifications            |
| 3. Social Security Number (Validated)   | 18. Occupational Licenses and Certificates |
| 4. Address (Validated)  | 19. Current Employment Status              |
| 5. Means of Contact   | 20. Employment History                     |
| 6. Primary/preferred Means of Contact   | 21. Reason for Leaving Employment          |
| 7. Primary/preferred Language   | 22. Employment Objective                   |
| 8. Current Enrollment in school or training                                     | 23. Honors and Activities                  |
| 9. Race/Ethnicity   | 24. Skills                                 |
| 10. Veteran Status  | 25. Ability Summary                        |
| 11. Selective Service Registration  | 26. Driver’s License Information           |
| 12. U.S. Citizenship  | 27. Desired Occupation / O-Net Code        |
| 13. Authorization for non-U.S. Citizen to Work in U.S., if required (Validated) | 28. Desired Job Type                       |
| 14. Migrant Farm/Food Processor Worker?   | 29. Desired Location                       |
| 15. Potential Barriers to Employment (Medical Disability, Language, etc.)       | 30. Desired Salary                         |
|   | 31. References                             |

Field-level specifications, data transfer methods, and other system design details will be developed with the participation of Workforce stakeholders and subject matter experts during the Design Phase of the UC Extreme Makeover Project.

Additional agreements between UC and Workforce will be documented whenever it would be useful to manage expectations and guide the course of the project.

<hr/> <p><b>Eric Kennedy</b> Workforce Florida, Inc. Chair, Workforce Readiness and Performance Council</p>	<hr/> <p><i>Date</i></p>	<hr/> <p><b>Tom Clendenning</b> Unemployment Compensation Agency for Workforce Innovation</p>	<hr/> <p><i>Date</i></p>
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# CLAIMANT/CUSTOMER INTAKE DATA COMPARISON

Between UC and Workforce

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## **PURPOSE**

This document presents a side-by-side comparison of the information categories collected during claimant/customer intake by both UC and Workforce. It has been constructed to support deliberations about how the UC and Workforce intake process may be strengthened and improved.

## **STATUS**

This document is still undergoing development and is under review. Only the final validated version should be used for deliberations or decision making. In addition to on-going review/edit of the entire table, a specific review of which information categories are included on the daily/weekly interface files transported from the UC system to the Enterprise Florida Marketplace (EFM) system is underway.

## **TABLE CONSTRUCTION NOTES**

### **Intake Information Categories are listed in Rows**

Each row identifies a category of information. This approach, instead listing individual field names, is intended to provide the right level of detail for supporting discussions about the number and type of “gaps” between what intake information is collected by UC and Workforce. At this stage of the UC Extreme Makeover project the question of whether or not to close these gaps is more important than the specific design details necessary to do it.

### **Intake Data Collection Channels are listed in Columns**

**UC intake data collections channels are:** the Florida Unemployment Insurance Direct (FLUID) online self-service system; the Interactive Voice Response (IVR) system that accomplishes claim submission using phone interview with UC call center staff; and completing and mailing (MAIL) a claim submission form.

The “Sent Via Interface” column identifies whether UC includes that information category in the daily/weekly interface file sent to EFM. If UC does not collect that category of information a “no” is automatically entered in this column.

Workforce intake is entered in the Enterprise Florida Marketplace (EFM) system. Except where indicated, all of the information categories listed in this table are considered essential to the proper conduct of Workforce business and service delivery.

