

# Safe. Smart. Step-by-Step.



PLAN FOR FLORIDA'S RECOVERY



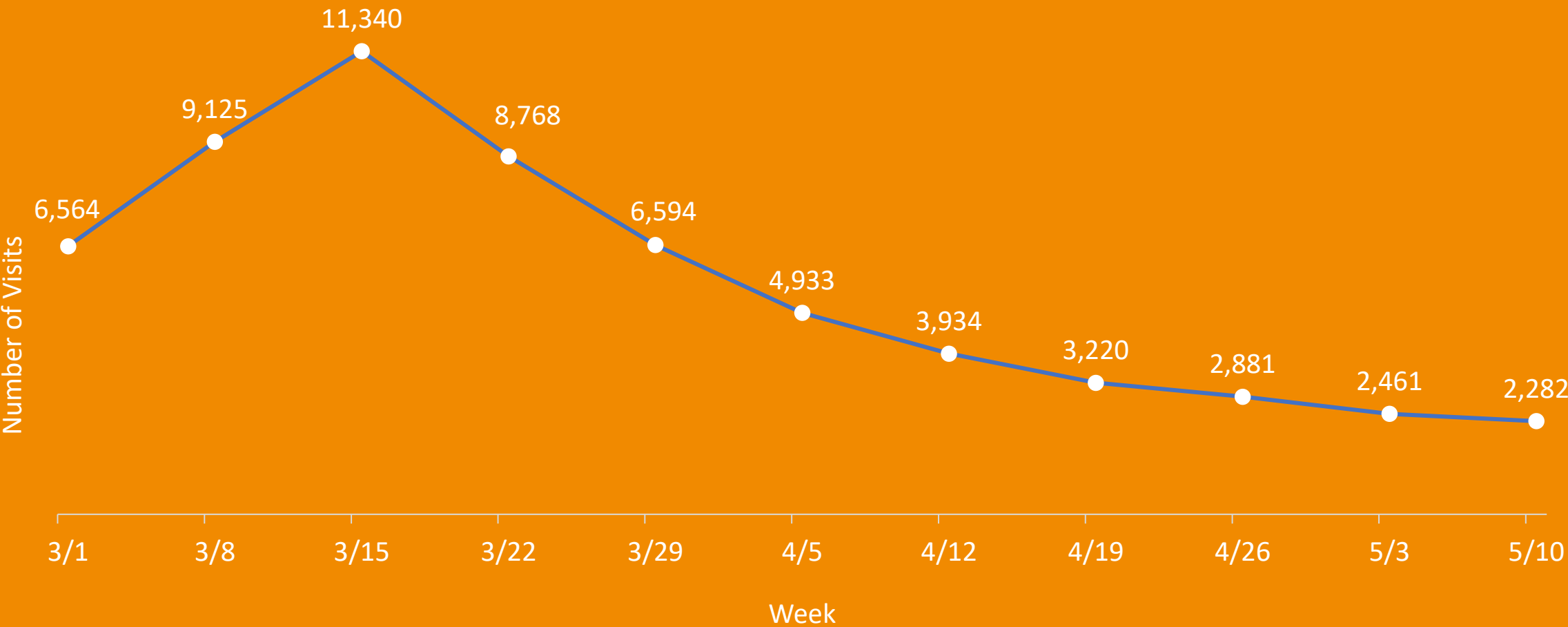
# WALK-UP TESTING SITES OPENING

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This week, the state is opening 5 new walk-up testing sites.  
Each site can test 200 individuals per day:

- Sherbondy Park – Opa Locka
- Midtown Cultural and Educational Center – Daytona Beach
- North Lauderdale Elementary School – North Lauderdale
- Miramar Youth Enrichment Center – Miramar
- Robert L. Taylor Community Center – Sarasota

