

Safe. Smart. Step-by-Step.



PLAN FOR FLORIDA'S RECOVERY



FLORIDA'S PLAN AGAINST COVID-19

- 1. Protect the Vulnerable*
- 2. Increase Testing*
- 3. Promote Social Distancing*
- 4. Support Hospitals and Protect Health Care Workers*
- 5. Prevent Introduction from Outside of the State*

FLORIDA PHASE 1

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Received input and advice from prominent physicians, health care system executives, small business owners, elected officials, unemployed Floridians, and law enforcement.

Convened the Re-Open Florida Task Force, which produced a report with recommendations.

- **Schools remain distance learning.**
- **Visits to senior living facilities are prohibited.**
- **Elective surgeries can resume.**
- **Restaurants may offer outdoor seating with six foot space between tables and indoor seating at 25% capacity.**
- **Retail can operate at 25% of indoor capacity.**
- **No change for bars, gyms, and personal services such as hair dressers.**

- **Vulnerable individuals should avoid close contact with people outside the home.**
- **All individuals, when in public, should maximize physical distance from others.**
- **Avoid socializing in groups of more than 10 people in circumstances that do not readily allow for physical distancing.**
- **Face masks are recommended for all those in face-to-face interactions and where you can't social distance.**

FACTS VS. FEAR

Duval County

**The New York Times** ✓

April 18 at 8:55 PM · 🌐



As soon as the clock ticked past 5 p.m. on Friday — signaling the limited reopening of beaches in Jacksonville, Florida — people flocked to the shoreline in droves, despite concerns about spreading the coronavirus further.



NYTIMES.COM

Jacksonville beaches reopened, but Florida schools will remain closed

👍👎👏 7.7K

2.6K Comments 847 Shares

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#FloridaMorons Trends After People Flock to Reopened Florida Beaches

“Local news aired photos and videos of Florida’s shoreline dotted with people, closer than six feet apart, spurring #FloridaMorons to trend on Twitter after Gov. Ron DeSantis (R) gave the go-ahead for local beachfront governments to decide whether to reopen their beaches during a news briefing Friday. Duval and St. Johns counties have reopened their beaches, while Miami-Dade County officials said they are considering following suit...On the same day that Florida reported 58 deaths from the novel coronavirus — its highest daily toll since the pandemic began ...”

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Anderson Cooper 360° ✓ @AC360 · Apr 17

"It was a mad dash here for the ocean," says @randikayeCNN, from a reopened beach in Jacksonville, Florida.

But while coolers and surfboards were prevalent, social distancing methods were sadly less so.

cnn.it/3blwbDx



439

406

837



APRIL 17, 2020

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PERSPECTIVE:

“... If you take the miles of beaches up and down Duval County, there were indeed thousands of people. However, most kept their distance. And there was a lot of sand ... A helicopter shot looks different from a drone shot which looks different from a telephoto shot which looks different from a smart phone shot. The optics are different. The angles are different...”

– WJXT4 Vic Micolucci

APRIL 19, 2020

LIVE



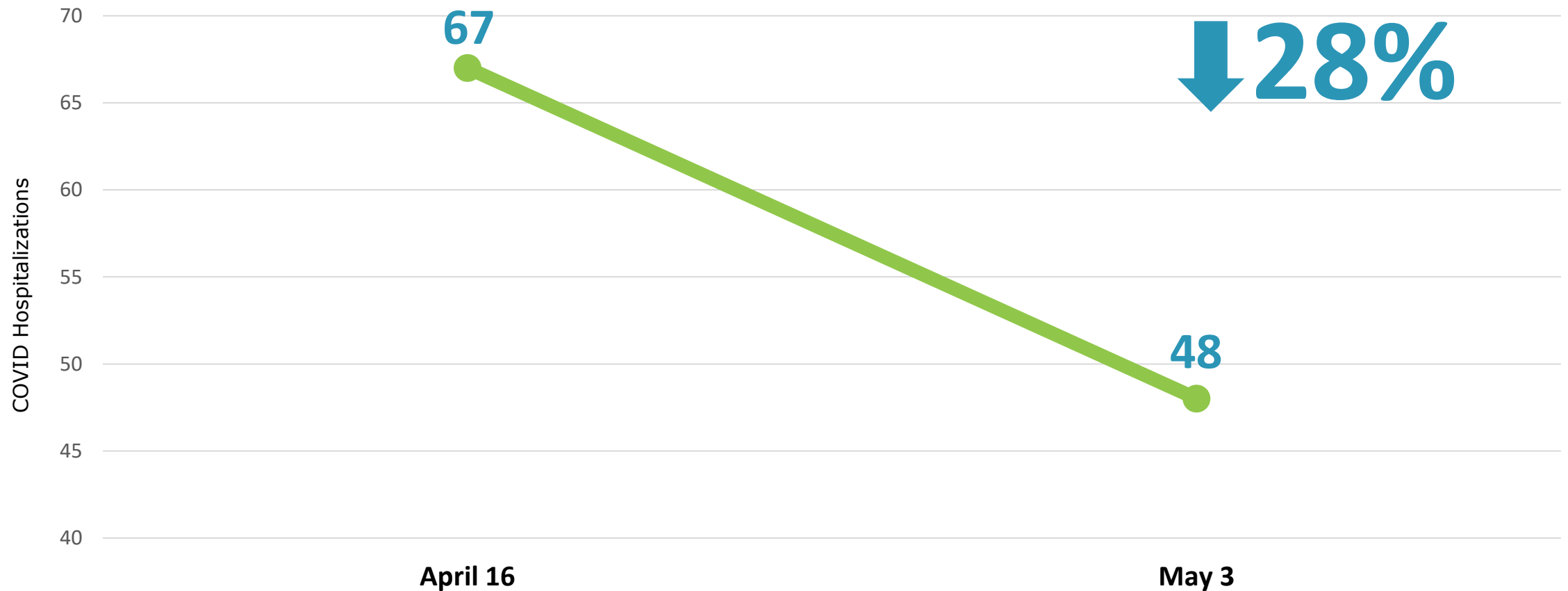
SKY 4



What has happened?

