March 26, 2010

Barbara Griffin, Assistant Director
Agency for Workforce Innovation
107 East Madison Street
Tallahassee, Florida 32399

Dear Ms. Griffin:

Thank you for your participation in the March 24, 2010, meeting of the Workforce Florida Workforce Readiness and Performance Council. The council members greatly appreciate your endorsement of the data elements and requirements developed by the workgroup engaged in providing workforce input to the UC Modernization Project. As you know the council approved a motion to endorse the recommendations of that workgroup. The motion approved is as follows:

> "The Workforce Readiness and Performance Council endorses the recommendation of the workgroup established to provide the workforce system's input to UC Modernization Project as contained in two documents: the 'Claimant/Customer Intake Data Comparison' and the 'UC-Workforce Enhanced Integration Data Flow Requirements'. The Council also endorses the expressed commitment of the Agency for Workforce Innovation and Workforce Florida to collaborate going forward to appropriately and adequately document in a memorandum of understanding our agreement with the workgroup's recommendations."

The two documents referenced in the motion are attached.

We also appreciate the comments provided at the meeting by Tom Clendenning, Deputy Director for Unemployment Compensation. His statements explaining the guiding principle that the new UC system "will be a work first system" and his expression of the agency's vision of a "one-step" claims filing process "that encompasses a registration in the workforce system" was very encouraging. Accordingly, I have asked staff to transcribe his statement for inclusion in the meeting summary. I have also consulted the transcript of his remarks in producing the attached draft memorandum of understanding that I propose we use to continue our discussion.

Finally, I have asked Leslie Ingram, the Chair of the Council's Reemployment Committee to represent our committee and express its support at the next scheduled meeting of the UC Modernization Project Executive Steering Committee.

Once again, let me express my appreciation for all that you and your agency staff are continuing to do to work toward the greater integration of the UC and workforce system services.

Sincerely,

Eric Kennedy, Chairman
Workforce Readiness and Performance Council

Attachments

The purpose of this memorandum is to document the commitment by the Agency for Workforce Innovation Unemployment Compensation (UC) and Workforce Florida to work together during the UC System Extreme Makeover Project. The goal of this joint endeavor is more effective information sharing between the UC claims and workforce reemployment processes.

Our guiding principle is that the new UC system will be a **work first** program. Our vision is for a one-step claims filing process whereby when someone comes in to file for unemployment the first thing that would happen would be a check to see if that individual is actively registered with workforce. If not, that individual would be routed via interface to the workforce system to supply all the data necessary for a full work registration. The concept would be that no unemployment claim would be processed until the individual was fully work registered.

The information listed below is that which will be seamlessly entered into the Workforce system by routing the customers electronically through an interface as part of the claims filing process.

1. Claimant-selected Access Control Information (e.g. *PIN /Password*)
2. Name
3. Social Security Number (*Validated*)
4. Address (*Validated*)
5. Means of Contact
6. Primary/preferred Means of Contact
7. Primary/preferred Language
8. Current Enrollment in school or training
9. Race/Ethnicity
10. Veteran Status
11. Selective Service Registration
12. U.S. Citizenship
13. Authorization for non-U.S. Citizen to Work in U.S., if required (*Validated*)
14. Migrant Farm/Food Processor Worker?
15. Potential Barriers to Employment (*Medical Disability, Language, etc.*)
16. Education and Degrees
17. Training and Qualifications
18. Occupational Licenses and Certificates
19. Current Employment Status
20. Employment History
21. Reason for Leaving Employment
22. Employment Objective
23. Honors and Activities
24. Skills
25. Ability Summary
26. Driver's License Information
27. Desired Occupation / O-Net Code
28. Desired Job Type
29. Desired Location
30. Desired Salary
31. References

Attached are two documents produced by the work group established to develop recommendations for improving integration between the UC and the workforce systems. The first, the "Claimant/Customer Intake Data Comparison", provides detail regarding the above list of 31 information categories. The second, the "UC-Workforce Enhanced Integration Data Flow Requirements" provides an interface diagram and a summary description for each of the data flows, between the Modernized UC System and the Workforce system, that are required to support the business needs of both UC and Workforce.