# COVID-Like Illness Visits, Statewide

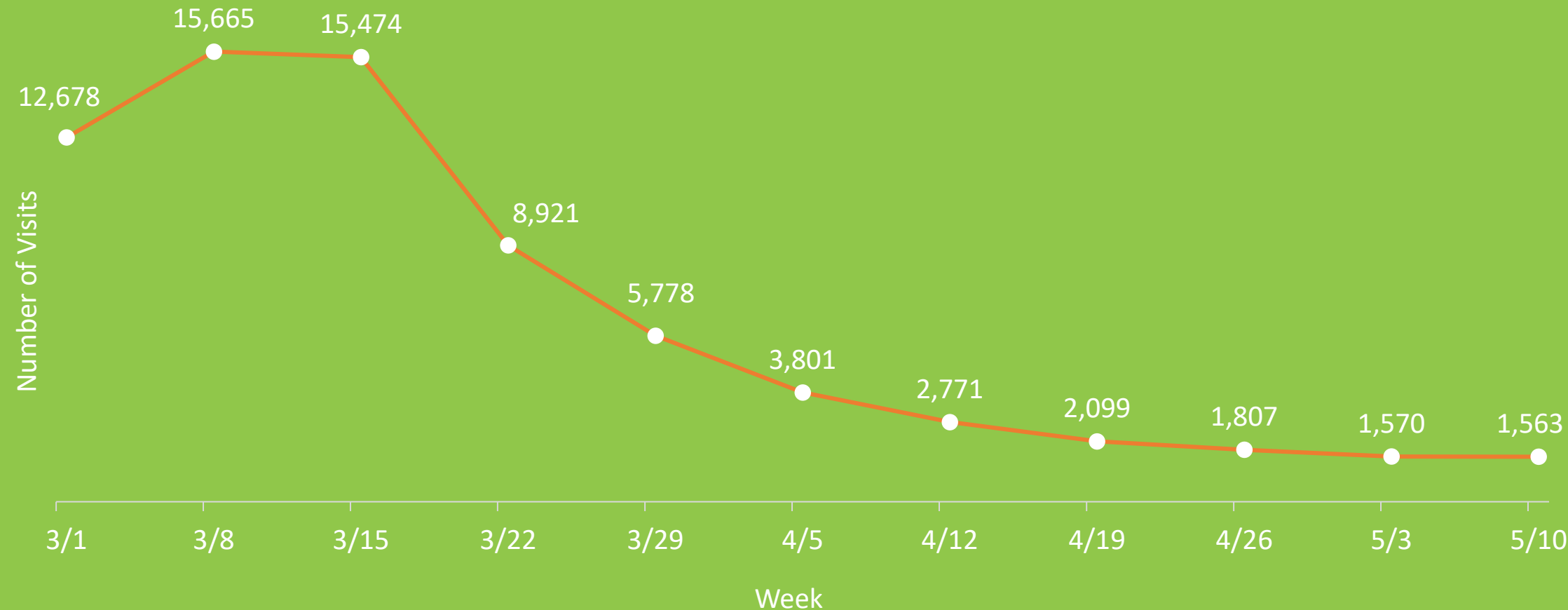


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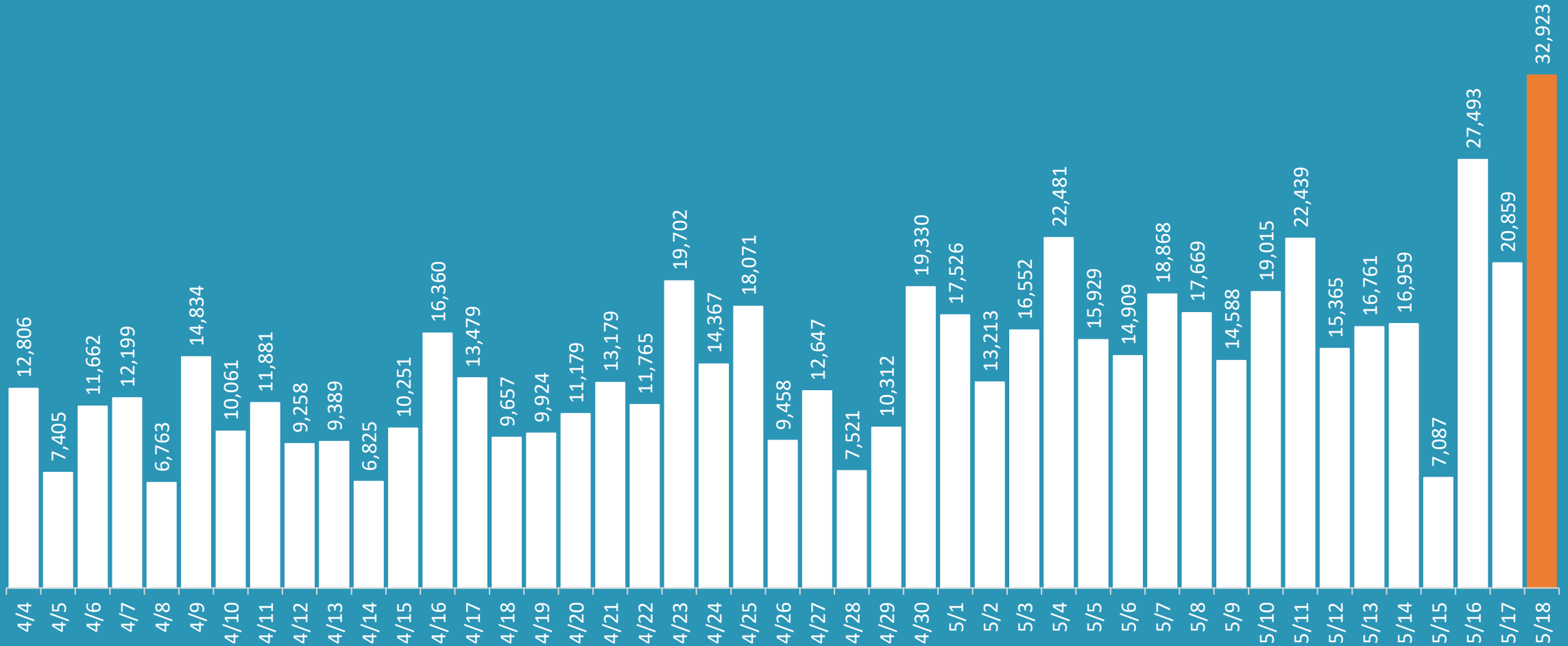


