

Listing of Strategic IT Services

(FY 2010-11 Schedule IV-C

Worksheet SC-2)

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Date Completed: **December 1, 2009**

1. Unemployment Compensation (UC) Claims & Benefits System

The Workforce Innovation Act of 2000 transferred the Unemployment Compensation Program (UC) from the former Department of Labor and Employment Security to the Agency for Workforce Innovation (AWI or Agency). The Agency is responsible for administering the program as defined in Chapter 443, Florida Statutes. The purpose of the program is to provide temporary wage replacement benefits to qualified individuals who are unemployed through no fault of their own.

In 2002, the Unemployment Appeals Commission (UAC or Commission) was transferred to AWI from the former Department of Labor and Employment Security. The Commission is housed in the Agency for administrative support purposes. Pursuant to Chapter 443, Florida Statutes, the Commission, a quasi-judicial administrative appellate body, is the highest level of administrative review for contested unemployment compensation cases.

The Unemployment Compensation Claims & Benefits system has 24 applications that support the Unemployment Compensation activities as defined in Chapter 443, Florida Statutes.

The following IT Systems are constituent elements of this Strategic IT Service.

- 1.a. Appeals Tracking System** – This system is used to monitor pending appeals and re-hearings, manage print jobs, run reports and manage case assignment. The UC appeals tracking application was built using ASP 3.0 / VB6.0 and COM+ installed on the Internet Appeals Program's (IAP) application server. It accesses IAP's SQL server database.
- 1.b. Automated Employer Notification and Response Internet** – The AENRInternet application enables employers to logon to and respond to notification letters from AWI regarding claimant filings for unemployment compensation benefits.
- 1.c. Automated Employer Notification and Response Intranet** – The AENRIntranet application enables Agency staff to review and process employers' responses to notification of claimant filings for unemployment compensation benefits.
- 1.d. Benefits Overpayment System** – The Benefits Overpayment System is used to monitor, detect, and document overpayments of unemployment compensation benefit payments.

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- 1.e. Claims and Benefits Mainframe System** - The Claims and Benefits Mainframe System supports the automated processing, monitoring, and reporting of Unemployment Insurance claims, benefit payments, and employer chargeability in Florida.
 - 1.f. Deceased Claimant Adjudication Crossmatch** - The Deceased Claimant Adjudication (DCA) Crossmatch system is used to determine whether Social Security Numbers (SSNs) used by claimants belong to deceased individuals.
 - 1.g. Electronic Funds Transfer** - This system provides for the electronic funds transfer of unemployment compensation account information among the bank, Agency for Workforce Innovation, and the Department of Financial Services.
 - 1.h. Enterprise Imaging System** - This application serves as a central repository for various UC forms/documents that have been scanned. These scanned documents can be viewed through the application. Images are indexed in the system database and recalled via the web front end for this application.
 - 1.i. Interactive Voice Response System** - Interactive Voice Response System is a telephonic system custom built and owned by First Data Government Solutions (vendor). This system receives all calls to the Unemployment Compensation Call Centers and routes them based on basic geographic location of the call or call topic requested. Data can be input from the customer for UC activities and callers can receive basic information in response. Data collected during the call is transferred to a web application created by First Data to be presented to the agent while talking to the caller. Any initial claims data accepted by the UC associate is held in the First Data data storage until a nightly batch job transfers this data to the UC Mainframe application.
 - 1.j. Florida Automated Adjudication System** - This system is an automated non-monetary adjudication process through a web-based system that enables the UC business team to streamline processes in order to insure quality fact- finding and determinations.
 - 1.k. Florida Unemployment - Continued Claims** - The Florida Unemployment - Continued Claims system is a web-based application that allows external customers, who have filed an Initial Claim, to update AWI on their progress with respect to finding a job while receiving unemployment compensation. Answers to the questions in this application determine whether claimants will continue to receive benefits or not.
 - 1.l. Florida Unemployment - Initial Claims** - The Florida Unemployment - Initial Claims system is a web-based system that allows consumers to electronically file

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for Unemployment Compensation benefits. Currently, 52% of all new claims are received via this application.

