State of Florida

Agency for Workforce Innovation

State of Florida

Unemployment Compensation Project – Phase 2

As-Is Business Process – Customer Information Requests

Document Control

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1 PURPOSE AND OBJECTIVES OF THE CUSTOMER INFORMATION REQUEST (CIR) CORE PROCESS

The Agency for Workforce Innovation (AWI) receives unemployment compensation-related information requests many different types of customers. These range from clients who want to know where their payments are to highly detailed data requests from the Governor and the Legislature.

To better serve customers who have questions, AWI has divided its customer information request response units into functional centers. Customers call in, select an option, and are connected to the appropriate functional specialist to get their answers. In some cases the specialist has to research the customer's question and call them back with the answer. It is not unusual for customer call-backs to meet with no answer in which case the customer information agent will leave a voice mail (if possible) along with their name and phone number.

Customers who have obtained an information agents contact information routinely share it with friends and may even post it on the internet. Consequently, phone number and email address in the Agency are now broadly available and used for UC customer information requests. This has defeated AWI's efforts to route customers to appropriate staff for their answers and degraded the experience for all concerned.

The Customer Information Request (CIR) Core Process focuses on recognized Customer Support Centers and call centers which AWI has charged with the primary task of responding to customer information requests.

The Unemployment Compensation (UC) Customer Support Center

The UC Customer Support Center is based in Tallahassee. It has become a trouble-shooting team with a primary focus on the needs of the twelve (12) One Stop Centers (OSCs) dispersed across the state. These OSCs are the primary points of contact for UC claimants.

The UC Customer Support Center was designed to be a call-back center, wherein the customer would leave a request for information in the group's voice mail or email, and a group member would call the customer back with the appropriate information. Staffing has grown from 10 in January 2009 to 50 at present. They have begun handling a much broader spectrum of requests, including many from the Executive Office of the Governor and from the Legislature, the Director of Unemployment Compensation, and the Inspector General's Office. They also assist both the north and the south Hubs with Internet / FLUID claims. They respond to email requests, phone calls, media requests, unauthorized postings on blogs, Twitter streams, and bulletin boards. They also respond to customers who come to the central office seeking help.

For a brief description of the many activities the Unemployment Compensation (UC) Customer Support Center handles, please see Appendix A, General Customer Information Request Activities. The UC Customer Support Center services exclude the following: new hire flags and overpayments (these are both referred to Benefit Payment Control) and changing warrants from direct deposit to paper check (referred to Special Payments).

The Claims Communications Center

The Claims Communications Center is based in Tallahassee. This has been a trouble-shooting and research team with a primary focus on the higher profile information requests from the Executive Office of the Governor and from the Legislature. The customer list includes AWI Communications, Employ Florida Market Place, Workers' Compensation, the office of the director of AWI, the Inspector General's Office, AWI Legal, the Office of Civil Rights, the office of the Director of Unemployment Compensation, the Unemployment Appeals Commission, and the general public at large.

Requests for information arrive via mail, email, phone calls, and walk-ins. The primary response is to address all requests via phone. The specialist scans requests by mail into the system, distributes as appropriate, and responds to any external customer's needs. The specialist closes the file after preparing a letter for the UC Director's signature, notifying any internal customer of the action(s) taken. Due to the diverse nature of the requests, each receives a unique written response.

The specialist routes email requests through the associate responsible for COMTRAC (Customer Communication/Complaint Tracking System). This system tracks email requests, from receipt through processing to final outcome response. COMTRAC generates a variety of management reports.

For a brief description of the many activities the Claims Communications Center handles, please see Appendix A, General Customer Information Request Activities. At present, the Claims Communications Center services all information requests except specialty requests like the following: Confidential Records Requests, Public Information Requests, and Benefits Payment Controls.

The Claims Information Center

The Claims Information Center is based in Tallahassee. This has been a trouble-shooting team with a primary focus on employers' information requests - particularly employers' claimant filing notices (the UCB-412) and related transactions.

For a brief description of the many activities the Claims Information Center handles, please see Appendix A, General Customer Information Request Activities. Just like the Claims Communication Center, the Claims Information Center services all information requests except specialty, such as: Confidential Records Requests, Public Information Requests, and Benefit Payment Control.