# CLAIMANT/CUSTOMER INTAKE DATA COMPARISON

Between UC and Workforce

Intake Data Comparison Table		UC INTAKE CHANNELS			Sent Via Interface?	WORKFORCE CHANNEL	
Item	Data and Features	FLUID 60% of Total	IVR 35% of Total	MAIL 5% of Total		EFM	Priority
<i>Note: This is only a list of information categories and not a complete listing of data fields for any of the channels</i>							
<b>Claimant/Customer Account, Identity and Contact Information</b>							
1	Create an Account <sup>1</sup>	No	No	No	No	Yes	High
2	Create a User ID and Password	Yes <sup>2</sup>	Yes <sup>3</sup>	No	No	Yes	High
3	- Password self-service using user selected security question	Yes	Yes	No	No	Yes	High
4	Name	Yes	Yes	Yes	Yes	Yes	High
5	Social Security Number (Validated with Social Security Information)	Yes	Yes	Yes	Yes	Yes <sup>4</sup>	High
6	Address	Yes	Yes	Yes	Yes	Yes	High
7	- Address validation using USPS data (using an application called QAS)	Yes	Yes	Yes <sup>5</sup>	Yes	Yes	High
8	Means of Contact (email, phone, USPS)	Yes	Yes <sup>6</sup>	Yes <sup>6</sup>	Yes	Yes <sup>6</sup>	High
9	Primary/preferred Means of Contact	No	No	No	No	Yes	High

<sup>1</sup> Rows highlighted in yellow indicate where substantial gaps in the intake information categories collected have been identified between the UC and Workforce channels.

<sup>2</sup> UC channels provide the claimant with a personal identification number (PIN) to access their UC data and records. The UC system does not presently create an account, with User ID and Password, the way the EFM system does.

<sup>3</sup> UC channels provide the claimant with a personal identification number (PIN) to access their UC data and records. The UC system does not presently create an account, with User ID and Password, the way the EFM system does.

<sup>4</sup> The EFM system allows the user to enter their SSN, but does not verify it against Social Security Administration (SSA) records. The UC intake process does verify SSNs with the SSA. If a Trade or WIA application is taken by workforce staff, SSN if verified by staff, frequently through UC system.

<sup>5</sup> Claims submitted on the paper forms (only about 5% of the total) are manually transcribed into the UC system. The address is not validated until manual transcription is completed.

<sup>6</sup> The only UC channel that collects email addresses is FLUID. The EFM system facilitates the establishment of a free email account to any registrant who does not already have one. Collecting claimant email addresses during UC claim submission – and passing it to EFM – is a high priority business need for Workforce. Using email as the primary means of corresponding results in substantial savings by reducing postage costs. EFM currently sends ‘welcome’ email to all claimants registered via the interface

# CLAIMANT/CUSTOMER INTAKE DATA COMPARISON

Between UC and Workforce

Intake Data Comparison Table		UC INTAKE CHANNELS			Sent Via Interface?	WORKFORCE CHANNEL	
Item	Data and Features	FLUID 60% of Total	IVR 35% of Total	MAIL 5% of Total		EFM	Priority
<i>Note: This is only a list of information categories and not a complete listing of data fields for any of the channels</i>							
10	Primary/preferred Language for contact and correspondence	Yes	Yes	Yes	No	No	—EFM can be configured to do
<b>Claimant/Customer Demographics</b>							
11	Current Enrollment in school or training	Yes	Yes	Yes	Yes	Yes	High
12	Race/Ethnicity	Yes	Yes	Yes	Yes	Yes	High
13	Veteran Status (Service & Separation Dates, Branch, Discharge Type, Service Connected Disability)	Yes	Yes	Yes	Yes	Yes	High
14	Selective Service Registration (yes/no/exempt)	No <sup>7</sup>	No	No	No	Yes	High
15	U.S. Citizenship	Yes	Yes	Yes	Yes	Yes	High
16	Non-U.S. Citizen Authorized to Work in U.S.? (Work permit verified with DOJ)	Yes <sup>8</sup>	Yes	Yes	No	Yes	High
17	Migrant Farm/Food Processor Worker? (Meets qualifications)	Yes <sup>9</sup>	Yes	Yes	No	Yes	High
18	Potential Barriers to Employment: medical disability, language, etc.	Yes <sup>10</sup>	Yes	Yes	Yes	Yes <sup>11</sup>	High
<b>Claimant/Customer Background – Resume Building Blocks</b>							
19	Education and Degrees (Institution, Date, Major)	Yes <sup>12</sup>	Yes	Yes	Yes	Yes	High

<sup>7</sup> Registration with the Selective Service is a requirement for receiving many government services, including unemployment insurance. UC may want to consider adding this category to future intake processes.

