

MEETING NOTES

1. Review of last meeting notes

- Notes from the meeting held on Jan 14, 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/

2. Edits and revisions to contact information

- Contact information was reviewed and corrections were made.

#	Name	e-Mail	Phone	
1	Greg Simpson	gregory.simpson@flaawi.com	(850) 921-3421	
2	Kenny Griffin	kennyg@onestopahead.com	(850) 718-0456 ext. 114	
3	Kimberly Moore	kimberly.moore@wfplus.org	(850) 617-4601	
4	Lois Scott	Lois.Scott@flaawi.com	(850) 245-7428	
5	Richard Meik	rmeik@workforceflorida.com	(850) 921-1119	
6	Richard Williams	richardw@onestopahead.com	(850) 718-0456, Ext. 102	
7	Ron McCranie	Ron.McCranie@flaawi.com	(850) 617-0621	
8	Sandy Durant	sandy.durrant@flaawi.com	(850) 245-7296	
9	Steve Urquhart	surquhart@workforceflorida.com	(850) 921-1119	
10	Susan Nelms	snelms@escarosa.org	(850) 473-0939	
11	Tom McCullion	Tom.McCullion@flaawi.com	(850) 617-0629	
12	Tom Ousley	tousley@escarosa.org	(850) 473-0939	
13	Vickie Smith	vickie.smith@flaawi.com	(850) 245-7129	
14	Christopher Knight	christopher.knight@flaawi.com	(850) 245-7214	
15	Don Northam	Donald.northam@northhighland.com	(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 (new questions are in green):

- 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 included 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?
- **How have you implemented the new profiling (most-likely to exhaust) and Re-employment Eligibility and Assessments (REA) processes?**
- **What ROI and/or other benefits did you expect from your new processes/system and what results have you seen since you completed your project?**
- **Are your UC and Workforce processes supported by a single application or by multiple systems?**

5. Q&A and new business

- Tom McCullion (UC System Modernization Project Director) recommended that the Workforce/UC Modernization Strategy Planning Team present a status and progress report to the UC Modernization Project Executive Steering Committee (ESC) at their next meeting (Thursday on February, 18th).
- Steve Urquhart (Workforce Florida, Inc.) volunteered to be the presenter to the ESC (schedule permitting).

6. Adjourn

- Meeting adjourned at 11:30 am
- The next meeting will be held on Thursday, January 28 at 2:00 pm at Winewood Building #5, room 117
- Dial-in number will be: (888) 808-6959; Conference Code: 7532872126