Hospitalizations in Duval County

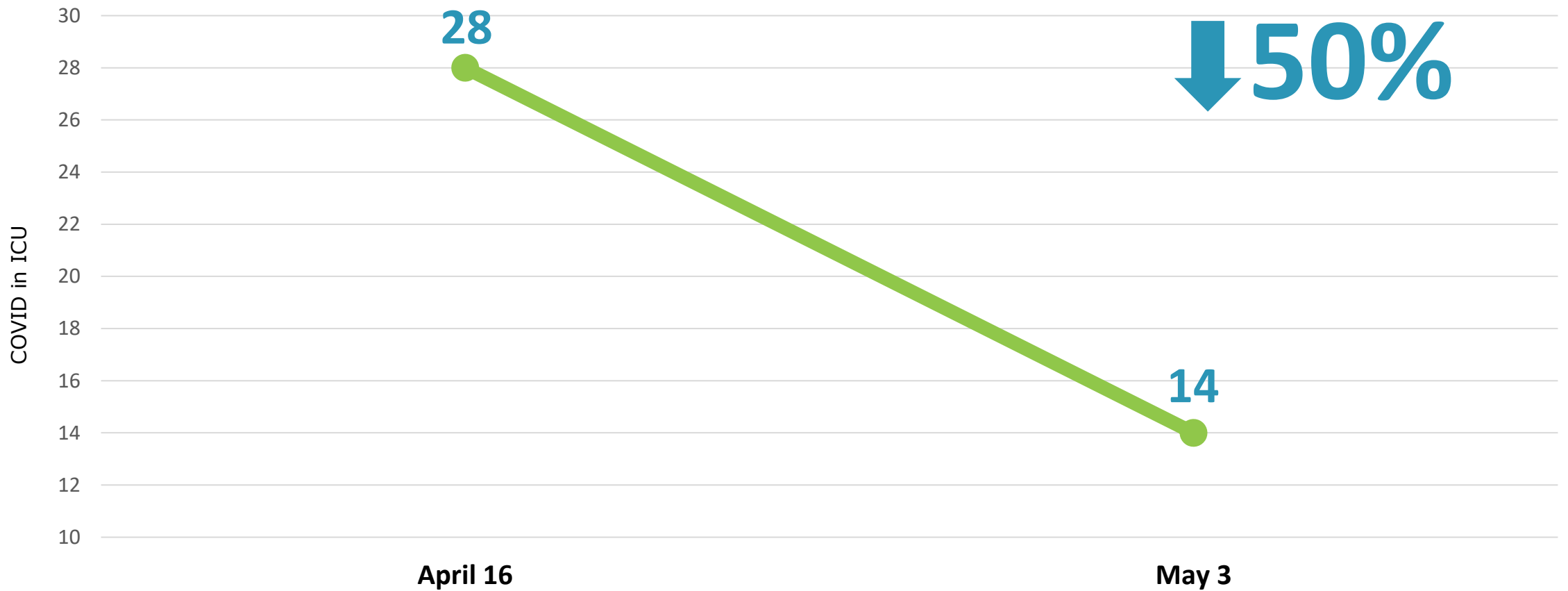
COVID Positive Hospitalizations on April 16 vs. May 3



Hospitalization data as reported to facilities to AHCA Emergency Status System (ESS)

ICU Hospitalizations in Duval County

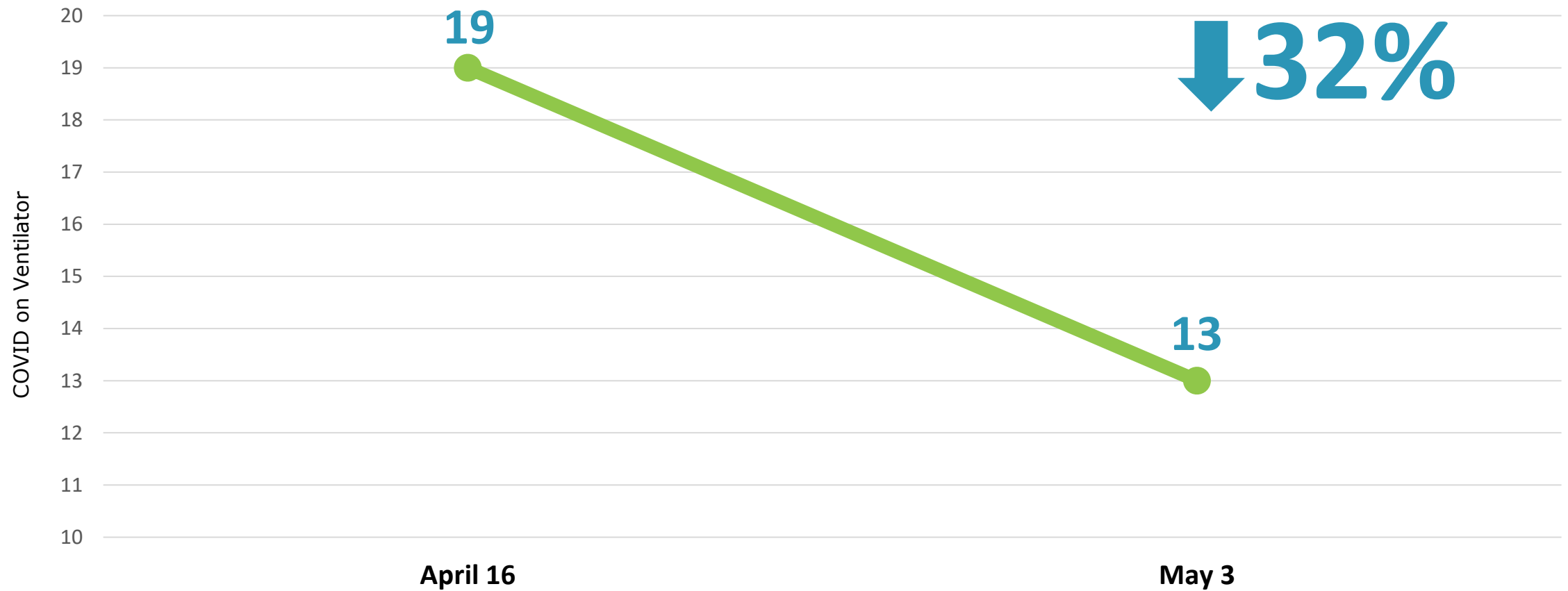
COVID Positive in ICU on April 16 vs. May 3