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# Influenza-Like Illness Visits, Statewide



# 45-Day Total Tests, Statewide



# REEMPLOYMENT ASSISTANCE UPDATE

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# BIG PICTURE

Of the 999,643 unique, complete and eligible applicants, DEO has sent a payment to 975,656, or 97.6%.

# THE MATH:

2,032,397

Total Claims

– 391,321

Duplicates/Errors or Incomplete

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1,641,076

Total Unique Claims Received

– 172,770

In Verification Process

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1,468,306

Total Processed

– 468,663

Ineligible\*

\*370,982 ineligible for RA  
97,681 eligible for PUA

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999,643

Total Eligible

975,656

Total Paid (97.6%)



Since March 15<sup>th</sup>  
DEO has paid out  
**\$2,659,797,859**

# BOTTOM LINE

DEO has paid out more in the last 10 weeks  
than it has in the last 5 years combined

# BIG PICTURE

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- Since March 15<sup>th</sup>, DEO has received **2,032,397** applications for reemployment assistance.
- **391,321**, or **19.3%**, of those applications were duplicates, have errors or were incomplete.
- That means, in total **1,641,076** unique claims have been received.

# MOST COMMON REASONS AN APPLICATION CANNOT BE PROCESSED

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- The claimant did not provide information for all required fields in the application
- The claimant's identity cannot be verified/authenticated
- The claim has been locked for suspected fraudulent activity
- The claimant did not provide sufficient work history information

# BIG PICTURE

Of the 1,641,076 unique claims received, **468,663**, or **28.6%**, were deemed ineligible for State RA at some point during processing.

# MOST COMMON REASONS AN APPLICATION IS DEEMED INELIGIBLE:

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- The employment separation was deemed a discharge for misconduct
- The claimant voluntarily quit work without good cause
- The claimant received income for the week they were claiming unemployment
- The claimant was not able and available for work

# PANDEMIC UNEMPLOYMENT ASSISTANCE

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97,681 of the 468,663 State RA ineligible claims have already been deemed eligible for PUA.

# CHALLENGES

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**CHALLENGE:** *People could not access system to file claim.*



## SOLUTIONS:

- Developed a mobile-friendly website
- Built an adapter to transfer data from the new mobile-friendly site to CONNECT
- Created paper application
- Arranged free printing and mailing of paper applications with FedEx
- Offered additional areas to pick up and submit applications through CareerSource Florida and local governments

**CHALLENGE:** *People could not call DEO for assistance.*

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## SOLUTIONS:

- Developed 5 customer service centers with nearly 6,000 trained customer service representatives
- Created training for customer service representatives in a matter of days
- Streamlined intensive training from 4 weeks to 2 weeks

**CHALLENGE:** *There are no jobs available for people who are out of work.*

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## SOLUTIONS:

- Suspended work search requirements

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**CHALLENGE:** *The system was overwhelmed, and people could not sign on to CONNECT to recertify their weeks.*



## **SOLUTIONS:**

- Suspended bi-weekly recertification requirement
- Added 72 virtual servers to exponentially boost the number of concurrent users on CONNECT
- Added sophisticated hardware like a new SAN system, boosting transfer speeds from 300 MB/s to over 3,000 MB/s
- Completed hundreds of software optimizations to improve the overall stability and performance of the CONNECT system

**CHALLENGE:** *It was taking too long to get paid.*

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## SOLUTIONS:

- Issued an Executive Order to suspend the “waiting week”
- Call to action to all state agency staff to help with filing and processing claims – over 2,000 answered the call
- Continue making hardware and software improvements to CONNECT system
- Brought in Florida Department of Highway Safety and Motor Vehicles to help verify identities

# FLORIDA'S REEMPLOYMENT ASSISTANCE: Steps to Receive Payment

## 1. FILE YOUR CLAIM

- To file or complete your Reemployment Assistance application, visit [FloridaJobs.org](https://FloridaJobs.org) and click “File A Claim.”
- As an alternative, you can file and submit a paper application by mail. Please visit [FloridaJobs.org/COVID -19](https://FloridaJobs.org/COVID-19) for instructions on how to submit a paper application.
- Once you complete your paper or online application, DEO will send you a notification by email or mail with directions explaining how to log -on to CONNECT and proceed with your claim.

# FLORIDA'S REEMPLOYMENT ASSISTANCE: Steps to Receive Payment

## 2. VERIFICATION

- During the verification <sup>\*</sup> process, DEO will confirm your identity and investigate whether you have received wages from your previous employer. DEO will also check whether you filed an unemployment claim in another state.