Field-level specifications, data transfer methods, and other system design details will be developed with the participation of Workforce stakeholders and subject matter experts during the Design Phase of the UC Extreme Makeover Project.

_____ March 26, 2010
Eric Kennedy _Date_
Workforce Florida, Inc.
Chair, Workforce Readiness and
Performance Council

_____ 3/30/10
Tom Clendenning _Date_
Unemployment Compensation
Agency for Workforce Innovation

CLAIMANT/CUSTOMER INTAKE DATA COMPARISON

Between UC and Workforce

PURPOSE

This document presents a side-by-side comparison of the information categories collected during claimant/customer intake by both UC and Workforce. It has been constructed to support deliberations about how the UC and Workforce intake process may be strengthened and improved.

STATUS

This document is still undergoing development and is under review. Only the final validated version should be used for deliberations or decision making. In addition to on-going review/edit of the entire table, a specific review of which information categories are included on the daily/weekly interface files transported from the UC system to the Enterprise Florida Marketplace (EFM) system is underway.

TABLE CONSTRUCTION NOTES

Intake Information Categories are listed in Rows

Each row identifies a category of information. This approach, instead listing individual field names, is intended to provide the right level of detail for supporting discussions about the number and type of "gaps" between what intake information is collected by UC and Workforce. At this stage of the UC Extreme Makeover project the question of whether or not to close these gaps is more important than the specific design details necessary to do it.

Intake Data Collection Channels are listed in Columns

UC intake data collections channels are: the Florida Unemployment Insurance Direct (FLUID) online self-service system; the Interactive Voice Response (IVR) system that accomplishes claim submission using phone interview with UC call center staff; and completing and mailing (MAIL) a claim submission form.

The "Sent Via Interface" column identifies whether UC includes that information category in the daily/weekly interface file sent to EFM. If UC does not collect that category of information a "no" is automatically entered in this column.

Workforce intake is entered in the Enterprise Florida Marketplace (EFM) system. Except where indicated, all of the information categories listed in this table are considered essential to the proper conduct of Workforce business and service delivery.

CLAIMANT/CUSTOMER INTAKE DATA COMPARISON

Between UC and Workforce

Intake Data Comparison Table		UC INTAKE CHANNELS			Sent Via Inter face?	WORKFORCE CHANNEL	
Item	**Data and *Features***	**FLUID** 60% of Total	**IVR** 35% of Total	**MAIL** 5% of Total		**EFM**	**Priority**
	Note: This is only a list of information categories and not a complete listing of data fields for any of the channels						
	Claimant/Customer Account, Identity and Contact Information						
1	Create an Account[1]	No	No	No	No	Yes	High
2	Create a User ID and Password	Yes	Yes	No	No	Yes	High
3	- *Password self-service using user selected security question*	Yes	Yes	No	No	Yes	High
4	Name	Yes	Yes			Yes	High
5	Social Security Number (Validated with Social Security Information)	Yes	Yes	Yes	Yes	Yes	High
6	Address	Yes	Yes	Yes	Yes	Yes	High
7	- *Address validation using USPS data (using an application called QAS)*	Yes	Yes	Yes	Yes	Yes	High
8	Means of Contact (email, phone, USPS)	Yes	Yes	Yes	Yes	Yes	High
9	Primary/preferred Means of Contact	No	No	No	No	Yes	High

[1] Rows highlighted in yellow indicate where substantial gaps in the intake information categories collected have been identified between the UC and Workforce channels.

[2] UC channels provide the claimant with a personal identification number (PIN) to access their UC data and records. The UC system does not presently create an account, with User ID and Password, the way the EFM system does.

[3] UC channels provide the claimant with a personal identification number (PIN) to access their UC data and records. The UC system does not presently create an account, with User ID and Password, the way the EFM system does.

[4] The EFM system allows the user to enter their SSN, but does not verify it against Social Security Administration (SSA) records. The UC intake process does very SSNs with the SSA. If a Trade or WIA application is taken by workforce staff, SSN if verified by staff, frequently through UC system.

[5] Claims submitted on the paper forms (only about 5% of the total) are manually transcribed into the UC system. The address is not validated until manual transcription is completed.