Hospitalization data as reported to facilities to AHCA Emergency Status System (ESS)

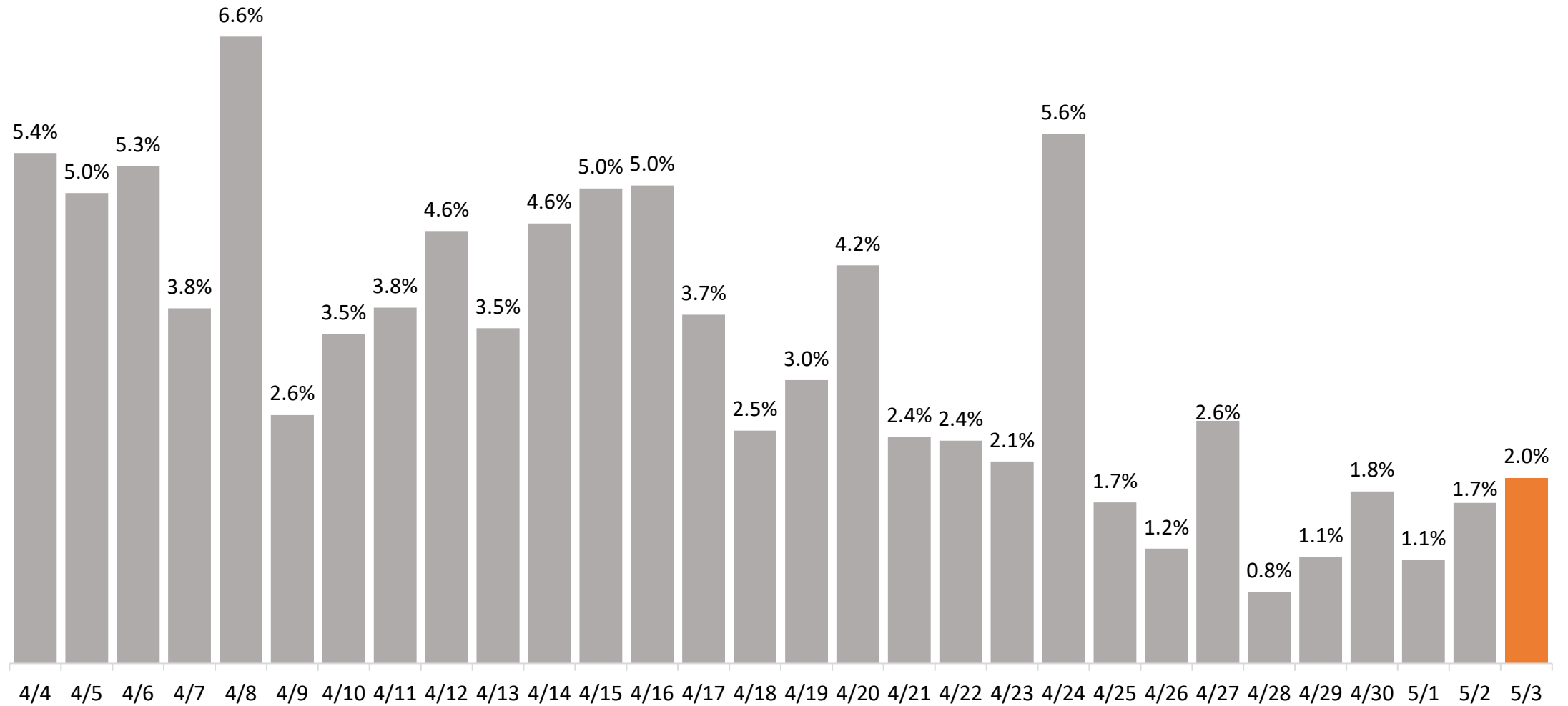
Ventilator Use in Duval County

COVID Positive on Ventilators on April 16 vs. May 3



Hospitalization data as reported to facilities to AHCA Emergency Status System (ESS)

30 Day New Case Positivity Rate, Duval County



The Facts:

- **Hospitalizations tied to COVID-19 have DECREASED by 28%**
- **Patients in the ICU for COVID-19 have DECREASED by 50%**
- **Patients on ventilators for COVID-19 have DECREASED by 32%**

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Reemployment Assistance Update

May 4, 2020



CONNECT Story

- Florida contracted for the development of CONNECT with Deloitte in March 2011.
- Deloitte was paid more than \$40 million.
- In total, CONNECT costs totaled \$77.9 million.
- The contract was amended 14 different times.
- When CONNECT was launched in 2013, there were over 100 technical issues.
- These issues were not volume related. These were programming issues from day one.
- Minimal investments had been made in the system itself since then.