\*A claim is “verified” when DEO has confirmed an individual’s identity through the Social Security Administration and verified that the claimant (a) has received wages in Florida and (b) is not receiving wages in or from any other state.

# FLORIDA'S REEMPLOYMENT ASSISTANCE:

## Steps to Receive Payment

### 3. MONETARY DETERMINATION

- Once your information is correct and DEO has verified your claim, DEO will determine if you are eligible to receive benefits and the amount you qualify to receive.
- DEO will notify you of your eligibility status and the amount of benefits you qualify to receive.
- In addition to DEO's notification, the CONNECT Inbox will provide information about DEO's determination on claimant eligibility.
- If a claimant or employer disagrees with DEO's determination of the employee's eligibility, the claimant or employer may appeal.

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# FLORIDA'S REEMPLOYMENT ASSISTANCE:

## Steps to Receive Payment

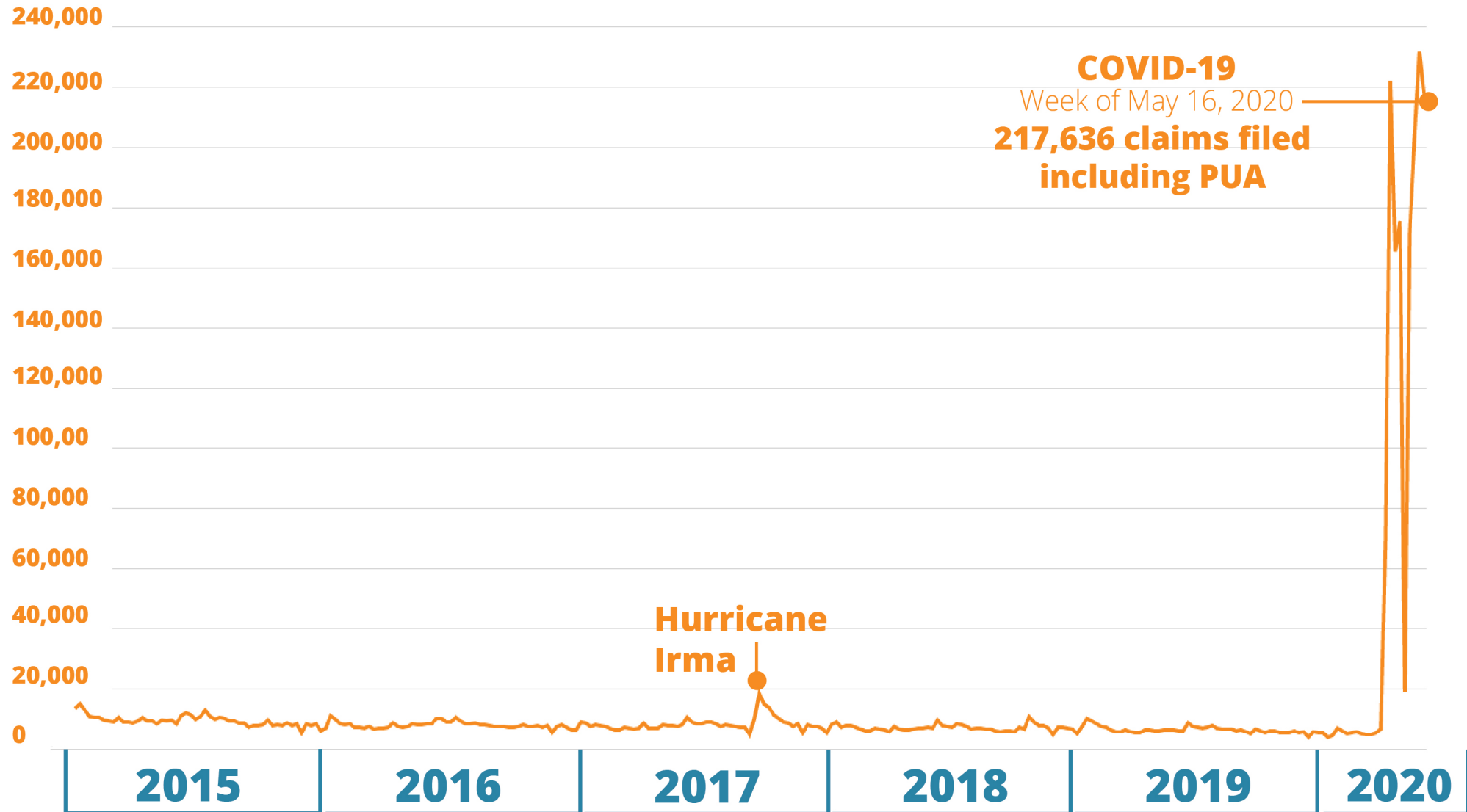
### 4. RECEIVE PAYMENT

- You will receive your payment by direct deposit or prepaid card based on your selection.