- 1.m. Florida Unemployment Internet Administration** - The Florida Unemployment Internet Administration (FLUID) system allows for internal users to review claims and update cost centers and other demographic information as necessary. Additionally, staff can grant access to this application to other internal business users.
- 1.n. Highway Safety Motor Vehicles Crossmatch** - The Highway Safety Motor Vehicles Crossmatch system is used to verify highway motor vehicle information that is entered via the Florida Unemployment Internet - Direct Administration and the Florida Unemployment Internet Direct - Continued Claims systems. This system identifies discrepancies and produces potential issues, which are identified in the Potential Issue Tracking (PIT) application.
- 1.o. Internet Appeals – External** - The Internet Appeals system allows external AWI customers (claimants and/or employers) to appeal, via the Internet, unemployment compensation decisions rendered by AWI.
- 1.p. Intranet Appeals – Internal** - The Intranet Appeals system allows internal staff to manage all aspects (workflow) of appeals received by AWI. This includes tasks such as depositions, hearings, and follow-up meetings.
- 1.q. Potential Issue Tracking** - The Potential Issue Tracking (PIT) application is used to track potential issues in each area (i.e., Highway Safety and Motor Vehicles, Social Security Administration, etc.). Adjudicators involved in fact-finding work these potential issues.
- 1.r. Re-Employment Eligibility Assessment** - The Re-Employment Eligibility Assessment system maintains the reemployment database that is downloaded from the One Stop Management Information System (OSMIS/EFM) and generates various reports based on different criteria. The system also tracks the services delivered to and the status of Re-Employment Eligibility Assessment (REA) claimants.
- 1.s. Social Security Administration Crossmatch** - The Social Security Administration Crossmatch application is used to validate SSNs entered by claimants against Social Security Administration information.
- 1.t. Statement on Claimant Employment** - Is a Call Center/Hub Form used to collect data on a claimant's employment. This form allows for basic information gathering

including claimant demographics, claimant work history (when they began and stopped work), and basic wage data.

- 1.u. Stop Inmate Fraud Crossmatch** - The Stop Inmate Fraud Crossmatch application checks SSNs entered by claimants against individuals who are incarcerated.
- 1.v. UC Appeals Research Tool** - Enables appeals staff to query UC Appeals data while performing research or fact-finding processes through this application. The application allows data to be queried by Issue Code, Keyword, or Case. The information returned by the application is Case and Commentary.
- 1.w. UC Data Warehouse** - This application is available at <http://intra.awi.state.fl.us/uc/hubtoemail/hubtoemail.asp> and consists of a Cognos Reporting tool used to create custom reports of UC data.
- 1.x. UC ZIP Code Database** - This is a web form that can be used to lookup the county corresponding to a given US Post Office ZIP code. Additionally, a reverse lookup by City is also available. If a user has the correct privileges, they can update data in the ZIP Code database.

2. Reemployment System

The Florida Legislature created the Agency for Workforce Innovation (AWI) in 2000 as the State Agency responsible for ensuring that workforce funds and programs are appropriately administered. The creation of AWI followed approval of federal legislation in 1998, which dictated a new, locally operated, customer-focused system for workforce development in the States. Florida's landmark Workforce Innovation Act of 2000 consolidated workforce programs into a single point of policy accountability at the State level. In its support role, AWI is responsible for ensuring that workforce funds and programs are appropriately administered. The Agency carries out its duties and responsibilities through contracts with each of the State's 24 Regional Workforce Boards (RWBs). The contracts are structured to allow for local innovation and service delivery through the One Stop Career Centers, while ensuring that the federal and State dollars the RWBs receive are spent appropriately and generate results. The Reemployment System has 14 applications that support the Reemployment activities as defined in Chapter 445, Florida Statutes.

The following IT Systems are constituent elements of this Strategic IT Service.