[6] The only UC channel that collects email addresses is FLUID. The EFM system facilitates the establishment of a free email account to any registrant who does not already have one. Collecting claimant email addresses during UC claim submission – and passing it to EFM – is a high priority business need for Workforce. Using email as the primary means of corresponding results in substantial savings by reducing postage costs. EFM currently sends 'welcome' email to all claimants registered via the interface

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	Note: This is only a list of information <u>categories</u> and not a complete listing of data fields for any of the channels						
10	Primary/preferred Language for contact and correspondence	Yes	Yes	Yes	No	No	—EFM can be configured to do
	Claimant/Customer Demographics						
11	Current Enrollment in school or training	Yes	Yes	Yes	Yes	Yes	High
12	Race/Ethnicity	Yes	Yes	Yes	Yes	Yes	High
13	Veteran Status (Service & Separation Dates, Branch, Discharge Type, Service Connected Disability)	Yes	Yes	Yes	Yes	Yes	High
14	Selective Service Registration (yes/no/exempt)	No	No	No	No	Yes	High
15	U.S. Citizenship	Yes	Yes	Yes	Yes	Yes	High
16	Non-U.S. Citizen Authorized to Work in U.S.? (Work permit verified with DOJ)	Yes[8]	Yes	Yes	No	Yes	High
17	Migrant Farm/Food Processor Worker? (Meets qualifications)	Yes[9]	Yes	Yes	No	Yes	High
18	Potential Barriers to Employment: medical disability, language, etc.	Yes[10]	Yes	Yes	Yes	Yes[11]	High
	Claimant/Customer Background – Resume Building Blocks						
19	Education and Degrees (Institution, Date, Major)	Yes[12]	Yes	Yes	Yes	Yes	High

[7] Registration with the Selective Service is a requirement for receiving many government services, including unemployment insurance. UC may want to consider adding this category to future intake processes.

[8] UC does verify with the Federal Department of Justice whether a non-U.S. citizen is authorized work in the U.S. This verification sub-process can take up to a week to complete. This information is not included in the Daily Claimant Indicator file, because it is not yet available. Neither is this information included in updates delivered in the Weekly Status file.

[9] The following categories of worker are included in the UC intake processes, but their information is NOT sent to EFM via the Daily/Weekly interface: Federal employees; Migrant and seasonal workers with no re-hire date; Military separations.

[10] UC channels collect medical disability information only.

[11] Information about barriers to employment is collected during the Application/Assessment process; not during registration.

[12] UC collects only highest level of education completed.