The Benefit Records and Data Release Center

The Benefit Records and Data Release Center staff is based in Tallahassee. This team has historically focused on requests for public records (from print and other media), confidential records, and data releases from other governmental agencies (Florida Department of Law Enforcement, etc.). Before any release of public records, Benefit Records and Data Release Center staff must obtain the approval of AWI Legal. Many requests result in the release of claims-related data to persons other than the claimant. In order to maintain client confidentially, Benefit Records and Data Release Center staff extensively redact documents containing names, Social Security Numbers, and other personally identifiable information.

For a brief description of the many activities the Benefit Records and Data Release Center handles, please see Appendix A, General Customer Information Request Activities. At present, the Public Records Support Group services all information requests except Benefit Payment Control.

The Orlando Call Center

The Orlando Call Center was created to handle the complete range of information requests. Its 300 staff members serve on one of six teams, each with a supervisor and two lead workers. The teams maintain a unique schedule to begin work, end work, and break times for all team members. Each team also has bilingual staff members. One team works weekday evenings (5:00 to 9:00 PM) and Saturdays (8:00 AM to 4:00 PM) doing call-backs.

The Orlando Call Center currently fields 8,000 to 10,000 calls per day. The phone queue has a limit of 250 callers and the average wait for a customer service worker is one to three minutes. Workers complete their calls in five to seven minutes. The target is for no more than five minutes. Workers needing assistance with a call send instant messages to their supervisor and lead workers who respond on average within 20 seconds.

A separate team works email information requests. The email queue is available 24 hours. Due to the nature of the medium and the exchanges that may be necessary, the goal is to close each contact within 72 hours.

The majority of non-supervisory workers are provided by Kelly Services. While AWI employees must handle Determinations, these non-AWI employees still work all claims and calls.

The Orlando Call Center is a full-service facility. Staff work each call and claim until it is fully resolved; conducting all fact-finding and completing all paperwork while the customer is on the phone.

For a brief description of the many activities the Orlando Call Center handles, please see Appendix A, General Customer Information Request Activities. The Call Center refers callers to other resources only on specific matters relating to: adjudication and appeals, Special Programs, or other states, as circumstances dictate. By far, the majority of information requests pertain to non-receipt of payments.

The Faneuil Call Center

The Faneuil Call Center is the newest addition to AWI's customer information request service network. Located in Orlando, this call center is operated by a private company (of the same name) under contract to AWI. In operation for only a few weeks, its focus is on answering questions. With some 300 staff members (all of whom are new to unemployment compensation issues), its primary services are reviewing claims histories and answering questions related to those histories and annotating files accordingly.

For a brief description of the many activities the Faneuil Call Center handles, please see Appendix A, General Customer Information Request Activities. It does not provide the following services: Filing new claims and reopening existing claims.

Support Group/Call Center Specializations and Scope Constraints

Exhibit 1 –Support Group/Call Center Specializations and Constraints describes the design and functionality specializations and scope constraints for each of the support groups and call centers. Requests for information most commonly become requests for the specialist to take some action on the customer's behalf. However, specialists can perform only those activities within the scope of the specialist's support group/call center.

Specialists use the FLUID system to review claims, the SunTax system to review wage and employment issues, the UC system to review claimant histories, and the COMTRAC system to track and process communications regarding customer information requests. The following is a description and definition of each of the columns in this table.

Center	The title of the operational unit handling the customer information request
Specialization	The intended specialization for which AWI created the operational unit
Customers	Those whose requests the operational unit serves as a first priority
Scope Constraints	Information requests outside the organizational unit's scope; they forward these as appropriate.
Systems	The systems the specialist uses in responding to the request.