- 2.a. Alien Labor Certification (ALC)** – The Alien Labor Certification (ALC) system is a federal program under the oversight of the United States Department of Labor (USDOL). Foreign labor certification programs are designed to ensure that the admission of foreign workers into the United States on a permanent or temporary

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basis will not adversely affect the job opportunities, wages, and working conditions of U.S. workers.

Employers submit applications to the AWI Foreign Labor Certification Office who enter and track the case within ALC. Alien and employer data is also captured. Job orders are entered into the Employ Florida Marketplace by AWI. Information about the job order is tracked in ALC. Referrals to the job orders are also entered along with the resumes. Applications are certified by AWI, printed, and sent to the US Department of Labor for permanent certification.

- 2.b. EFM Data Store** – System of databases utilized by One Stop Program Support and the Regional Workforce Boards to analyze an EFM data extract and write custom reports.
- 2.c. Eligible Training Provider List (ETPL)** – The Eligible Training Provider List (ETPL) is part of the Workforce Innovation Act (WIA) of 1998. In order for a provider to get paid using WIA dollars (e.g. payment of Individual Training Accounts), they must be determined eligible according to federal and State requirements. State approved providers for various programs are loaded into the ETPL application. Case managers and training participants can then see eligible providers within their geographical location.
- 2.d. Farm Labor Complaint System** – Complaints arising from the farm labor community are directed to AWI. These complaints may come from laborers or field monitors. They are entered into the Farm Labor Complaint System, mail merged, and then emailed to the Florida Department of Business and Professional Regulation, Florida Department of Health, Florida Department of Financial Services, Affiliated Computer Systems, and to internal AWI staff. Each partner has 30 days to respond as to whether or not the complaint falls under their jurisdiction.
- 2.e. Florida Research and Economic Database - FRED** is a powerful online labor market information system, accessed as a web site on the Internet or an Intranet at a OneStop Center. This system was specifically designed for job seekers, students, employers, training providers, workforce professionals, and others seeking to explore local labor markets in Florida. FRED provides fast access to a complete set of employment tools in one web site.
- 2.f. Labor Market Info** - Labor Market Statistics' mission is to produce, analyze, and deliver timely and reliable labor statistics to improve economic decision-making. This application provides information via www.labormarketinfo.com.
- 2.g. Monitoring Tracking System** - The Monitoring Unit of the One Stop Program and Support Section conducts annual monitoring of the Regions for all workforce

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programs. The findings and recommendations are first documented in a spreadsheet and then a final report is created. For regions and programs where findings and recommendations were discovered, this information is entered into the Monitoring Tracking System.

- 2.h. One Stop Management Information System (OSMIS)** - OSMIS continues to house the Financial Management (FM) module which tracks the allocation and expenditure reporting of all federal program funds. The sole programmatic function remaining in OSMIS is the Priority Reemployment Program (PREP) scheduling capability.
- 2.i. One Stop Service Tracking System (OSST)** - The One Stop Service Tracking (OSST) system is a case tracking system for the Welfare Transition (WT) and Food Stamp and Employment Training (FSET) programs. The goal of the OSST project is to develop a system that enables local Workforce Development Boards and Service Providers to more effectively track WT and FSET customers.
- 2.j. Reemployment and Emergency Assistance Coordination Team (REACT)** - The Workforce Investment Act of 1998 requires that each State establish a dislocated worker unit to implement Statewide rapid response activities. The Reemployment and Emergency Assistance Coordination Team (REACT) system supports Florida's efforts during these crisis situations. The system also tracks the Worker Adjustment and Retraining Notification (WARN) notices, a program which provides protection to workers, their families, and communities by requiring employers to provide notification 60 calendar days in advance of plant closings and mass layoffs.
- 2.k. Reemployment Eligibility Assessment (REA) Automation** - The REA program was first piloted by the federal government in 2006. The pilot was extended to 2008. The purpose of the program is to determine if intercepting UC claimants who are in their 6th week of benefits and providing them with reemployment services enables them to return to work quicker than those who do not. This application tracks the claimants who fail to report for the reemployment services.
- 2.l. Service Delivery Data Directory (SD3)** - SD3 is a system and database that improves the functions of our major service delivery systems such as the UC Benefit Payments, FLUID, Reemployment, AWI Job Search, America's Workforce Network, and America's Job Bank. SD3 performs a crosswalk of service delivery locations to organization codes, and other data that makes our largest, most productive systems work better.
- 2.m. Trade Adjustment Assistance (TAA)** - This application was migrated to Employ Florida Marketplace (EFM) on September 30, 2008. However, TAA will continue to be used by AWI to track petitions not input into EFM. This program assists