CONNECT System Cost

CATEGORY	COST
Expenses	10,518,041.61
Independent Verification and Validation	2,241,279.68
Legal	114,627.25
Operating Capital Outlay	385,677.73
Other Personal Services	1,714,279.78
Project and Operational Support	4,813,267.41
Project Management and Support Contracts	15,275,948.61
Project Management Office	1,925,800.00
Southwood Shared Resource Center	298,710.42
System Integrator (SI) Services	40,634,270.58

TOTAL \$77,921,903.07

Challenges



Challenge: People could not access system to file claim.

Solutions:

- Stood up mobile website
- Built an adapter to transfer data from the new mobile 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.

Solutions:

- Stood up 5 call centers with over 2,000 call center agents
- Created training for call center employees in a matter of days
- Took standard call-center training from ten days to two days

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

Solutions:

- Suspended work search requirements

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 servers to exponentially boost the number of concurrent users on Connect
- Staff drove through the night moving hardware from Orlando to Tallahassee datacenter
- Added sophisticated hardware like a new SAN system, boosting transfer speeds from 300 MB/s to over 3,000 MB/s
- Hundreds of software optimizations to improve the overall stability and performance of the Connect system

Challenge: It was taking too long to get paid.

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 improvements to CONNECT system
- Brought in Florida Department of Highway Safety and Motor Vehicles to help verifying social security numbers

Timeline

March 15, 2020 – Governor Ron DeSantis suspended work registration and job search requirements for Floridians filing a Reemployment Assistance application.

March 17, 2020 – CONNECT system unavailable due to extremely high volume of users.

March 31, 2020 – Governor Ron DeSantis suspended the one-week waiting period.

March 31, 2020 – DEO made paper applications available as another way to file a claim.

Timeline

March 31, 2020 – Created Chatbot at FloridaJobs.org for Floridians to quickly get answers to Frequently Asked Questions.

April 2, 2020 - Issued request for state employees to volunteer to process applications. Over 2,000 additional state employees answered the call.

April 4, 2020 – Added 72 new servers to greatly increase response time.

Timeline

April 6, 2020 - Worked with CareerSource Florida and local governments to offer additional locations to pick up and submit paper applications.

April 7, 2020 - Announced arrangement with FedEx to offer free printing and sending of paper applications.

April 8, 2020 – Launched Reemployment Assistance mobile-friendly application online, as faster option for Floridians to file a claim.

Timeline

April 15, 2020 – Secretary Satter started overseeing all COVID-19 related activities at DEO.

April 16, 2020 – Governor DeSantis issued an executive order to suspend bi-weekly recertification requirement.

April 17, 2020 – DEO added a new SAN system, which improved processing speeds from 300 MB/s to over 3000 MB/s.

Timeline

April 20, 2020 - Technologists across state government began assisting more than 50 DEO technology personnel.

April 20, 2020 – Launched a new Reemployment Assistance Dashboard for complete transparency on claim processing.

April 20, 2020 – Hired and trained 500 additional call center staff to assist with processing claims.

April 20, 2020 – Trained 200 additional staff to reset PINs.

Timeline

April 21, 2020 - Partnered with Florida State University to utilize on-campus facilities to sort, open and scan paper applications arriving by mail.

April 24, 2020 - Removed regulatory barriers to expedite claims by partnering with the Department of Highway Safety and Motor Vehicles to complete identity verification. FLHSMV already verifies the social security number of Floridians applying for credentials through the Social Security Administration.

April 25, 2020 – Added an additional 300 call center employees. In total, there are 5 call centers up and running.

Timeline

April 26, 2020 – DEO announced Florida state employees processed more than 100,000 paper applications.

April 27, 2020 – DEO claimed weeks for Floridians automatically.

April 29, 2020 – DEO launched Pandemic Unemployment Assistance claim application.

Timeline

April 29, 2020 – Governor Ron DeSantis announces Phase 1 of Florida's Safe. Smart. Step-by-Step Plan to Re-open Florida.