Center	Specialization:	Customers:	Scope Constraints:	Systems:
UC Customer Support Center	Trouble-shooting support team for the 12 One Stop Centers, providing full service.	Governor Legislature One Stop Centers	New Hire Flags Confidential Records Requests Public Information Requests Benefits Payment Controls Requests	COMTRAC FLUID SunTax UC

Center	Specialization:	Customers:	Scope Constraints:	Systems:
Claims Communications Center	Higher profile requests from the Executive Office of the Governor and from the Legislature	AWI Communications Employ Florida Market Place Workers' Compensation AWI Director's Office Inspector General's Office AWI Legal Office of Civil Rights Unemployment Compensation Director's Office Unemployment Appeals Commission General Public	Confidential Records Requests Public Information Requests Benefits Payment Controls Requests	COMTRAC FLUID SunTax UC
Claims Information Center	Trouble-shooting support team for employers, with a particular focus on employers' claimant filing notices (UCB-412).	Employers	Confidential Records Requests Public Information Requests Benefits Payment Controls Requests	COMTRAC FLUID SunTax UC
Benefit Records & Data Release Center	Confidential Records Release, and Public Records requests.	Media	Benefits Payment Control Requests	COMTRAC FLUID SunTax UC
Orlando Call Center	Full service	Claimants Employers	Limited staffing for Determinations Confidential Records Requests Public Information Requests	IVR FLUID SunTax UC
Faneuil Call Center	Reviewing claims Providing information and referral	Claimants	Confidential Records Requests Public Information Requests Benefits Payment Control Requests	IVR FLUID SunTax UC

Exhibit 1 –Support Group/Call Center Specializations and Constraints

The objectives of this process are:

- Responding appropriately to all information requests
- Maintaining client confidentiality
- Invoicing when responding to information requests as authorized by Florida statute and/or AWI policy

The CIR Process includes the following sub-processes:

- CIR Respond to Request Sub-Process
- Records Request Sub-Process

1.1 BEGINNING AND ENDING POINTS

Beginning Point:

- The customer requests information via email or phone.

Ending Point:

- The Customer Information Agent provides the information requested, and
- The Customer Information Agent completes any appropriate and requested activity in relation to the information request, or
- The Customer Information Agent properly refers the customer to the appropriate respondent for the information and/or activity.