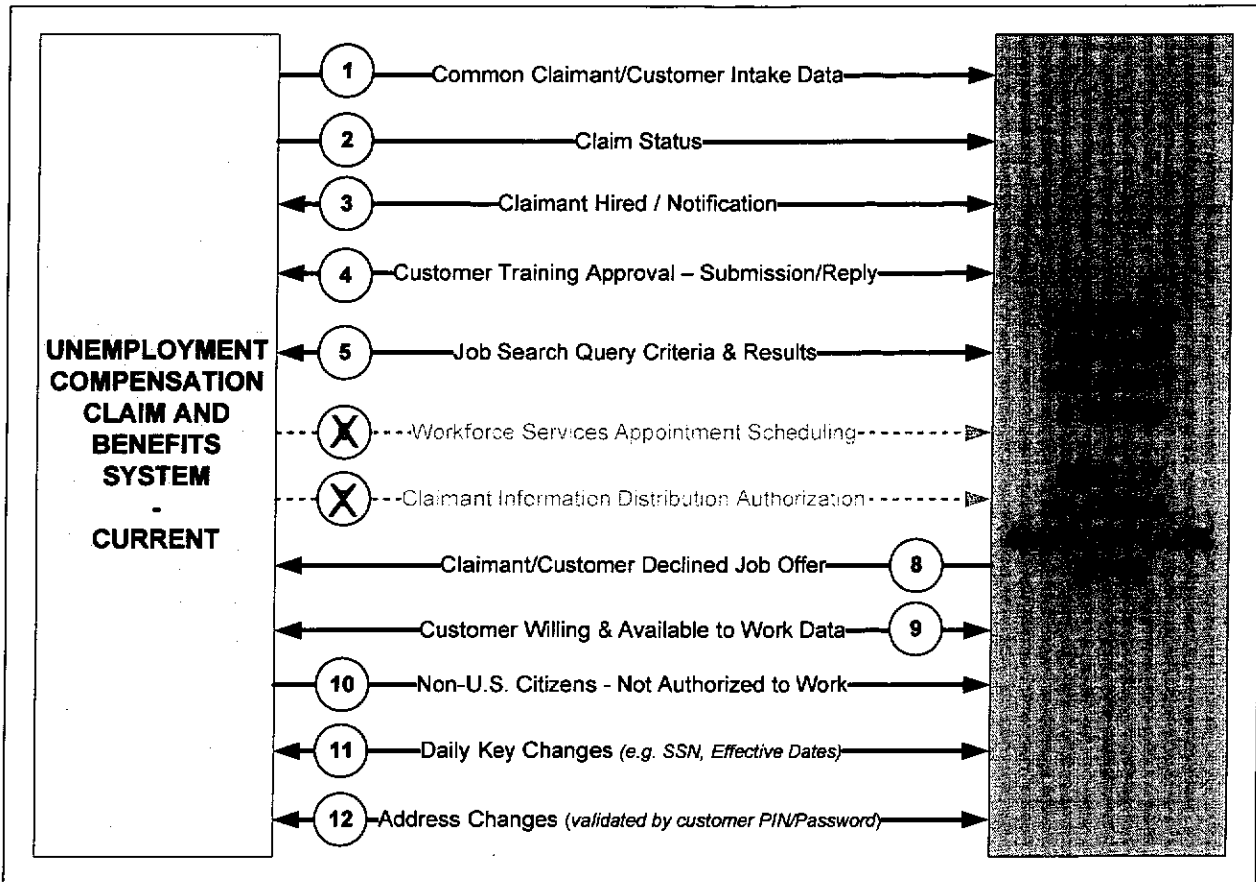# CLAIMANT/CUSTOMER INTAKE DATA COMPARISON

Between UC and Workforce

Intake Data Comparison Table		UC INTAKE CHANNELS			Sent Via Inter face?	WORKFORCE CHANNEL	
Item	**Data and *Features***	**FLUID** 60% of Total	**IVR** 35% of Total	**MAIL** 5% of Total		**EFM**	**Priority**
	Note: This is only a list of information <u>categories</u> and not a complete listing of data fields for any of the channels						
20	Training and Qualifications	No	No	No	No	Yes	High
21	Occupational Licenses and Certificates (e.g. CPA, RN)	No	No	No	No	Yes	High
22	Current Employment Status (Full, Part, Unemployed)	Yes	Yes	Yes	Yes	Yes	High
23	Employment History (Who, What, Where, When, etc.) O-Net Code	Yes	Yes	Yes	Part	Yes	High
24	- Pre-populate employment history with IRS W-2 data[14]	No	No	No	No	No	—
25	Reason for Leaving	Yes	Yes	Yes		Yes	High
26	Employment Objective (Narrative)	No	No	No	No	Yes	High
27	Honors and Activities	No	No	No	No	Yes	High
28	Skills	No	No	No	No	Yes	High
29	Ability Summary	No	No	No	No	Yes	High
30	Driver's License Information	Yes	Yes			Yes	High
31	Desired Occupation / O-Net Code	Yes	Yes			Yes	High
32	Desired Job Type (Regular, temporary, seasonal, contract, etc.)	No	No	No	No	Yes	High
33	Desired Location	No	No	No	No	Yes	High
34	Desired Salary	Yes	Yes		No	Yes	High
35	References	No	No	No	No	Yes	High

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[13] UC collects parts of work history (base period and last employer only); Workforce needs a more complete picture to properly assist their customers.

[14] The Indiana UpLink System uses the Claimant/customer SSN to import W-2 data from the IRS and automatically populates claimant employment history. This feature that is now common in a number of applications, such as on-line tax return preparation software (e.g. TurboTax online). This functionality may be worth considering for future versions of both the UC Claims/Benefits and EFM systems. Other useful sources of employment history data worth considering are the National Directory of New Hires and Wages data from the Florida Department of Revenue.