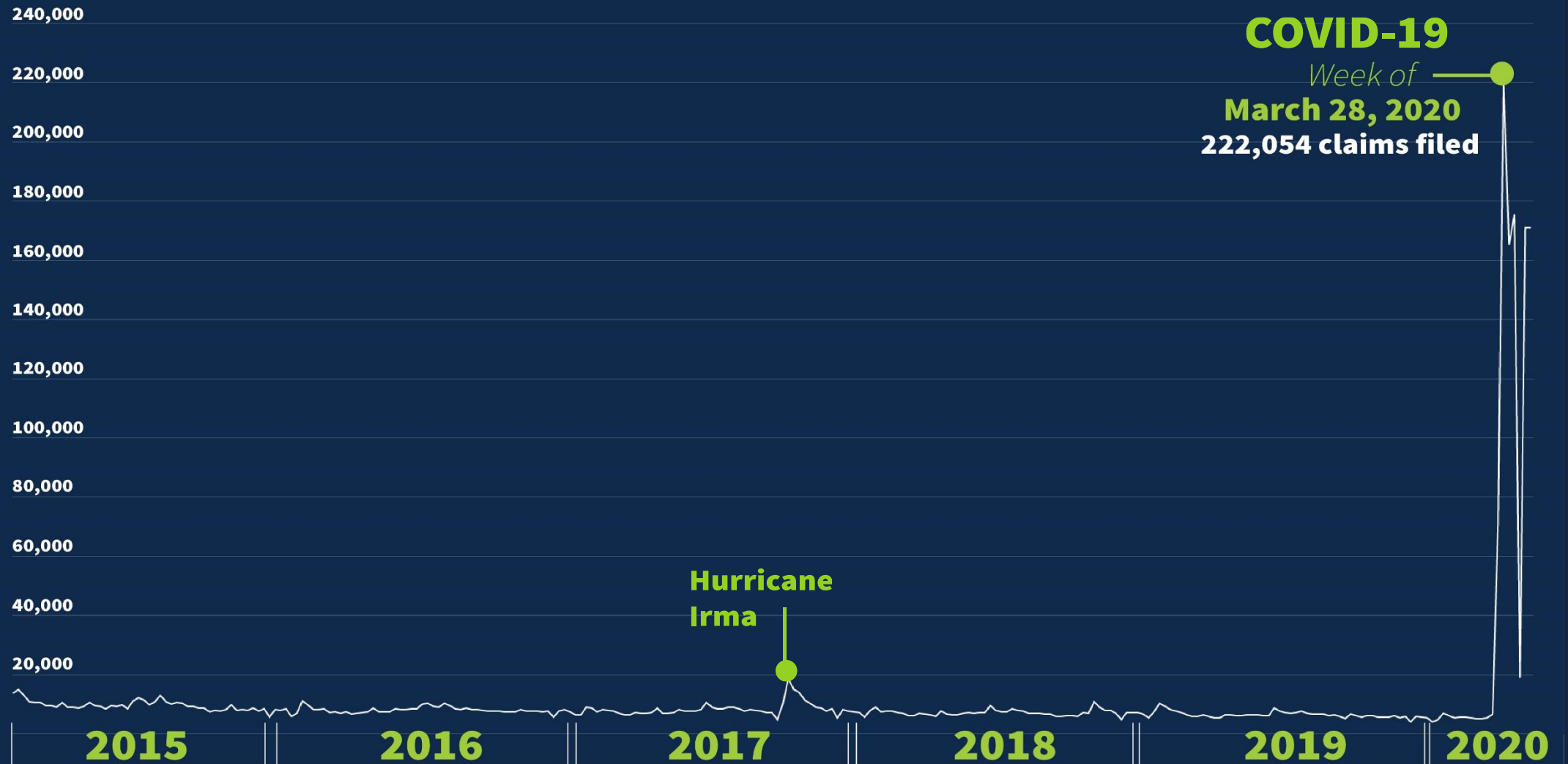
May 1 - DEO extends waiver for work search requirements to May 9, 2020.

May 1, 2020 – Unveiled an option for Floridians to adjust the date they originally tried to apply but may have been unable at no fault of their own.