<sup>8</sup> UC does verify with the Federal Department of Justice whether a non-U.S. citizen is authorized work in the U.S. This verification sub-process can take up to a week to complete. This information is not included in the Daily Claimant Indicator file, because it is not yet available. Neither is this information included in updates delivered in the Weekly Status file.

<sup>9</sup> The following categories of worker are included in the UC intake processes, but their information is NOT sent to EFM via the Daily/Weekly interface: Federal employees; Migrant and seasonal workers with no re-hire date; Military separations.

<sup>10</sup> UC channels collect medical disability information only.

<sup>11</sup> Information about barriers to employment is collected during the Application/Assessment process; not during registration.

<sup>12</sup> UC collects only highest level of education completed.

# CLAIMANT/CUSTOMER INTAKE DATA COMPARISON

Between UC and Workforce

Intake Data Comparison Table		UC INTAKE CHANNELS			Sent Via Interface?	WORKFORCE CHANNEL	
Item	Data and Features	FLUID 60% of Total	IVR 35% of Total	MAIL 5% of Total		EFM	Priority
<i>Note: This is only a list of information categories and not a complete listing of data fields for any of the channels</i>							
20	Training and Qualifications	No	No	No	No	Yes	High
21	Occupational Licenses and Certificates (e.g. CPA, RN)	No	No	No	No	Yes	High
22	Current Employment Status (Full, Part, Unemployed)	Yes	Yes	Yes	Yes	Yes	High
23	Employment History (Who, What, Where, When, etc.) O-Net Code	Yes <sup>13</sup>	Yes	Yes	Yes	Yes	High
24	- Pre-populate employment history with IRS W-2 data <sup>14</sup>	No	No	No	No	No	—
25	Reason for Leaving	Yes	Yes	Yes	Yes	Yes	High
26	Employment Objective (Narrative)	No	No	No	No	Yes	High
27	Honors and Activities	No	No	No	No	Yes	High
28	Skills	No	No	No	No	Yes	High
29	Ability Summary	No	No	No	No	Yes	High
30	Driver's License Information	Yes <sup>15</sup>	Yes	Yes	Yes	Yes	High
31	Desired Occupation / O-Net Code	Yes	Yes	Yes	Yes	Yes	High
32	Desired Job Type (Regular, temporary, seasonal, contract, etc.)	No	No	No	No	Yes	High
33	Desired Location	No	No	No	No	Yes	High
34	Desired Salary	Yes	Yes	Yes	No	Yes	High
35	References	No	No	No	No	Yes	High

<sup>13</sup> UC collects parts of work history (base period and last employer only); Workforce needs a more complete picture to properly assist their customers.

<sup>14</sup> The Indiana UpLink System uses the Claimant/customer SSN to import W-2 data from the IRS and automatically populates claimant employment history. This feature that is now common in a number of applications, such as on-line tax return preparation software (e.g. TurboTax online). This functionality may be worth considering for future versions of both the UC Claims/Benefits and EFM systems. Other useful sources of employment history data worth considering are the National Directory of New Hires and Wages data from the Florida Department of Revenue.

<sup>15</sup> UC (only) validates drivers' license data with the Florida Department of Highway Safety and Motor Vehicles.



## MEMORANDUM OF AGREEMENT



The purpose of this agreement is to formally document the commitment by Unemployment Compensation (UC) and Workforce to work together effectively during the UC System Extreme Makeover Project. The goal of this joint endeavor is more effective information sharing between the UC claims and workforce reemployment processes.