[15] UC (only) validates drivers' license data with the Florida Department of Highway Safety and Motor Vehicles.

UC – Workforce Enhanced Integration Data Flow Requirements Diagram for the UC Extreme Makeover Project

UNEMPLOYMENT COMPENSATION CLAIM AND BENEFITS SYSTEM - CURRENT

1. Common Claimant/Customer Intake Data
2. Claim Status
3. Claimant Hired / Notification
4. Customer Training Approval – Submission/Reply
5. Job Search Query Criteria & Results
X. Workforce Services Appointment Scheduling
X. Claimant Information Distribution Authorization
8. Claimant/Customer Declined Job Offer
9. Customer Willing & Available to Work Data
10. Non-U.S. Citizens - Not Authorized to Work
11. Daily Key Changes (e.g. SSN, Effective Dates)
12. Address Changes (validated by customer PIN/Password)

See the next page for descriptions of each of the data flow arrows shown in this diagram. Descriptions are indexed by the numbers in the yellow circles.

UC – Workforce Enhanced Integration Data Flow Requirements

UC – Workforce Enhanced Integration Data Flow Requirements Descriptions for the UC Extreme Makeover Project

Index	Description *Blue text and strikethroughs indicate changes from previous review drafts*	Mono- Bi-
1	The modernized UC System will determine – for all claim types – if the Claimant needs to provide additional information to EFM in order to: 1) register with Workforce, 2) apply for Workforce programs/services, or 3) provide background/resume information. If needed, the modernized UC system will enable the collection of the required information. See the *Memorandum of Agreement* concerning Claimant Intake Information for a listing of the required information categories.	Mono-directional
2	2A. Claimants will have Internet access to current claim status information contained in the UC system. This will include (at minimum): • The reason for termination of benefits – temporary or permanent • Date of most recent claim • Date of first benefit payment for current/latest claim • Benefit amount • Flag first, second and third month of claim • Notification when claimant moves to each extension • Countdown for weeks remaining during the last six months of claim • If claimant has exhausted their benefits 2B. Workforce staff will also have Internet access to the same claim status information.	Mono-directional
3	UC will pass a notification to EFM when a claimant enters employment. Workforce is generally not in the loop when a claimant reports being hired to UC to avoid overpayment of benefits, or when the employer reports hiring the claimant to the Florida Department of Revenue. Workforce will also pass this same information to UC if it receives notification of claimant entering employment first.	Bi-directional
4	EFM will pass to UC that a customer has been approved for training as a part of their career plan. UC system will approve (automatically?) and send acknowledgement back to EFM.	Bi-directional
5	Claimant will be presented up-to-date job opportunities while using the UC system. Claimant intake data will used to generate a query of EFM job listings, or third-party commercial resources, as appropriate.	Bi-directional
6	No longer needed: The UC system will provide instructions and Internet links to the appropriate page in the EFM system to allow claimants to create, view, update, or delete appointments with Workforce staff.	
7	No longer needed: The proper place for the claimant to exercise this function is within the EFM system as part of their job seeking activities. The UC system will display text and Internet links; recommending and directing claimants to log onto EFM to make this authorization and to avail themselves of other re-employment services.	
8	EFM system will transmit to the UC system a notification of claimant actions/inactions affecting their benefits (e.g. refusal of offer of employment). Replaces the current "UC Communication" process, which is paper-based. When such information originates in UC the UC system will transmit similar notifications to EFM.	Bi-directional
9	The EFM system will transmit to the UC system information concerning a customer's "willing and available for work" status (e.g. satisfactory/ unsatisfactory participation in PREP sessions or REA appointments).	Mono-directional
10	UC validates whether non-U.S. citizens are authorized to work in the U.S. with the U.S. Department of Justice; a process that takes about a week. This data flow notifies EFM if a claimant or customer is NOT authorized to work.	Mono-directional
11	When errors are discovered in Key intake data (e.g. claimant SSN, birth date, gender, etc.) this data flow ensures the error is corrected in both systems.	Bi-directional
12	Address changes, verified by claimant/customer using secure system access features, may be entered into either system. This data flow passes the address change to the other system.	Bi-directional