1.2 Customer Information Request Core Process Overview Diagram

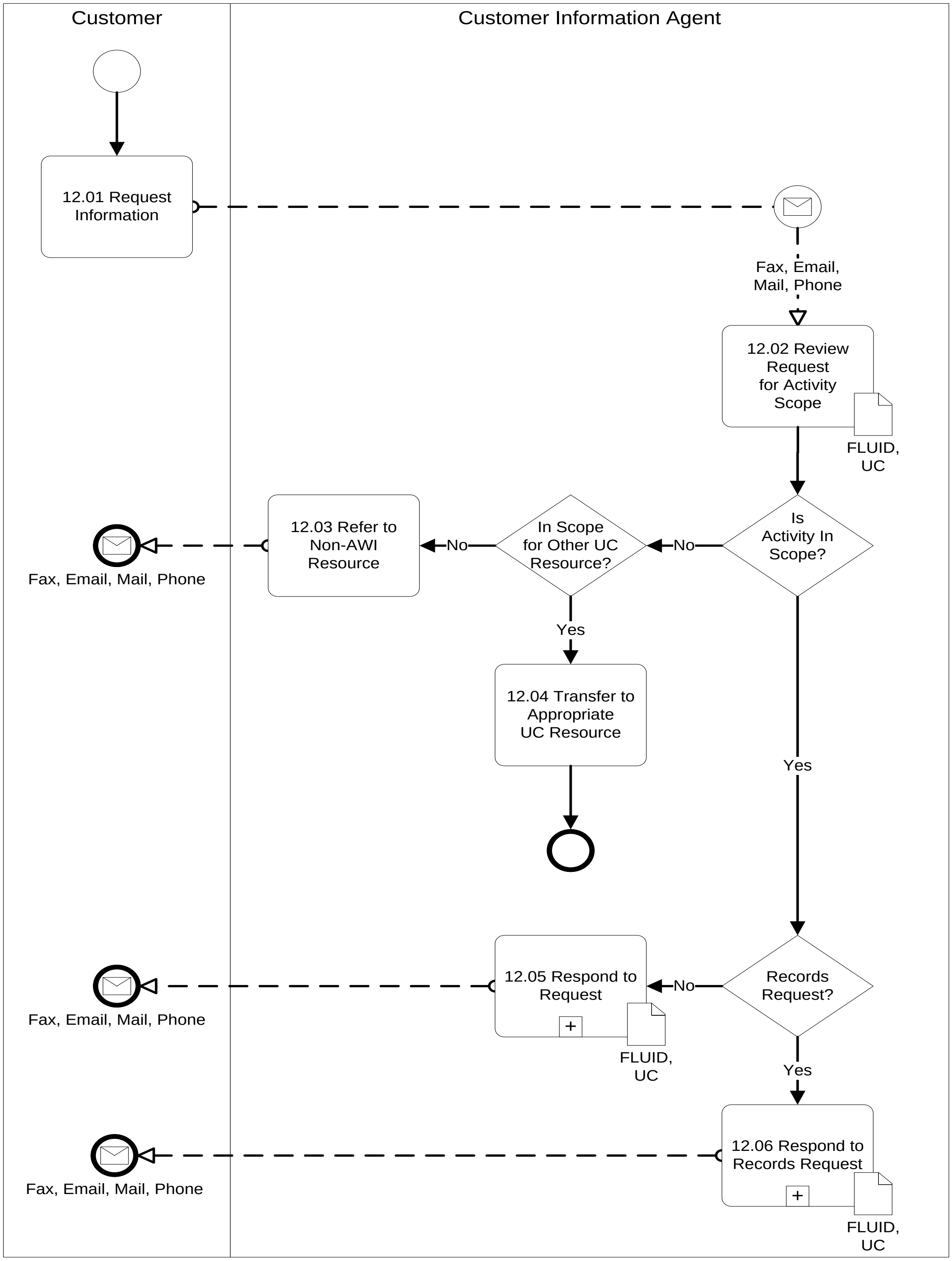


Exhibit 2 – Customer Information Request Core Process Diagram

1.3 Customer Information Request (CIR) Core Process Activities

Exhibit 3 – Customer Information Request Core Process Activities lists the high level activities support group/call center Customer Information Agents perform in response to a customer's request for information. Requests for information commonly become requests for the agent to take some action on the customer's behalf. However, agents can perform only those activities within the scope of the agent's support group/call center. The following is a description and definition of each of the columns in this table.

Index	A number for use in referencing the activity
Activity Label	A short name for that activity that is used to represent it in the detailed workflow diagram.
Activity Description	The full-text description of that activity
Actors	The job or role title of the individuals having a primary role for that activity

Index	Activity Label	Activity Description	Actors
12.01	Request Information	The customer contacts the Call Center with a request for information. Such requests may range from very simple ("How long does it usually take before I get my first check?") to very complex ("I don't understand why I have not received my check."). The vast majority of information requests lead to additional activities related to that request. Not all support groups/call centers perform those additional activities. See the activity "Review Information Request for Scope."	Customer
12.02	Review Request for Activity Scope	All support group/call center agents may provide information in response to requests from authorized customers. However, the agent's support group/call center may have constraints that limit the scope of activities the agent may perform for the customer. If a request is out-of-scope, the agent must refer the customer to an appropriate respondent. **Scope for UC Customer Support Center excludes:** • New Hire Flags • Confidential Records Requests • Public Information Requests • Benefit Payment Control Requests **Scope for Claims Communications Center excludes:** • Confidential Records Requests • Public Information Requests • Benefit Payment Control Requests **Scope for Claims Information Center excludes:** • Confidential Records Requests • Public Information Requests • Benefit Payment Control Requests **Scope for Benefit Records & Data Release Center excludes:** • Benefit Payment Control Requests **Scope for Orlando Call Center excludes:** • Limited staffing for Determinations • Confidential Records Requests • Public Information Requests **Scope for Faneuil Call Center excludes:** • Confidential Records Requests • Public Information Requests • Benefit Payment Control Requests	Customer Information Agent