workers who were laid off as a result of increased imports or if their companies shifted production out of the United States to certain foreign countries as a result of the NAFTA/TAA agreements. The petitions are submitted on behalf of workers whose jobs were adversely affected by NAFTA/TAA.

- 2.n. Work Opportunity Tax Credit (WOTC) -** The Work Opportunity Tax Credit (WOTC) application provides tax credit to employers who hire individuals receiving public assistance and/or are an ex-felon. Employers and/or their consultants submit the 8850 and the 9061/9062 federal forms to AWI. The forms are reviewed by the WOTC unit for completeness and the requests are approved, denied, or placed in a pending status.

3. Early Learning System

AWI's Office of Early Learning (OEL) is responsible for implementation of the State's Child Care Resource and Referral, School Readiness, and Voluntary Prekindergarten (VPK) programs. There are three focus areas that make up the Early Learning Program, the Child Care Resource and Referral Program, School Readiness Program, and the Voluntary Prekindergarten Program (VPK).

The Child Care Resource and Referral Program provides help to families looking for answers to their questions regarding how to identify quality child care and early education programs and how to locate a provider that meets the needs of each family. School Readiness Program offers qualified parents financial assistance for child care through a variety of services. These services include extended-day, extended-year, and school age care for children to support parents in becoming financially self-sufficient. The Voluntary Prekindergarten Program (VPK) helps prepare four-year-olds for kindergarten and builds the foundation for their educational success. The program allows a parent to enroll his or her eligible child (four years old by September 1 and residing in Florida) in a free VPK program. The program is voluntary for children and providers.

The Early Learning System has 7 applications that support the Early Learning activities as defined in Chapter 411, Florida Statutes.

The following IT Systems are constituent elements of this Strategic IT Service.

- 3.a. Child Care Executive Partnership (CCEP) Website –** The Child Care Executive Partnership website is the public face of the Child Care Executive Partnership Program. The site contains information about the program, board members, meetings and materials, etc.

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- 3.b. Consolidated Database** - The Consolidated Database is a single database repository for cumulative data from the Enhanced Field System servers located at each coalition.
 - 3.c. Enhanced Field System (EFS)** - The Enhanced Field System (EFS) is the primary application used by coalition personnel for registering children, parents, and providers for the School Readiness and Voluntary Pre-K program. This system is 20+ years old and no longer supports AWI's desired business objectives.
 - 3.d. Factbook** - The Factbook allows for quick and easy report distribution. Once a question is answered with a script, the script will be set up to run monthly behind the scenes. This system offers a self-serve approach to common data-related questions freeing up analysts to perform other tasks.
 - 3.e. Fraud Referral System – Monitoring** - The Fraud Referral System provides members of the AWI's Eligibility Support and Fraud Prevention group the ability to enter Fraud Referral data electronically and have it stored in a database. This automated mechanism replaces a cumbersome manual process which was previously used to track this potential fraud information.
 - 3.f. Single Point of Entry/Unified Wait List (SPEUWL) System** - The Single Point of Entry/Unified Wait List (SPEUWL) System is a web-based application that allows parents to pre-register their children for School Readiness and Voluntary Pre-K program services. If a child cannot be given services, they are placed on a Wait List.
 - 3.g. Statewide Reporting System (SRS)** - The Statewide Reporting System (SRS) pulls data from the Consolidated Database and stores it in the Statewide Reporting System. This data is used for federal reporting and for auditing purposes.