

Amendment No. 1

COMMITTEE/SUBCOMMITTEE ACTION

ADOPTED	<u>    </u>	(Y/N)
ADOPTED AS AMENDED	<u>    </u>	(Y/N)
ADOPTED W/O OBJECTION	<u>    </u>	(Y/N)
FAILED TO ADOPT	<u>    </u>	(Y/N)
WITHDRAWN	<u>    </u>	(Y/N)
OTHER	<u>      </u>	

Committee/Subcommittee hearing bill: Tourism, Infrastructure & Energy Subcommittee

Representative LaMarca offered the following:

**Amendment (with title amendment)**

Remove lines 569-730 and insert:

(1) The Department of Economic Opportunity shall implement an integrated, modular system hosted in a cloud service, as defined in s. 282.0041(5), that provides for rapid provisioning of additional data processing when necessary. The system shall support the efficient distribution of benefits and the effective operation and management of the reemployment assistance program.

~~To The extent that funds are appropriated for each phase of the Reemployment Assistance Claims and Benefits Information system may be cited by the Legislature, the Department of Economic Opportunity shall replace and enhance the functionality provided~~

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17 ~~in the following systems with an integrated Internet-based~~  
18 ~~system that is known as the "Reemployment Assistance Claims and~~  
19 ~~Benefits Information System" and must:~~

20 (a) Be accessible through the Internet on both mobile  
21 devices and personal computers ~~Claims and benefit mainframe~~  
22 ~~system.~~

23 (b) Process reemployment assistance claims ~~Florida~~  
24 ~~unemployment Internet direct.~~

25 (c) Process benefit payments ~~Florida continued claim~~  
26 ~~Internet directory.~~

27 (d) Process and manage overpayments ~~Call center~~  
28 ~~interactive voice response system.~~

29 (e) Perform adjudication functions ~~Benefit overpayment~~  
30 ~~screening system.~~

31 (f) Process appeals and manage appeal hearings ~~Internet~~  
32 ~~and Intranet appeals system.~~

33 (g) Manage and process employer charging.

34 (2) Wherever cost-effective and operationally feasible,  
35 the Reemployment Assistance Claims and Benefits System shall  
36 accomplish the following main ~~business~~ objectives:

37 (a) ~~Wherever cost-effective and operationally feasible,~~  
38 Eliminate or automate existing paper processes and enhance any  
39 existing automated workflows in order to expedite customer  
40 transactions and eliminate redundancy.

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41 (b) Enable and enhance online, self-service capabilities  
42 ~~access~~ to claimant and employer information and federal and  
43 state reporting.

44 (c) Integrate benefit payment control with the  
45 adjudication program and collection system in order to improve  
46 the detection of fraud.

47 (d) Comply with all requirements established in federal  
48 and state law for reemployment assistance.

49 (e) Integrate with the Department of Revenue's statewide  
50 unified tax system that collects reemployment assistance taxes.

51 (f) Maintain interoperability with other department  
52 workforce systems.

53 (3) The scope of the Reemployment Assistance Claims and  
54 Benefits Information System does not include any of the  
55 following functionalities:

56 (a) Collection of reemployment assistance taxes.

57 (b) General ledger, financial management, or budgeting  
58 capabilities.

59 (c) Human resource planning or management capabilities.

60 (4) (a) The Department of Economic Opportunity shall  
61 perform an annual review of the system and identify enhancements  
62 or modernization efforts that improve the delivery of services  
63 to claimants and employers and reporting to state and federal  
64 entities. These improvements must include, but need not be  
65 limited to:

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- 66        1. Infrastructure upgrades through cloud services.  
67        2. Software improvements.  
68        3. Enhanced data analytics and reporting.  
69        4. Increased cybersecurity, pursuant to the provisions of  
70 s.282.318.

71        (b) The department shall seek input on recommended  
72 enhancements from, at a minimum, the following entities:

73        1. The Florida Digital Service within the Department of  
74 Management Services.

75        2. The General Tax Administration Program Office within  
76 the Department of Revenue.

77        3. The Division of Accounting and Auditing within the  
78 Department of Financial Services.

79        (5) By October 1, 2023, and each year thereafter, the  
80 Department of Economic Opportunity shall submit a Reemployment  
81 Assistance Claims and Benefits Information System report to the  
82 Governor, the President of the Senate, and the Speaker of the  
83 House of Representatives. The report must, at a minimum,  
84 include:

85        (a) A summary of maintenance, enhancement, and  
86 modernization efforts over the last fiscal year.

87        (b) A 3-year outlook of recommended enhancements or  
88 modernization efforts that includes projected costs and  
89 timeframes for completion.

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90       (6) The Department of Economic Opportunity shall provide  
91 monthly project status reports to the chair of the Senate  
92 Appropriations Committee, the chair of the House of  
93 Representatives Appropriations Committee, the Executive Office  
94 of the Governor's Office of Policy and Budget, and the Florida  
95 Digital Service. Each status report must include ongoing system  
96 maintenance activities and progress made to date for each  
97 project milestone, deliverable, and task order, planned and  
98 actual completion dates, planned and actual costs incurred, and  
99 any current project issues and risks.