Index	Activity Label	Activity Description	Actors
12.03	Refer to Non-AWI Resource	In the event the customer's request is beyond the scope of AWI, the agent will refer the customer to the appropriate non-AWI office or agency. (Examples nclude referring requests related to child support payments tothe Department of Revenue.)	Customer Information Agent
12.04	Transfer to Appropriate UC Resource	In the event the customer's request is beyond the scope of the customer information agent currently handling it, but within the scope of another AWI staff person, the agent will hand the request off to that other AWI staff person. (Examples would include requests related to specialized offices such as Benefit Payment Control.)	Customer Information Agent
12.05	Respond to Request	The agent provides information as appropriate for the customer, and (a) takes other action as appropriate to the agent's support group/call center scope, or (b) refers the customer to an appropriate respondent.	Customer Information Agent
12.06	Respond to Records Request	The agent conducts thorough research, reproduces all records on paper, and sends to Requestor.	Customer Information Specialist

Exhibit 3 – Customer Information Request Core Process Activities

2 PURPOSE AND OBJECTIVES OF THE RESPOND TO REQUEST SUB-PROCESS

This section presents the activities performed when responding to requests for information. Due to organizational constraints, not all support groups/call centers perform all of the activities listed.

The objective of this sub-process process is to respond to client requests.

Exhibit 4 – CIR Respond to Request Sub-Process Diagram illustrates the Respond to Request Sub-Process. Exhibit 5 – CIR Respond to Request Sub-Process Activities lists the activities that make up the Respond to Request Sub-Process. The index numbers correspond to the numbered activity boxes in the workflow diagrams.

2.1 BEGINNING AND ENDING POINTS

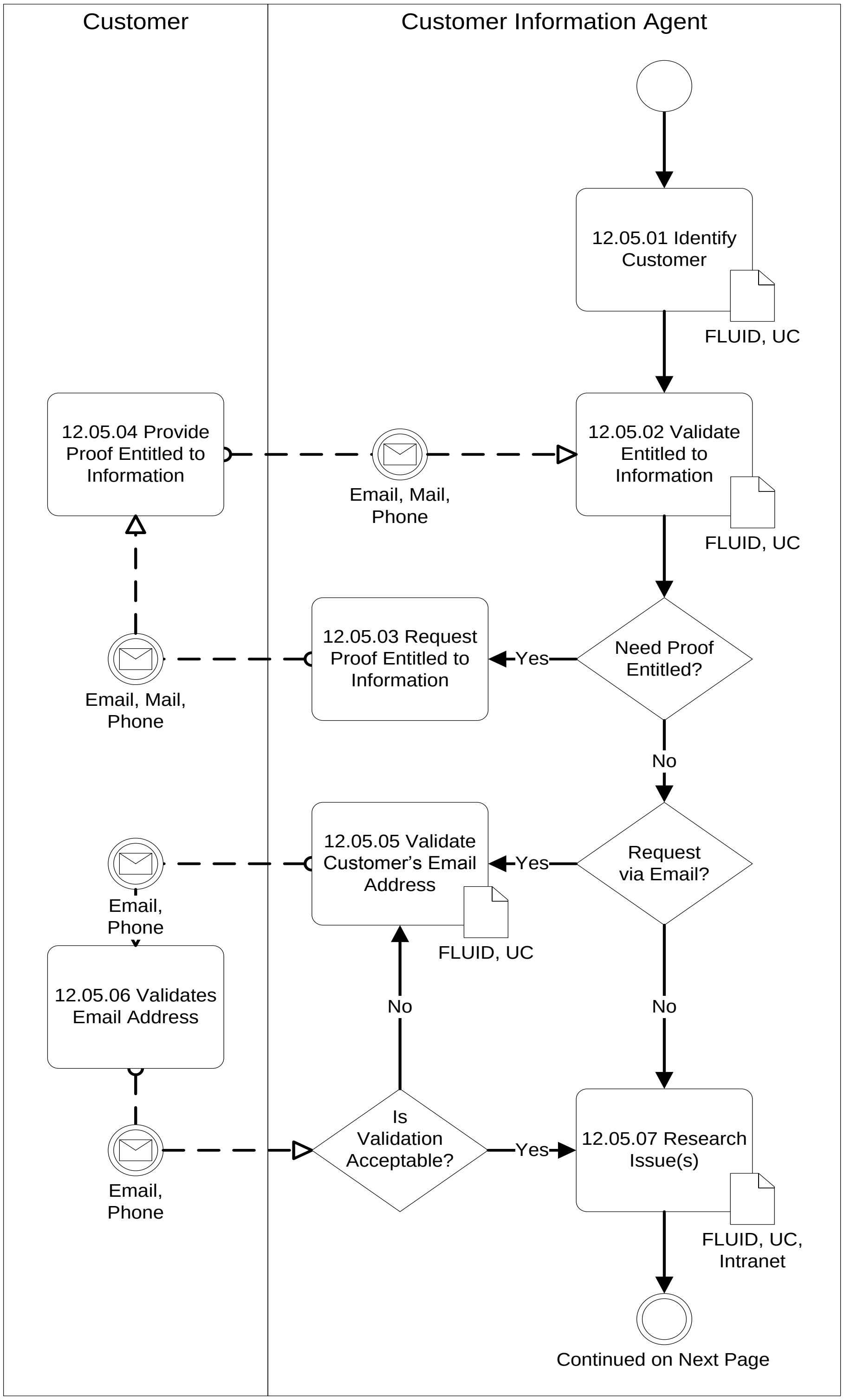
Beginning Point:

