

By Senator Cruz

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1 A bill to be entitled
2 An act relating to online access to reemployment
3 assistance program; amending s. 443.1113, F.S.;
4 requiring the Department of Economic Opportunity to
5 develop a mobile-optimized website to make the
6 reemployment assistance program accessible to the
7 public through mobile devices; providing requirements
8 for the mobile-optimized website; providing a name for
9 the mobile-optimized website implementation project;
10 providing a timeline for the full operational status
11 of the mobile-optimized website deployment; providing
12 that the implementation of the mobile-optimized
13 website is contingent upon legislative appropriation;
14 providing governance structure for the project;
15 providing an effective date.

16
17 Be It Enacted by the Legislature of the State of Florida:

18
19 Section 1. Present subsection (5) of section 443.1113,
20 Florida Statutes, is amended, a new subsection (5) is added to
21 that section, and subsection (1) of that section is republished,
22 to read:

23 443.1113 Reemployment Assistance Claims and Benefits
24 Information System.—

25 (1) To the extent that funds are appropriated for each
26 phase of the Reemployment Assistance Claims and Benefits
27 Information System by the Legislature, the Department of
28 Economic Opportunity shall replace and enhance the functionality
29 provided in the following systems with an integrated Internet-

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30 based system that is known as the "Reemployment Assistance
31 Claims and Benefits Information System":

- 32 (a) Claims and benefit mainframe system.
33 (b) Florida unemployment Internet direct.
34 (c) Florida continued claim Internet directory.
35 (d) Call center interactive voice response system.
36 (e) Benefit overpayment screening system.
37 (f) Internet and Intranet appeals system.

38 (5) The Department of Economic Opportunity shall develop a
39 mobile-optimized website to make the reemployment assistance
40 program accessible to the public through mobile devices.

41 (a) The mobile-optimized website must allow a claimant to:

- 42 1. File a reemployment assistance claim.
43 2. View all of the claim information in one convenient
44 place, 24 hours a day, 7 days a week.
45 3. Update information anytime, including a change of
46 address or telephone number.
47 4. Choose the manner to receive notification from the
48 department, either electronically or by United States mail.
49 5. Establish or cancel payment by debit card or direct
50 deposit.
51 6. Create or change a personal identification number (PIN).
52 7. Get claim and payment information, request benefits, and
53 print tax forms.

54 8. Submit work search contacts.
55 (b) The project to implement the mobile-optimized website
56 may be cited as the "Modernization Project." The mobile-
57 optimized website shall be deployed to full operational status
58 no later than the end of fiscal year 2022-2023.

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59 (c) This subsection is contingent upon appropriation by the
60 Legislature.

61 (6)(5) The Department of Economic Opportunity shall
62 implement the following project governance structure until ~~such~~
63 ~~time as~~ the Reemployment Assistance Claims and Benefits
64 Information System project and, upon appropriation by the
65 Legislature, the Modernization Project as described in
66 subsection (5) are ~~is~~ completed, suspended, or terminated:

67 (a) The ~~project~~ sponsor for the projects Reemployment
68 Assistance Claims and Benefits Information System project is the
69 department.

70 (b) The projects ~~project~~ shall be governed by an executive
71 steering committee composed of the following voting members or
72 their designees:

- 73 1. The executive director of the department.
- 74 2. The executive director of the Department of Revenue.
- 75 3. The director of the Division of Workforce Services
76 within the department.
- 77 4. The program director of the General Tax Administration
78 Program Office within the Department of Revenue.
- 79 5. The chief information officer of the department.

80 (c) The executive steering committee has the overall
81 responsibility for ensuring that the projects meet their ~~project~~
82 ~~meets its~~ primary objectives, and the committee is specifically
83 responsible for:

- 84 1. Providing management direction and support to the
85 project management team.
- 86 2. Assessing the projects' alignments ~~project's alignment~~
87 with the strategic goals of the department for administering the

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88 reemployment assistance program.

89 3. Reviewing and approving or disapproving any changes to
90 the projects' scopes, schedules ~~project's scope, schedule,~~ and
91 costs.

92 4. Reviewing, approving or disapproving, and determining
93 whether to proceed with any major project deliverables.

94 5. Recommending suspension or termination of the projects
95 ~~project~~ to the Governor, the President of the Senate, and the
96 Speaker of the House of Representatives if it determines that
97 the primary objectives cannot be achieved.

98 (d) The project management team shall work under the
99 direction of the executive steering committee and shall be
100 minimally composed ~~comprised~~ of senior managers and stakeholders
101 from the department and the Department of Revenue. The project
102 management team is responsible for:

103 1. Providing daily planning, management, and oversight of
104 the projects ~~project~~.

105 2. Submitting ~~an~~ operational work plans ~~plan~~ and providing
106 quarterly updates to the plans ~~that plan~~ to the executive
107 steering committee. The plans ~~plan~~ must specify the projects'
108 ~~project~~ milestones, deliverables, and expenditures.

109 3. Submitting written monthly project status reports to the
110 executive steering committee which include:

111 a. The planned versus actual projects' ~~project~~ costs;
112 b. An assessment of the status of major milestones and
113 deliverables;

114 c. Identification of any issues requiring resolution, the
115 proposed resolution for these issues, and information regarding
116 the status of the resolution;

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117 d. Identification of risks that must be managed; and
118 e. Identification of and recommendations regarding
119 necessary changes in the projects' scopes, schedules ~~project's~~
120 ~~scope, schedule,~~ or costs. All recommendations must be reviewed
121 by the projects' project stakeholders before submission to the
122 executive steering committee in order to ensure that the
123 recommendations meet required acceptance criteria.

124 Section 2. This act shall take effect July 1, 2021.