


# An Opportunity for Increased Integration

*Unemployment*

*Re-employment*

Presented to:  
**Executive Steering Committee**  
UC System Modernization Project  
February 18, 2010

A decorative graphic in the bottom right corner consisting of several overlapping, light green leaf-like shapes.

## **Leslie Ingram**

Director, Workforce Florida Board

Appointed to WFI board by Governor Crist -  
July 14, 2008

Co-chair, WFI reemployment committee

## **Steve Urquhart**

Workforce Florida, Inc.

Vice president, workforce performance

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# Workforce Florida, Inc.



**Our Mission:** Develop the state's business climate by designing and implementing strategies that help Floridians enter, remain and advance in the workforce, becoming more highly skilled and successful, benefiting Florida business and the entire state

**Workforce Services:** Florida's workforce system ensures that Florida's businesses can hire the well-trained workers they need. Floridians have the opportunity to upgrade their skills and obtain jobs that allow them to become economically self-sufficient and competitive in a knowledge-based economy.

## **Situation:**

- Worst recession in 60 years
- Highest national unemployment in 30 years
- All sectors and all regions of the country
- Low-skilled and highly educated workers are both affected
- The recovery is expected to be slow and lengthy

***We need to be creative and innovative in helping Floridians get back to work***

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# Two Specialized Organizations – One Customer

The difference in the nature of un-employment and re-employment services is so large the value of delivering them using two separate organizations is apparent

- UC's value proposition is the precise application of eligibility rules to large categories of claimants and the accurate and expeditious disbursement of benefits
- Workforce services, on the other hand, are tailored to individuals and are specific to their unique abilities and needs

Both UC and Workforce are always thinking about how best to carry out their unique missions

There is broad agreement that an integrated approach toward citizen information – the common element in UC and Workforce's business – could significantly improve the service delivery of both

***Better for UC – Better for Workforce – Better for the Claimant – Better for Employers***

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## Expected Improvements Using An Integrated Approach

- 1. A more complete picture of the customer:** Each organization shares what it knows about the citizen with the other
- 2. Faster Processing:** Client data received from either organization is automatically entered into forms or tables for both; the labor of re-entering the data is replaced with rapid verification and acceptance actions
- 3. Enhanced Customer Self-service:** UC and Workforce provide claimants with the ability to perform self-service functions for unemployment or re-employment while interacting online *with either* the UC system or the One-Stop delivery system.
- 4. Quality business information flowing in both directions:**
  - Enhanced claimant application and registration data passed to Workforce
  - Accurate and up-to-date “willingness and availability to work” data passed to UC
- 5. Improved reporting, program analysis and decision support:** Profound knowledge about what is working well, what isn’t, and why?

A diagram showing a transition from unemployment to re-employment. It consists of two overlapping arrow shapes pointing to the right. The left arrow is light blue and contains the word "Unemployment". The right arrow is light green and contains the word "Re-employment". The two arrows overlap in the middle, with the green arrow partially covering the blue one.

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# Progress Report and Proposed Next Steps



# Opportunities and Findings

The UC Modernization Project presents an opportunity to support the following functions and capabilities within the integrated systems approach:

- The consideration of a single standard intake process for both UC and Workforce **[evaluating]**
- Import data received from Workforce to handle claims adjudication, determination, and appeals more expeditiously **[in place, in scope]**
- Receive claimants' willingness and availability to work data from Workforce **[in place, in scope]**
- Re-employment self-service features; up-to-date information on job opportunities **[in place, in scope]**
- Scheduling of either mandatory or discretionary appointments for Workforce services **[evaluating]**
- Allow claimants to authorize distribution of their name, O\*NET occupation codes, contact information, etc., to potential employers **[likely a policy issue]**



# Proposed Workforce Effort

Establish a coordinated Workforce effort to perform necessary additional work:

- (1) Fully evaluate front-line SME perspective and assessment for potential technical scope
- (2) Conduct interviews with other states for potential best practices/lessons learned and considerations
- (3) Consolidate recommendations with specific system requirements by **April 1, 2010**
- (4) Ongoing collaboration for current and future systems



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# Proposed UC Project Actions

1. Proceed with the UC Extreme Makeover project – as planned – and without delay
2. Include high-level requirements for the opportunities identified by the Strategy Planning Team in the UC modernization project’s vendor solicitation documents (**already planned**)
3. Participate in and support planning and coordination between the two projects

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