- The Customer Information Agent receives the customer’s request for information.

Ending Point:

- The Customer Information Agent has Sent the File to Imaging, Processed the Payment (if any), and Closes the File.

2.2 CIR Respond to Request Process Diagram



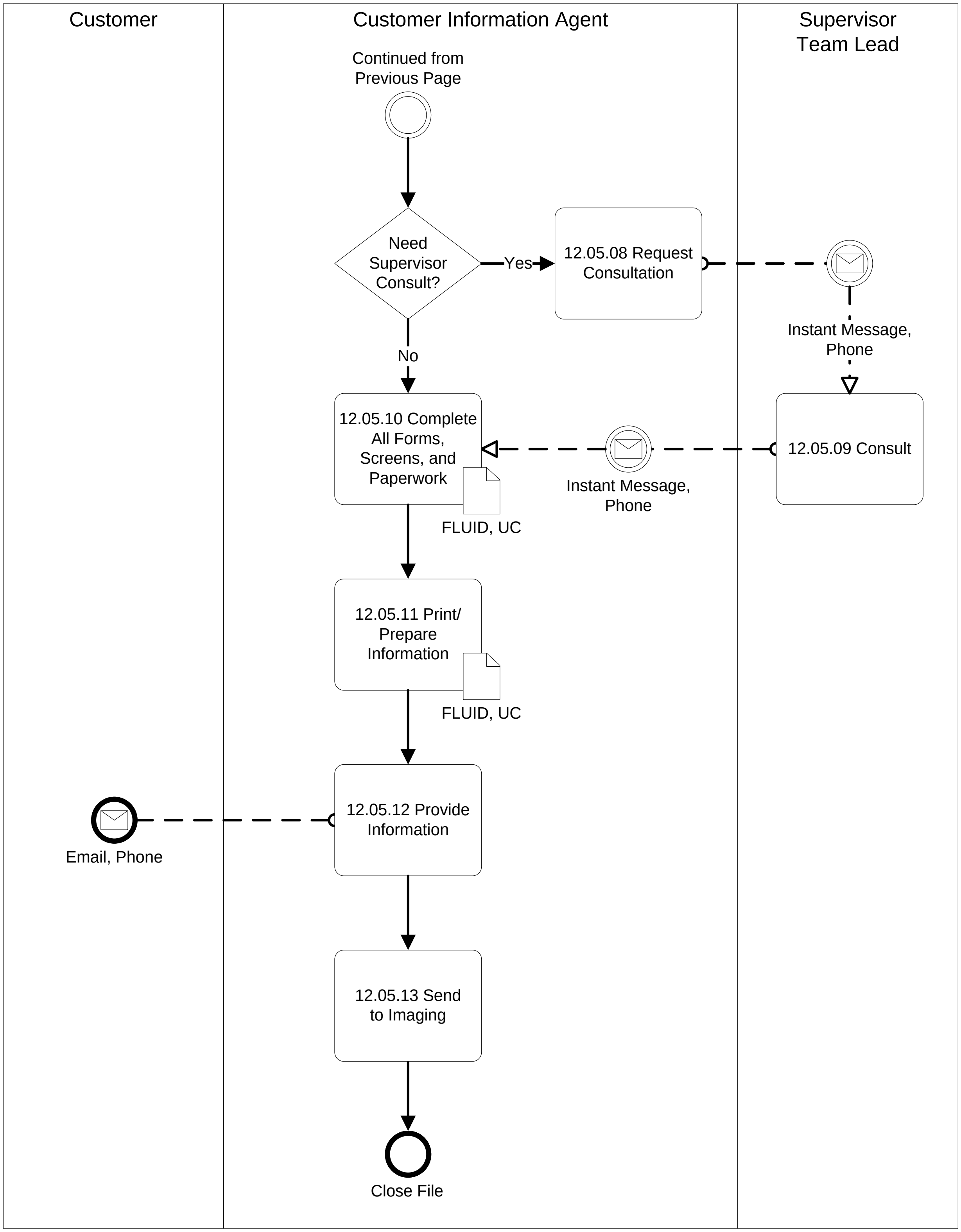


Exhibit 4 – CIR Respond to Request Sub-Process Diagram

2.3 CIR Respond to Request Sub-Process Activities

Exhibit 5 – CIR Respond to Request Sub-Process Activities lists the high level activities support group/call center agents perform in response to a customer's request for information. Requests for information most commonly become requests for the agent to take some action on the customer's behalf. However, agents can perform only those activities within the scope of the agent's support group/call center. Unless otherwise specified, the Activity Descriptions apply to information requests from customers on the phone. The following is a description and definition of each of the columns in this table.

Index	A number for use in referencing the activity
Activity Label	A short name for that activity that is used to represent it in the detailed workflow diagram
Activity Description	The full-text description of that activity
Actors	The job or role title of the individuals having a primary role for that activity

Index	Activity Label	Activity Description	Actors
12.05.01	Identify Customer	Agent queries the UC and FLUID systems for information regarding the customer in order to verify the identity of the person requesting the information.	Customer Information Agent
12.05.02	Validate Entitled to Information	Agent queries the customer in order to ascertain the customer's needs, including whether the customer is a potential UC claimant, a current UC claimant, a past UC claimant, an affected employer, or another interested party, and other pertinent details necessary to process the request. If the request arrived via email, the agent will attempt to reach the customer by phone. Otherwise, fact finding may require multiple email exchanges above and beyond validating the email address.	Customer Information Agent Customer