This agreement specifically addresses UC – Workforce Enhanced Integration Data Flow Requirements, as follows:

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This document contains an interface diagram and a summary description for each of the data flows, between the Modernized UC System and the One-Stop Delivery System (EFM), that are required to support the business needs of both UC and Workforce.

UC and Workforce agree that the list of data flows is complete and will undergo progressive elaboration during the project.

Field-level specifications, data transfer methods, and other system design details will be developed with the participation of Workforce stakeholders and subject matter experts during the Design Phase of the UC Extreme Makeover Project.

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Additional agreements between UC and Workforce will be documented whenever it would be useful to manage expectations and guide the course of the project.

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**Eric Kennedy**

Workforce Florida, Inc.  
Chair, Workforce Readiness and  
Performance Council

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*Date*

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**Tom Clendenning**

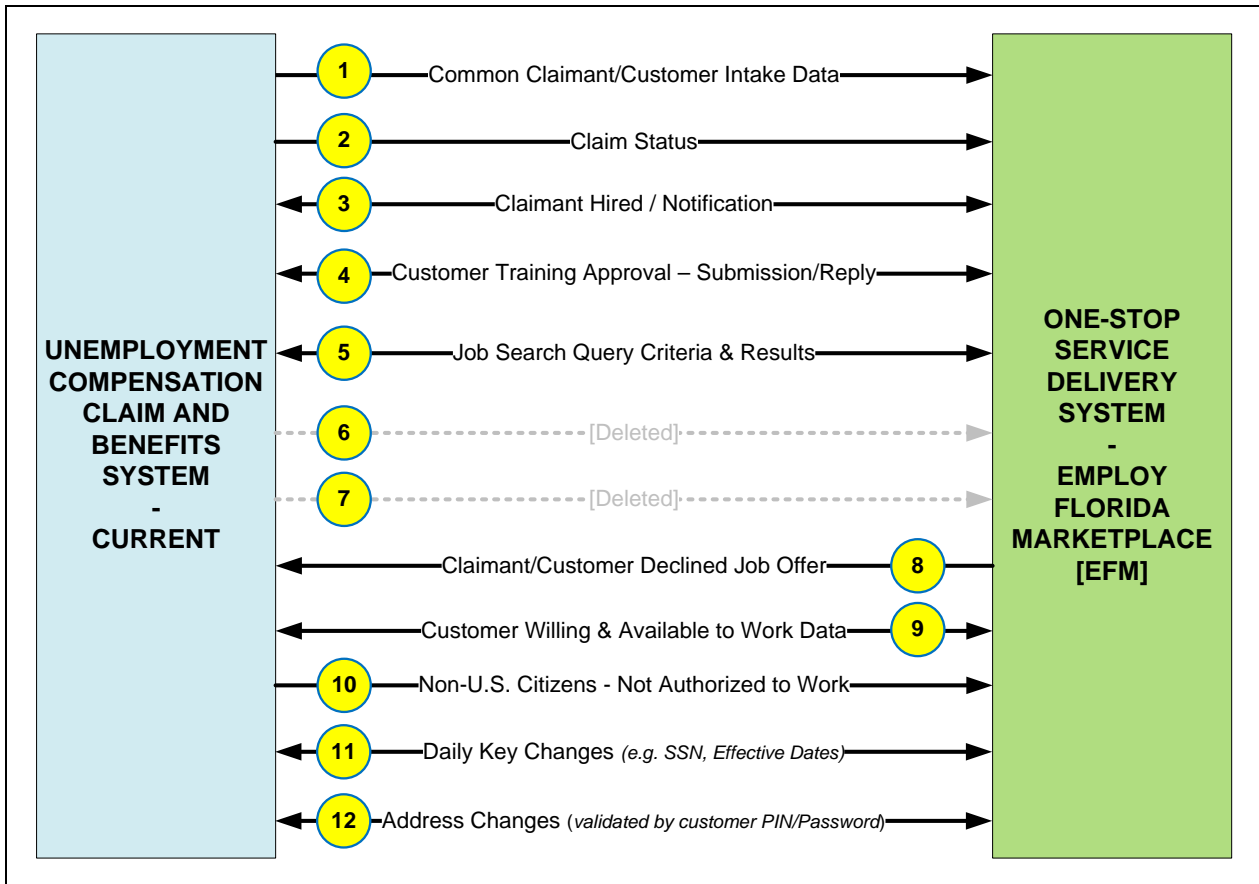
Unemployment Compensation  
Agency for Workforce Innovation

