

## MEETING NOTES

### 1. Review of last meeting notes

- Notes from the meeting held on Jan 8, 2009 were reviewed and there were no edits or additions.
- Following their review, meeting notes will be posted on the AWI web site at:  
[http://www.floridajobs.org/unemployment/UC\\_ModernizationProject/WS\\_Planning/](http://www.floridajobs.org/unemployment/UC_ModernizationProject/WS_Planning/)

### 2. Edits and revisions to contact information

- Contact information was reviewed and corrections were made.

#	Name	e-Mail	Phone	
1	Greg Simpson	<a href="mailto:gregory.simpson@flaawi.com">gregory.simpson@flaawi.com</a>	(850) 921-3421	✘
2	Kenny Griffin	<a href="mailto:kennyg@onestopahead.com">kennyg@onestopahead.com</a>	(850) 718-0456 ext. 114	✘
3	Kimberly Moore	<a href="mailto:kimberly.moore@wfplus.org">kimberly.moore@wfplus.org</a>	(850) 617-4601	✘
4	Lois Scott	<a href="mailto:Lois.Scott@flaawi.com">Lois.Scott@flaawi.com</a>	(850) 245-7428	✘
5	Richard Meik	<a href="mailto:rmeik@workforceflorida.com">rmeik@workforceflorida.com</a>	(850) 921-1119	☎
6	Richard Williams	<a href="mailto:richardw@onestopahead.com">richardw@onestopahead.com</a>	(850) 718-0456, Ext. 102	☎
7	Ron McCranie	<a href="mailto:Ron.McCranie@flaawi.com">Ron.McCranie@flaawi.com</a>	(850) 617-0621	✘
8	Sandy Durant	<a href="mailto:sandy.durrant@flaawi.com">sandy.durrant@flaawi.com</a>	(850) 245-7296	☎
9	Steve Urquhart	<a href="mailto:surquhart@workforceflorida.com">surquhart@workforceflorida.com</a>	(850) 921-1119	☎
10	Susan Nelms	<a href="mailto:snelms@escarosa.org">snelms@escarosa.org</a>	(850) 473-0939	☎
11	Tom McCullion	<a href="mailto:Tom.McCullion@flaawi.com">Tom.McCullion@flaawi.com</a>	(850) 617-0629	✔
12	Tom Ousley	<a href="mailto:tousley@escarosa.org">tousley@escarosa.org</a>	(850) 473-0939	☎
13	Vickie Smith	<a href="mailto:vickie.smith@flaawi.com">vickie.smith@flaawi.com</a>	(850) 245-7129	✘
14	Don Northam	<a href="mailto:Donald.northam@northhighland.com">Donald.northam@northhighland.com</a>	(850) 617-0634	✔

Please submit any additions or edits directly to Don Northam Mobile: 766-4735

 Attending	 Partial Attendance	 Remote Dial In	 Unable to Attend
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### 3. Interviews with front-line staff:

- Vickie Smith and Tom Ousley will be arranging interviews between Don and Workforce staff

### 4. Calls to other States:

The following questions will be used to guide the interviews with Indiana and Iowa

- What improvements in UC Claims processing were you able to achieve during your recent project?
- What improvements in Workforce services were you able to achieve during your recent project?
- What initiatives did you include in your recent project to strengthen the coordination of activities and information between UC and Workforce?
- What results have you seen so far
- What were some of the factors cited in support of increased integration between UC and Workforce
- Where did you find roadblocks? Statute – Policy – Organizational – State – Federal – Funding/budgeting model
- Any lessons learned you can share about how to include these initiatives in the scope of your project and win confidence and support

- Was this increased integration a big change?
  - What change management challenges did you encounter when rolling out the new system and the new business strategy, if any?
  - How easy is it to navigate your system?
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5. “Voice of the Customer” was discussed:

- No customer survey data is available.
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6. Q&A and new business

- None.
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7. Adjourn

- Meeting adjourned at 2:40 pm
- The next meeting will be held on Thursday, January 21 at ~~2:00 pm~~ 11:00 am at Winewood Building #5, room 117
- Dial-in number will be: (888) 808-6959; Conference Code: 7532872126