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LEGISLATIVE ACTION

Senate	.	House
Comm: RCS	.	
03/16/2021	.	
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	.	

The Committee on Commerce and Tourism (Bean) recommended the following:

Senate Amendment (with title amendment)

Delete lines 564 - 729

and insert:

Section 10. Section 443.1113, Florida Statutes, is amended to read:

443.1113 Reemployment Assistance Claims and Benefits Information System.—

(1) The Department of Economic Opportunity shall maintain a system for the efficient distribution of benefits and the



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11 effective operation and management of the reemployment
12 assistance program. The ~~To the extent that funds are~~
13 ~~appropriated for each phase of the Reemployment Assistance~~
14 ~~Claims and Benefits Information system~~ may be cited by the
15 ~~Legislature, the Department of Economic Opportunity shall~~
16 ~~replace and enhance the functionality provided in the following~~
17 ~~systems with an integrated Internet-based system that is known~~
18 as the "Reemployment Assistance Claims and Benefits Information
19 System" and must:

20 (a) Be accessible through the Internet Claims and benefit
21 ~~mainframe system.~~

22 (b) Be accessible on mobile devices and personal computers
23 ~~Florida unemployment Internet direct.~~

24 (c) Process reemployment assistance claims ~~Florida~~
25 ~~continued claim Internet directory.~~

26 (d) Process benefit payments ~~Call center interactive voice~~
27 ~~response system.~~

28 (e) Monitor for and manage the collection of overpayments
29 ~~Benefit overpayment screening system.~~

30 (f) Perform adjudication functions ~~Internet and Intranet~~
31 ~~appeals system.~~

32 (g) Process appeals and manage appeal hearings.

33 (h) Manage and process employer charging.

34 (2) Wherever cost-effective and operationally feasible, the
35 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



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40 transactions and eliminate redundancy.

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 adjudication
45 program and collection system in order to improve the detection
46 of fraud.

47 (d) Comply with all requirements established in federal and
48 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 (3) The scope of the Reemployment Assistance Claims and
52 Benefits Information System does not include any of the
53 following functionalities:

54 (a) Collection of reemployment assistance taxes.

55 (b) General ledger, financial management, or budgeting
56 capabilities.

57 (c) Human resource planning or management capabilities.

58 (4) (a) The Department of Economic Opportunity shall perform
59 an annual review of the system and identify enhancements or
60 modernization efforts that improve the delivery of services to
61 claimants and employers and reporting to state and federal
62 entities.

63 (b) The Department shall seek input on recommended
64 enhancements from, at a minimum, the following entities:

65 1. The Florida Digital Service within the Department of
66 Management Services.

67 2. The General Tax Administration Program Office within the
68 Department of Revenue.



69 3. The Division of Accounting and Auditing within the
70 Department of Financial Services.

71 (5) By October 1, 2023, and each year thereafter, the
72 Department of Economic Opportunity shall submit a Reemployment
73 Assistance Claims and Benefits Information System report to the
74 Governor, the President of the Senate, and the Speaker of the
75 House of Representatives. The report must, at a minimum,
76 include:

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

79 (b) A 3-year outlook of recommended enhancements or
80 modernization efforts that includes projected costs and
81 timeframes for completion ~~The project to implement the~~
82 ~~Reemployment Assistance Claims and Benefits Information System~~
83 ~~is comprised of the following phases and corresponding~~
84 ~~implementation timeframes:~~

85 ~~(a) No later than the end of fiscal year 2009-2010~~
86 ~~completion of the business re-engineering analysis and~~
87 ~~documentation of both the detailed system requirements and the~~
88 ~~overall system architecture.~~

89 ~~(b) The Reemployment Assistance Claims and Benefits~~
90 ~~Internet portal that replaces the Florida Unemployment Internet~~
91 ~~Direct and the Florida Continued Claims Internet Directory~~
92 ~~systems, the Call Center Interactive Voice Response System, the~~
93 ~~Benefit Overpayment Screening System, the Internet and Intranet~~
94 ~~Appeals System, and the Claims and Benefits Mainframe System~~
95 ~~shall be deployed to full operational status no later than the~~
96 ~~end of fiscal year 2013-2014.~~

97 ~~(5) The Department of Economic Opportunity shall implement~~



98 ~~the following project governance structure until such time as~~
99 ~~the project is completed, suspended, or terminated:~~

100 ~~(a) The project sponsor for the Reemployment Assistance~~
101 ~~Claims and Benefits Information System project is the~~
102 ~~department.~~

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

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

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

108 ~~3. The director of the Division of Workforce Services~~
109 ~~within the department.~~

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

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

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

116 ~~1. Providing management direction and support to the~~
117 ~~project management team.~~

118 ~~2. Assessing the project's alignment with the strategic~~
119 ~~goals of the department for administering the reemployment~~
120 ~~assistance program.~~

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

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

125 ~~5. Recommending suspension or termination of the project to~~
126 ~~the Governor, the President of the Senate, and the Speaker of~~



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127 ~~the House of Representatives if it determines that the primary~~
128 ~~objectives cannot be achieved.~~

129 ~~(d) The project management team shall work under the~~
130 ~~direction of the executive steering committee and shall be~~
131 ~~minimally comprised of senior managers and stakeholders from the~~
132 ~~department and the Department of Revenue. The project management~~
133 ~~team is responsible for:~~

134 ~~1. Providing daily planning, management, and oversight of~~
135 ~~the project.~~

136 ~~2. Submitting an operational work plan and providing~~
137 ~~quarterly updates to that plan to the executive steering~~
138 ~~committee. The plan must specify project milestones,~~
139 ~~deliverables, and expenditures.~~

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

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

143 ~~b. An assessment of the status of major milestones and~~
144 ~~deliverables;~~

145 ~~e. Identification of any issues requiring resolution, the~~
146 ~~proposed resolution for these issues, and information regarding~~
147 ~~the status of the resolution;~~

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

149 ~~e. Identification of and recommendations regarding~~
150 ~~necessary changes in the project's scope, schedule, or costs.~~

151 ~~All recommendations must be reviewed by project stakeholders~~
152 ~~before submission to the executive steering committee in order~~
153 ~~to ensure that the recommendations meet required acceptance~~
154 ~~criteria.~~

155 ~~Section 11. For the 2021-2022 fiscal year, the Department~~



156 of Economic Opportunity shall take actions to modernize the
157 Reemployment Assistance Claims and Benefits Information System
158 as provided in the General Appropriations Act.

159
160 ===== T I T L E A M E N D M E N T =====

161 And the title is amended as follows:

162 Delete lines 39 - 57

163 and insert:

164 circumstances; amending s. 443.1113, F.S.; requiring
165 the department to maintain an effective and efficient
166 system relating to the reemployment assistance
167 program; revising the functions and objectives of the
168 Reemployment Assistance Claims and Benefits
169 Information System; requiring the department to
170 perform an annual review of the system; requiring the
171 department to seek input from certain state entities
172 when performing such review; requiring the department
173 to submit an annual report to the Governor and the
174 Legislature beginning on a specified date; providing
175 requirements for such report; deleting obsolete
176 language; requiring for the 2021-2022 fiscal year that
177 the department take actions to modernize the system as
178 directed in the General Appropriations Act; amending
179 s. 443.151, F.S.; revising the