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*Date*

# UC – Workforce Enhanced Integration Data Flow Requirements

## Diagram for the UC Extreme Makeover Project



See the next page for descriptions of each of the data flow arrows shown in this diagram. Descriptions are indexed by the numbers in the yellow circles.

# UC – Workforce Enhanced Integration Data Flow Requirements

## UC – Workforce Enhanced Integration Data Flow Requirements Descriptions for the UC Extreme Makeover Project

Index	Description <i>Blue text and strikethroughs indicate changes from previous review drafts</i>	Mono- Bi-
1	<p>The modernized UC System will determine – for all claim types – if the Claimant needs to provide additional information to EFM in order to: 1) register with Workforce, 2) apply for Workforce programs/services, or 3) provide background/resume information.</p> <p>If needed, the modernized UC system will enable the collection of the required information.</p> <p>See the <a href="#">Memorandum of Agreement</a> concerning Claimant Intake Information for a listing of the required information categories.</p>	Mono-directional
2	<p>2A. Claimants will have Internet access to current claim status information contained in the UC system. This will include (at minimum):</p> <ul style="list-style-type: none"> <li>• The reason for termination of benefits – temporary or permanent</li> <li>• Date of most recent claim</li> <li>• Date of first benefit payment for current/latest claim</li> <li>• Benefit amount</li> <li>• Flag first, second and third month of claim</li> <li>• Notification when claimant moves to each extension</li> <li>• Countdown for weeks remaining during the last six months of claim</li> <li>• If claimant has exhausted their benefits</li> </ul> <p>2B. Workforce staff will also have Internet access to the same claim status information.</p>	Mono-directional
3	<p>UC will pass a notification to EFM when a claimant enters employment. Workforce is generally not in the loop when a claimant reports being hired to UC to avoid overpayment of benefits, or when the employer reports hiring the claimant to the Florida Department of Revenue. Workforce will also pass this same information to UC if it receives notification of claimant entering employment first.</p>	Bi-directional
4	<p>EFM will pass to UC that a customer has been approved for training as a part of their career plan. UC system will approve (automatically?) and send acknowledgement back to EFM.</p>	Bi-directional
5	<p>Claimant will be presented up-to-date job opportunities while using the UC system. Claimant intake data will be used to generate a query of EFM job listings, or third-party commercial resources, as appropriate.</p>	Bi-directional
6	[Deleted]	
7	[Deleted]	
8	<p>EFM system will transmit to the UC system a notification of claimant actions/inactions affecting their benefits (e.g. refusal of offer of employment). Replaces the current “UC Communication” process, which is paper-based. When such information originates in UC the UC system will transmit similar notifications to EFM.</p>	Bi-directional
9	<p>The EFM system will transmit to the UC system information concerning a customer’s “willing and available for work” status (e.g. satisfactory/ unsatisfactory participation in PREP sessions or REA appointments).</p>	Mono-directional
10	<p>UC validates whether non-U.S. citizens are authorized to work in the U.S. with the U.S. Department of Justice; a process that takes about a week. This data flow notifies EFM if a claimant or customer is NOT authorized to work.</p>	Mono-directional
11	<p>When errors are discovered in Key intake data (e.g. claimant SSN, birth date, gender, etc.) this data flow ensures the error is corrected in both systems.</p>	Bi-directional
12	<p>Address changes, verified by claimant/customer using secure system access features, may be entered into either system. This data flow passes the address change to the other system.</p>	Bi-directional