100       (7) The Department of Economic Opportunity shall provide  
101 project related data to the Florida Digital Service in support  
102 of their project oversight responsibilities pursuant to s.  
103 282.0051. ~~The project to implement the Reemployment Assistance~~  
104 ~~Claims and Benefits Information System is comprised of the~~  
105 ~~following phases and corresponding implementation timeframes:~~

106       ~~(a) No later than the end of fiscal year 2009-2010~~  
107 ~~completion of the business re-engineering analysis and~~  
108 ~~documentation of both the detailed system requirements and the~~  
109 ~~overall system architecture.~~

110       ~~(b) The Reemployment Assistance Claims and Benefits~~  
111 ~~Internet portal that replaces the Florida Unemployment Internet~~  
112 ~~Direct and the Florida Continued Claims Internet Directory~~  
113 ~~systems, the Call Center Interactive Voice Response System, the~~  
114 ~~Benefit Overpayment Screening System, the Internet and Intranet~~

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115 ~~Appeals System, and the Claims and Benefits Mainframe System~~  
116 ~~shall be deployed to full operational status no later than the~~  
117 ~~end of fiscal year 2013-2014.~~

118 ~~(5) The Department of Economic Opportunity shall implement~~  
119 ~~the following project governance structure until such time as~~  
120 ~~the project is completed, suspended, or terminated:~~

121 ~~(a) The project sponsor for the Reemployment Assistance~~  
122 ~~Claims and Benefits Information System project is the~~  
123 ~~department.~~

124 ~~(b) The project shall be governed by an executive steering~~  
125 ~~committee composed of the following voting members or their~~  
126 ~~designees:~~

127 ~~1. The executive director of the department.~~

128 ~~2. The executive director of the Department of Revenue.~~

129 ~~3. The director of the Division of Workforce Services~~  
130 ~~within the department.~~

131 ~~4. The program director of the General Tax Administration~~  
132 ~~Program Office within the Department of Revenue.~~

133 ~~5. The chief information officer of the department.~~

134 ~~(c) The executive steering committee has the overall~~  
135 ~~responsibility for ensuring that the project meets its primary~~  
136 ~~objectives and is specifically responsible for:~~

137 ~~1. Providing management direction and support to the~~  
138 ~~project management team.~~

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139 ~~2. Assessing the project's alignment with the strategic~~  
140 ~~goals of the department for administering the reemployment~~  
141 ~~assistance program.~~

142 ~~3. Reviewing and approving or disapproving any changes to~~  
143 ~~the project's scope, schedule, and costs.~~

144 ~~4. Reviewing, approving or disapproving, and determining~~  
145 ~~whether to proceed with any major project deliverables.~~

146 ~~5. Recommending suspension or termination of the project~~  
147 ~~to the Governor, the President of the Senate, and the Speaker of~~  
148 ~~the House of Representatives if it determines that the primary~~  
149 ~~objectives cannot be achieved.~~

150 ~~(d) The project management team shall work under the~~  
151 ~~direction of the executive steering committee and shall be~~  
152 ~~minimally comprised of senior managers and stakeholders from the~~  
153 ~~department and the Department of Revenue. The project management~~  
154 ~~team is responsible for:~~

155 ~~1. Providing daily planning, management, and oversight of~~  
156 ~~the project.~~

157 ~~2. Submitting an operational work plan and providing~~  
158 ~~quarterly updates to that plan to the executive steering~~  
159 ~~committee. The plan must specify project milestones,~~  
160 ~~deliverables, and expenditures.~~

161 ~~3. Submitting written monthly project status reports to~~  
162 ~~the executive steering committee which include:~~

163 ~~a. Planned versus actual project costs;~~

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164 ~~b. An assessment of the status of major milestones and~~  
165 ~~deliverables;~~

166 ~~e. Identification of any issues requiring resolution, the~~  
167 ~~proposed resolution for these issues, and information regarding~~  
168 ~~the status of the resolution;~~

169 ~~d. Identification of risks that must be managed; and~~

170 ~~e. Identification of and recommendations regarding~~  
171 ~~necessary changes in the project's scope, schedule, or costs.~~  
172 ~~All recommendations must be reviewed by project stakeholders~~  
173 ~~before submission to the executive steering committee in order~~  
174 ~~to ensure that the recommendations meet required acceptance~~  
175 ~~criteria.~~

176 Section 11. For the 2021-2022 fiscal year, the Department  
177 of Economic Opportunity shall take actions to modernize the  
178 Reemployment Assistance Claims and Benefits Information System  
179 as provided in the General Appropriations Act.

181 -----  
182 **T I T L E A M E N D M E N T**

183 Remove lines 41-55 and insert:  
184 system hosted in a cloud service, rather than an integrated  
185 Internet-based system, for the reemployment assistance program;  
186 revising the functions and objectives of the Reemployment  
187 Assistance Claims and Benefits Information System; deleting



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Bill No. HB 1463 (2021)

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188 | obsolete language; providing reporting requirements; providing  
189 | applicability; deleting provisions relating  
190 |