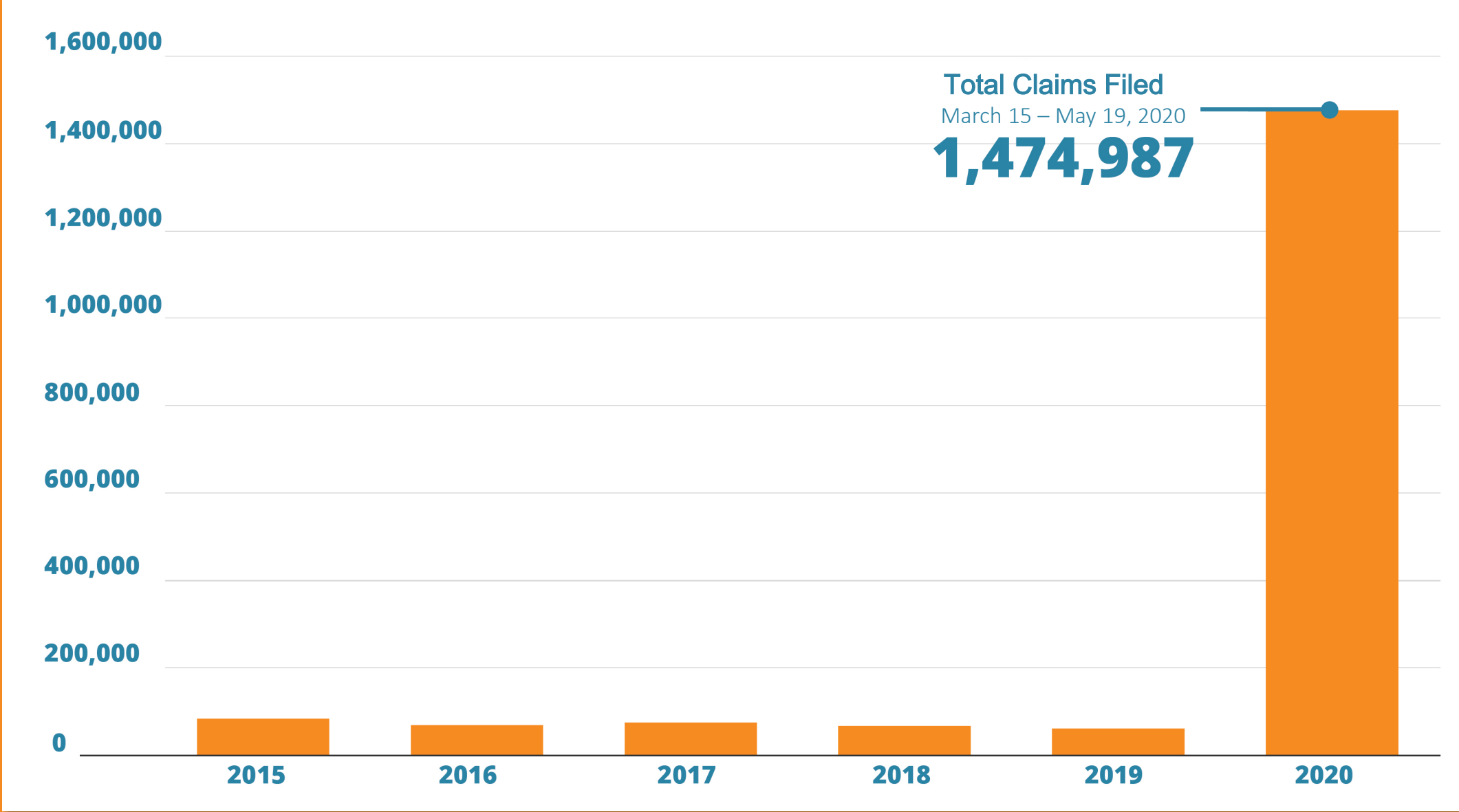
# CLAIM NUMBERS

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