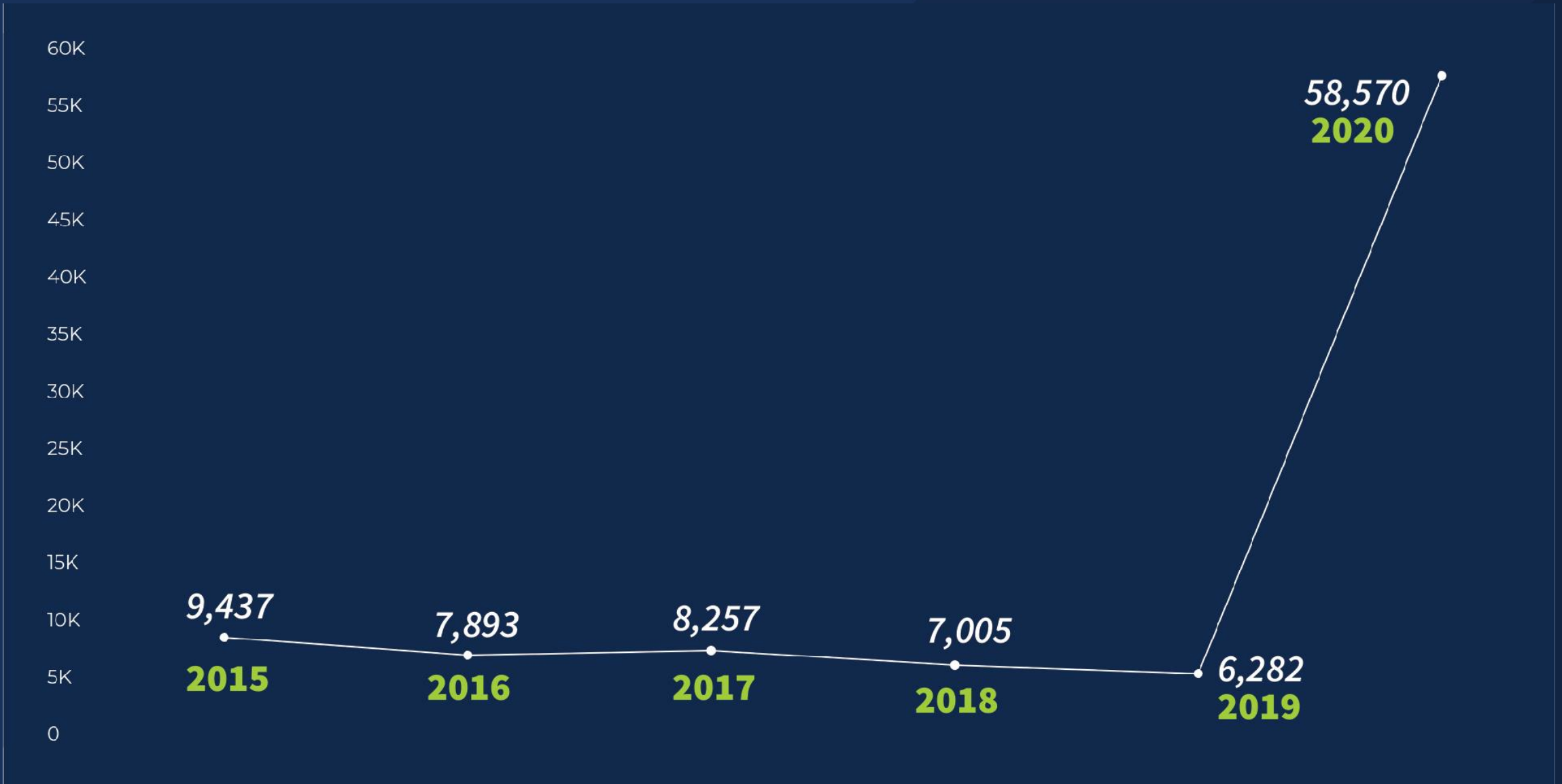
Claim Numbers



Number of Claims Filed Week by Week | 2015 to 2020



Average Number of Claims Filed Weekly | 2015-2020



