



**MINUTES OF THE UNEMPLOYMENT COMPENSATION (UC)
CLAIMS AND BENEFITS INFORMATION SYSTEM PROJECT
EXECUTIVE STEERING COMMITTEE MEETING**

Meeting date: December 17, 2009

A) Call To Order

The fifth, regular meeting of the Unemployment Compensation Claims and Benefits Information System Project Executive Steering Committee was held in the Caldwell Building, Room 114, Tallahassee, Florida, on December 17, 2009. The meeting convened at 10:00 a.m. with Barbara Griffin presiding.

B) Members In Attendance

- Barbara Griffin, Chair & Deputy Director, Agency for Workforce Innovation (AWI), Designee for Cynthia Lorenzo, Executive Director, AWI
- Jim Evers, Program Director, General Tax Administration, Department of Revenue (DOR)
- David Hagen, Vice Chair & Government Operations Consultant III, AWI, Designee for Tom Clendenning, Director of the Office of Unemployment Compensation, AWI
- Allen Northrup, IT/UC Applications Program Manager, AWI, Designee for Scott Stewart, Chief Information Officer, AWI
- Susan Wilson, Deputy Program Manager, DOR, Designee for Lisa Echeverri, Executive Director, DOR

All of the Committee members were in attendance and therefore a quorum was met.

C) Members Not In Attendance

All members were present.

D) Non-Members In Attendance

- Cliff Atkinson, Consultant I, AWI
- Marsha Belcher, Florida Senate Ways and Means Committee
- Tom Clendenning, Director, Unemployment Compensation, AWI
- David Dobbs, Budget Director, AWI
- Denise Haney, Information Technology Business Consultant Mgr., AWI
- Jennifer Hrdlicka, Florida Senate Commerce Committee
- Monique Manns, Project Administrative Assistant, AWI
- Wayne Messina, North Highland
- Tom McCullion, Project Director, AWI
- Rosa McNaughton, General Counsel, AWI
- Michelle Morris, Sr. Governmental Analyst, OPB
- Lois Scott, Program Manager, One-Stop and Program Support, AWI
(*via Conference Call*)
- Vickie Smith, Workforce Services, AWI
- Scott Stewart, CIO, Office Of Information Technology, AWI
- Donna Winsloe, Revenue Program Administrator I, DOR
(*via Conference Call*)



E) Committee Member Reports

1) Approval of Minutes

Motion was made by Mr. Evers and Ms. Wilson seconded, to approve the minutes of the November 17, 2009 meeting. Motion carried.

2) Project Status Report

a) Mr. McCullion provided the following project status report, a copy of which was included in the information previously distributed. Accomplishments for the period are described below:

- UAC has agreed to use the processes being developed for the Office of Appeals; the Change Request for this agreement has been signed and there will be no incremental cost anticipated.
- The UC/Workforce Project Strategy Workgroup comprised of representatives of Workforce Services, Workforce Florida and the Workforce Boards, has been kicked off with the following participants:
 - *Susan Nelms, Executive Director of Workforce Region1 Escarosa*
 - *Lois Scott, Program Manager, One Stop and Program Support, AWI*
 - *Steve Urquhart, VP Workforce Performance, Workforce Florida, Inc.*
 - *Richard Williams, Executive Director for workforce Region 3 Chipola.*

The project has solicited a proposal to lead the development of the high-level requirements review with the Workgroup. The cost of \$36,000 which can be absorbed into the project budget; the Change Request for this effort has been signed off on as well.

- Kicked off the future State Business Process Improvements Interviews. Workshops are scheduled for January 6-7.
- The Electronic Funds Transfer (ETF) process was used as a draft high-level example of the dramatic changes and overall process improvements we are seeing in the “As-Is” to the “To-Be” business process reviews.
 - Ms. Wilson recommended that any benefit comparison be consistent between the “As-Is” and “To-Be” Processes. Mr. McCullion stated that a key deliverable of the project will be to have a consistent metrics collection methodology to ensure a like-to-like comparison.
 - Ms. Griffin asked for other examples of the process improvements expected to be presented at future ESC meetings to include the underlying metrics validating the improvements.
 - Mr. Stewart stated the focus should be on the 20% of the business process changes that result in the 80% of benefits.
 - Mr. Northrup wanted to see what the “normal” Elapsed Processing Time will be for each process improvement of comparison purposes.
- The \$2M of 2009 General Appropriations Act funding is insufficient to begin the Invitation to Negotiate (ITN) process in FY 2009-10. We are currently seeking approval from the Governor’s Office, House and Senate to use existing available budget authority. If funding is not approved, this will the delay of the start of the ITN process until early Spring 2010, and delay the start of the development efforts by six months. Mr. Dobbs explained that his office is working closely with Governor’s Office, House and Senate and anticipates a positive outcome.



- Ernst & Young has been selected as the IV&V vendor for both ELIS and UC Projects with January 4, 2010 as the anticipated start date.
 - Planning has begun on the additional staffing required for the project once we head into the development phase.
 - Anticipating increasing AWI resources on the project from 5 to 30+ by October.
 - Currently working with Human Resources to identify and select those key staff.
 - Anticipating housing with up to 60 vendor personnel.
 - Looking at additional space at Northwood.
 - Mr. McCullion asked if the Status Reports were at a sufficient level of detail and the Committee agreed they were. The Committee did request for additional examples of the types of business process improvements coming out of the “To-Be” analysis to be presented at future meetings.
- b) Continuing with the “To-Be” Process Development.
- c) Updated the Spend Plan from a Forecast Perspective.
- d) Met with Southwood Shared Resource Center (SSRC) to update them on the project and solicit from them their technical requirements in support of the project.
- e) Beginning to liaise with National Association of State Workforce Agencies (NASWA) and their Information Technology Service Center (ITSC) to understand the impact of any Federal or shared State initiatives.
- f) Setting up meetings with key States to benefit from lessons learned from their projects and also to refine our strategy. In contact with 6-9 states.

F) PUBLIC COMMENTS

Ms. Griffin opened the floor for any public comments and there were none.

G) Review of Actions from Meeting

Below is a summary of the key actions from the meeting:

- Approved the minutes from the November 17, 2009 meeting.
- Requested approval to fund the ITN from the Existing Budget Authority. The IV&V and Workforce efforts will be on hold as well until the ITN funding issue is resolved.
- Waiting for IV&V Contract to be signed and finalized.
- The next Committee meeting for January 21, 2010 at 2:00 pm

H) Adjournment

The meeting was adjourned at 12:00 p.m.

I) Approvals

(Signature)

(Date)