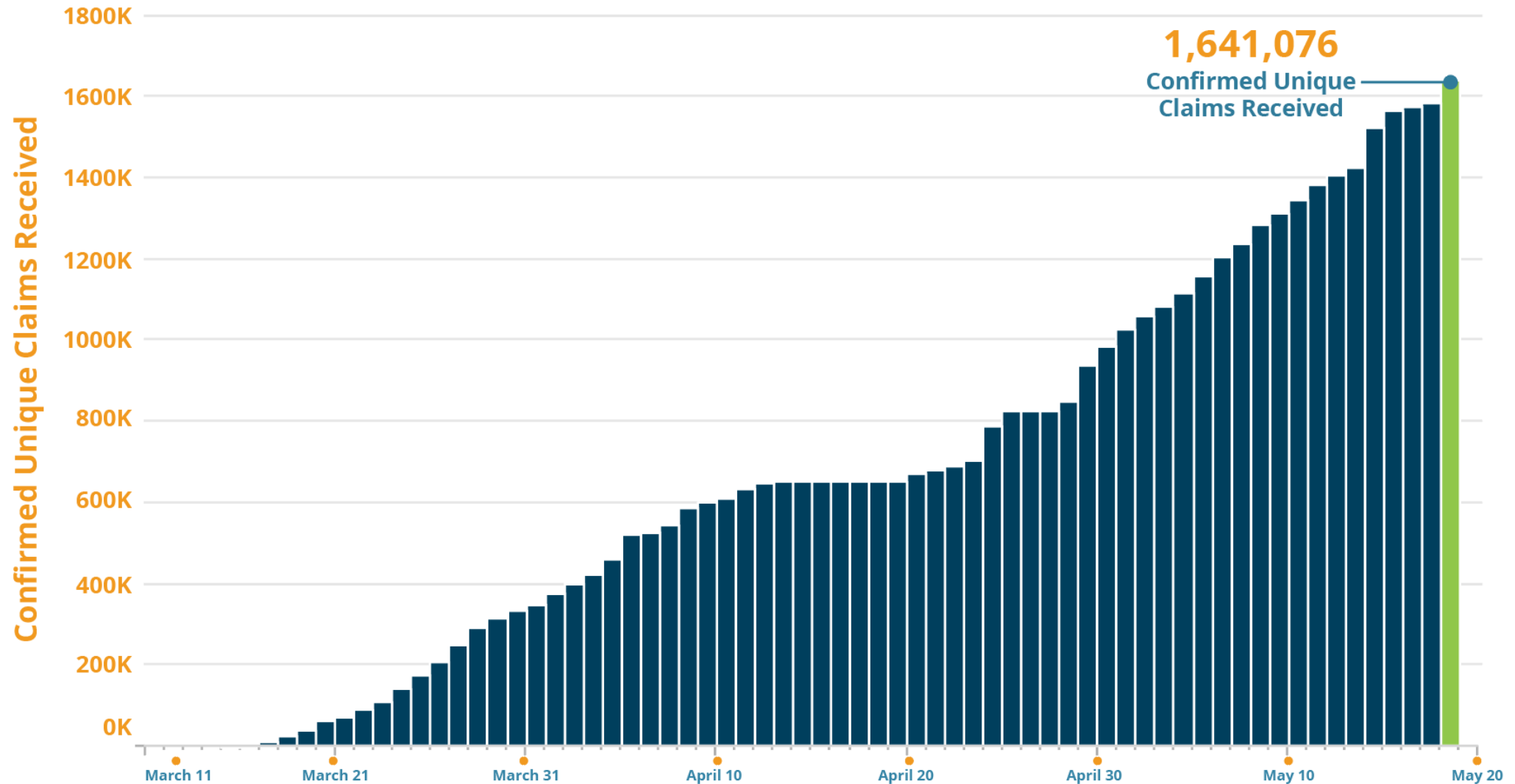
# Number of Claims Filed Week by Week | 2015 to 2020