12.05.03	Request Proof Entitled to Information	If the agent lacks sufficient proof that the customer is entitled to the requested information, the agent notifies the customer to provide such proof. The agent may also provide any appropriate forms.	Customer Information Agent
12.05.04	Provide Proof Entitled to Information	The customer provides sufficient proof of entitlement to the information as provide for in Florida statute and AWI policy.	Customer
12.05.05	Validate Customer's Email Address	When the agent receives the customer's information request via email, the agent must ascertain that the email address and the person using it are entitled to the information requested.	Customer Information Agent
12.05.06	Validates Email Address	The customer provides satisfactory validation information to the agent. This may require multiple email exchanges.	Customer
12.05.07	Research Issue(s)	Agent uses available systems and resources to respond to the customer's request for information. Resources consulted may include AWI UC policies and procedures, and the UC and FLUID systems, as well as the on-line Quick Reference Guide/Manual maintained by the Orlando Call Center on their intranet site. For more detailed information, see Appendix A, General Customer Information Request Activities.	Customer Information Agent
12.05.08	Request Consultation	If the agent is unable to decide how to respond to the customer's request for information, the agent may request a consultation with the agent's supervisor or team lead. Agents in the Orlando Call Center accomplish this via instant messaging (IM); the supervisor/team lead communicates with the agent via IM unless a personal visit is necessary. Agents in the Faneuil Call Center accomplish this by holding up one hand; the supervisor comes to the agent for the consultation.	Customer Information Agent