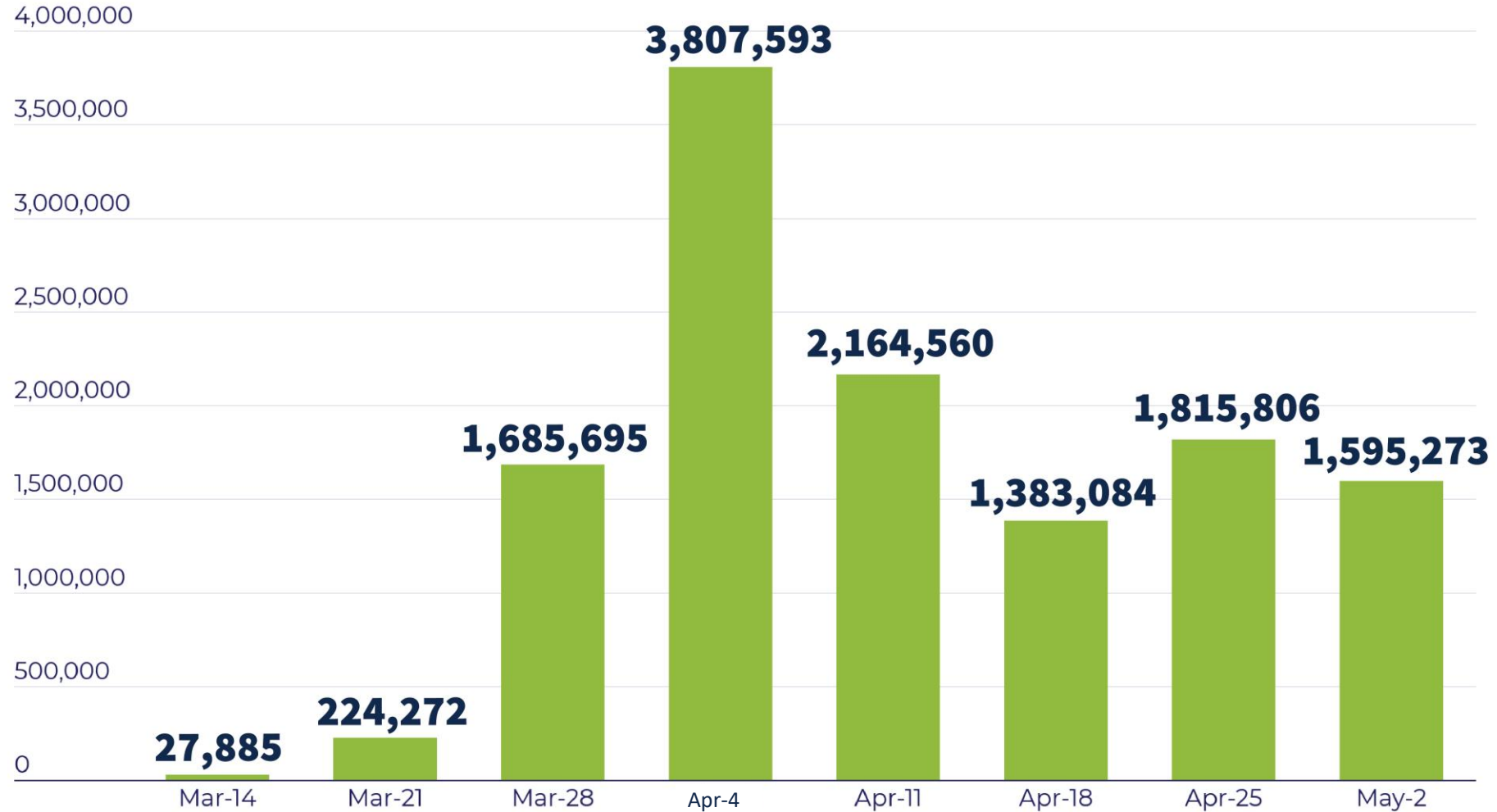
Call Center Stats



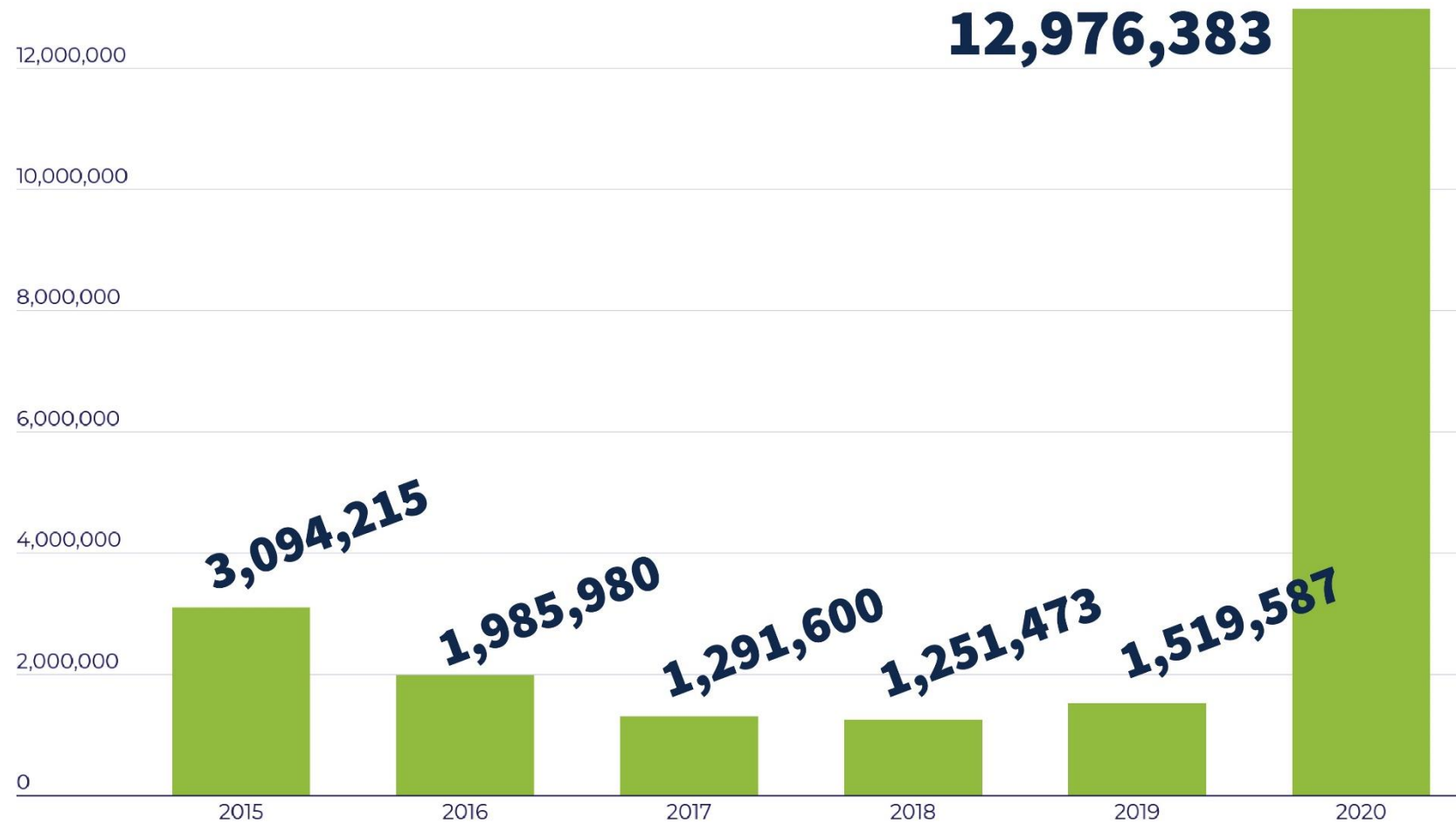
Total Number of Calls Received Weekly | 2015 to 2020