# Total Number of Claims Filed Between March 15 and May 19 | 2015-2020



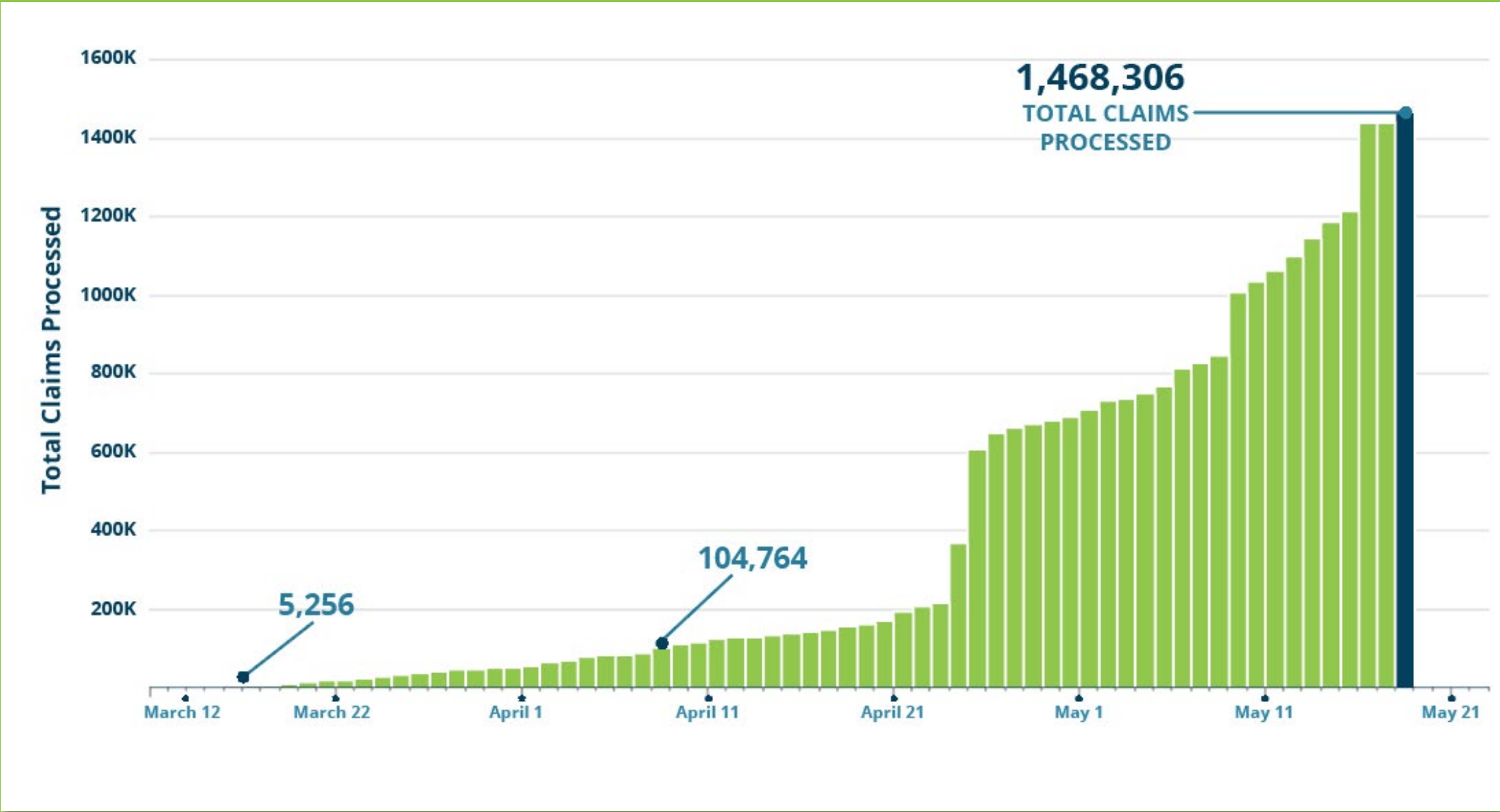
# Number of Confirmed Unique Claims Received | March 15 - May 18



# REEMPLOYMENT ASSISTANCE CLAIMS

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# Claims Processed (Cumulative) | Daily March 15, 2020 to May 18, 2020

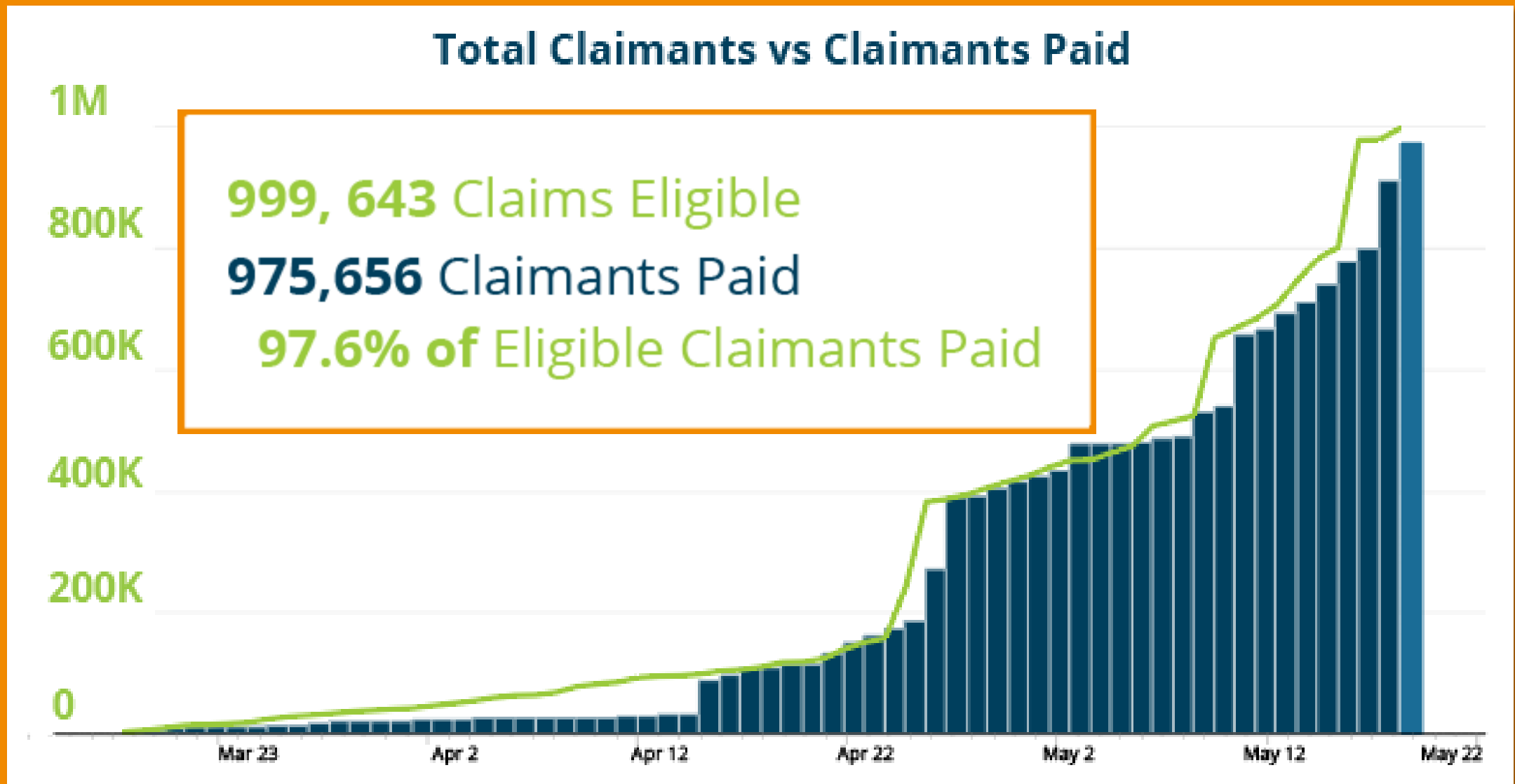


# PAYMENTS MADE

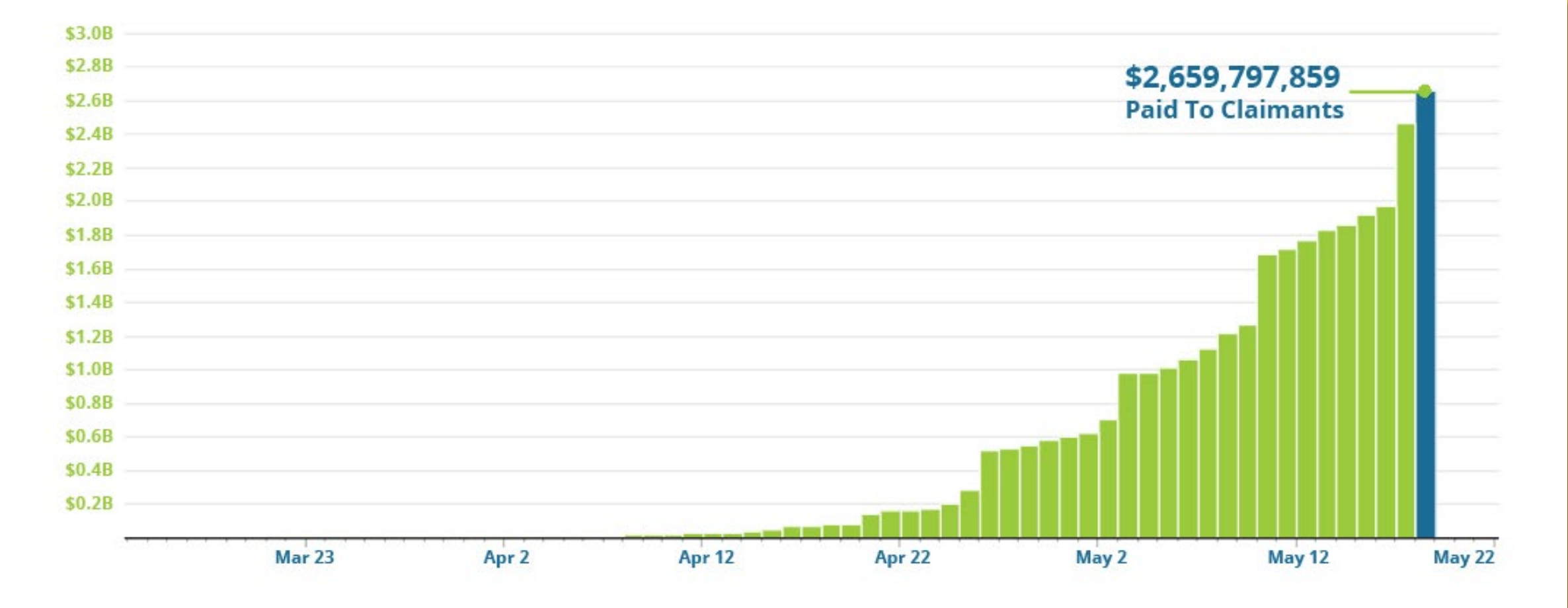
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# Total Claimants vs. Claimants Paid | March 15, 2020 - May 18, 2020



# Reemployment Assistance Funds Distributed | March 15, 2020 - May 18, 2020



# TRANSPARENCY

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Florida is one of the most transparent states in the nation when it comes to unemployment compensation.

The dashboard reflecting the number of claimants processed is updated daily.

# ULTIMATE GOAL

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GETTING ELIGIBLE  
FLORIDIANS  
PAID AS QUICKLY AS  
POSSIBLE