Total Weekly Calls | Mid March to Present



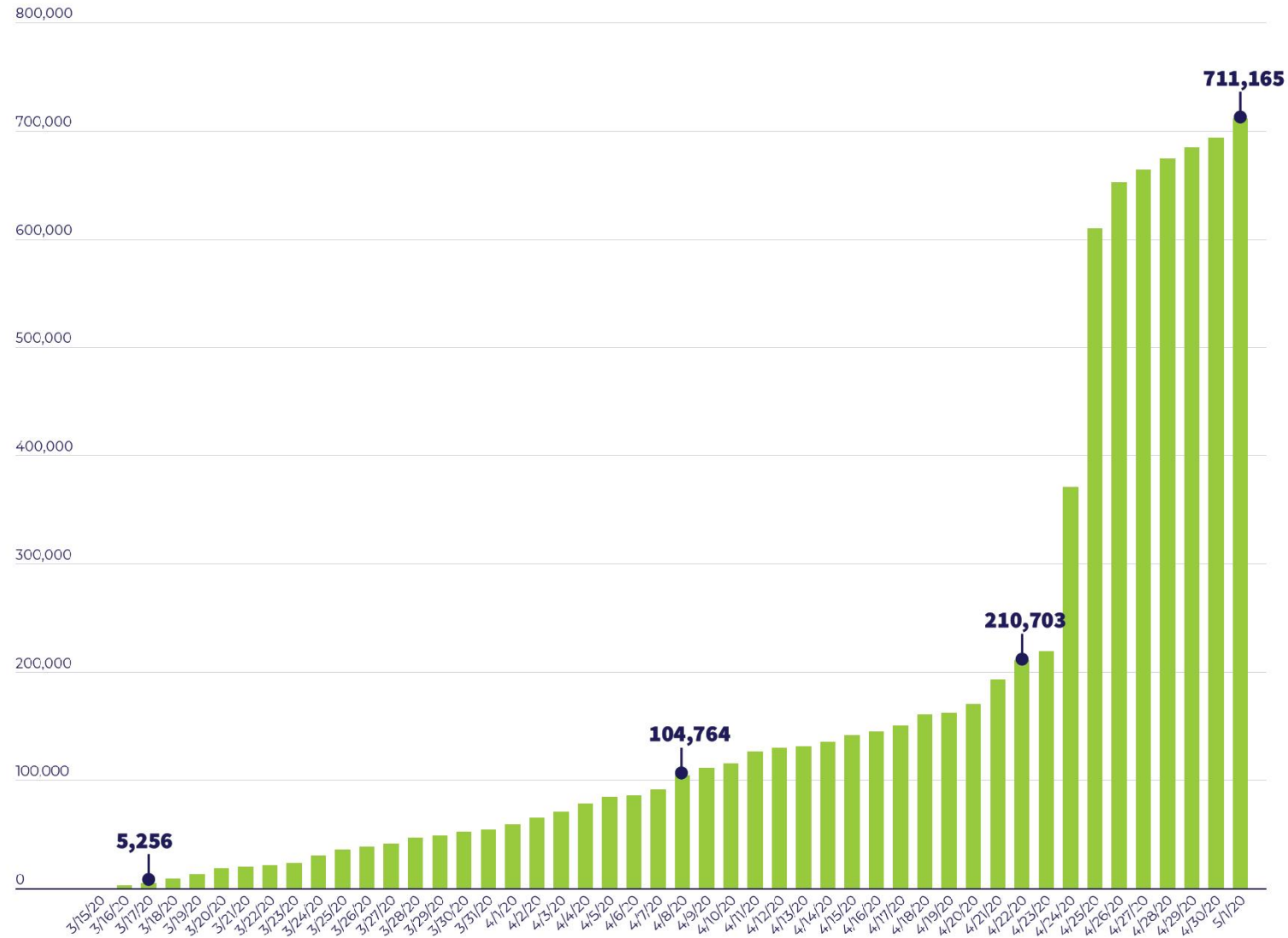
Calls Per Year | 2015 to 2020



Reemployment Assistance Claims



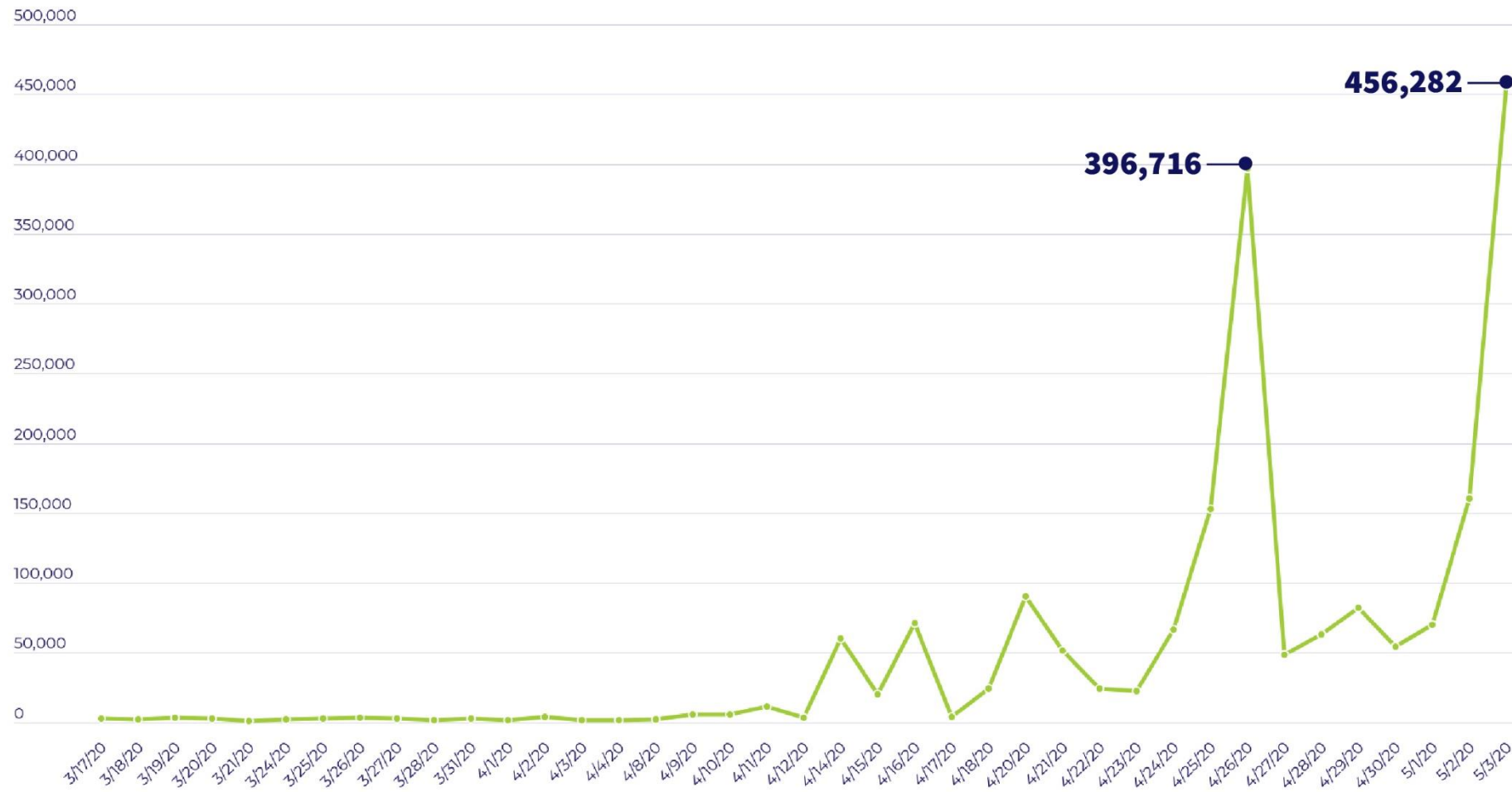
Claims Processed | Daily March 15, 2020 to May 1, 2020



Payments Made



Payments Made Daily | March 15, 2020-May 3, 2020



- ✓ Continue processing new unique claims as quickly as possible
- ✓ Re-opening Florida in a safe, smart, step by step way process to ensure Floridians can get back to work

Next Steps



Ultimate Goal:

GETTING FLORIDIANS PAID AS
QUICKLY AS POSSIBLE