Index	Activity Label	Activity Description	Actors
12.05.09	Consult	The Supervisor or the Team Lead responds to the Agent’s request for consultation.	Supervisor/Team Lead Customer Information Agent
12.05.10	Complete All Forms, Screens, and Paperwork	The agent completes all forms, screens, and paperwork before taking another request for information. If the request came via a phone call, the agent will complete this activity prior to terminating the phone call. For more detailed information, see Appendix A, General Customer Information Request Activities.	Customer Information Agent
12.05.11	Print/Prepare Information	If distributing the information by hard copy, the agent packages the information (along with any invoice) for shipping. Else, the agent provides the information by phone call or email message	Customer Information Agent
12.05.12	Provide Information	The agent completes the contact with the customer by providing the requested information (and any appropriate and requested activity), or by referring the customer to an appropriate respondent.	Customer Information Agent
12.05.13	Send to Imaging	The agent sends all appropriate documentation to send to Imaging.	Customer Information Agent

Exhibit 5 – CIR Respond to Request Sub-Process Activities

2.4 CIR Respond to Request Sub-Process Attributes

This table presents the recorded details about specific activities in the Customer Information Request (CIR) Respond to Request Sub-Process. The information is arranged in this way to support analysis of these activities; both individually and collectively.

2.4.1 Elapsed Time

Exhibit 6 – CIR Respond to Request Sub-Process Elapsed Time lists the time required to complete specific activities that make up the Customer Information Request (CIR). The times are estimated except where noted. The following is a description and definition of each of the columns in this table.

Index	A number for use in referencing the activity.
Activity Label	A short name for that activity that is used to represent it in the detailed workflow diagram.
Process Time	The “hands-on” time it takes to complete the activity (does not include mail, transport, or time spent waiting for another activity to complete).
Cycle Time	The total elapsed time from the beginning of the activity until it is complete, inclusive of all delays from transport, mail, other processes, and work load.
Time Goals/Limits	Any time limits or goals, from any source – internal or external – pertaining to this activity.
Limit/Goal Source	The source of the limit or goal listed above (Florida Statutes, AWI policy, etc.)
Speed Bumps	Specific, recurring difficulties that slow the progress of this activity.

Index	Activity Label	Process Time	Cycle Time	Time Goals/Limits	Limit/Goal Source	Speed Bumps
12.05.04	Provide Proof Entitled to Information	Included with “Provide Information” activity.	Included with “Provide Information” activity.	Included with “Provide Information” activity.	AWI Policy	If the customer does not provide the requested entitlement documentation, the request is discarded

Index	Activity Label	Process Time	Cycle Time	Time Goals/Limits	Limit/Goal Source	Speed Bumps
12.05.08	Request Consultation	20 seconds	20 seconds	20 seconds	Orlando Call Center	--
12.05.12	Provide Information	5 minutes	72 hours	Phone Queue: 5 minutes Email Queue: 72 hours	Orlando Call Center	--
12.05.13	Send to Imaging	Included with "Provide Information" activity.	Included with "Provide Information" activity.	Included with "Provide Information" activity.	AWI Policy	--

Exhibit 6 – CIR Respond to Request Sub-Process Elapsed Time

2.4.2 Paper Documentation

Exhibit 7 – CIR Respond to Request Sub-Process Paper Documentation lists the paper documents required to complete specific activities that make up Customer Information Request (CIR). The reference column refers to the originator and title of policy, procedure, or instruction that contains the form or specifies the content of the document. More than one document may be required to carry out a single activity, so each is listed. The following is a description and definition of each of the columns in this table.

Index	A number for use in referencing the activity.
Activity Label	A short name for that activity that is used to represent it in the detailed workflow diagram.
Document Title	Short title, form number or other designation for the document.
Document Description	General description of the document contents and purpose.
Reference or Source	Originator and title of the source instruction or policy.

Index	Activity Label	Document Title	Document Description	Reference or Source
12.05.10	Complete All Forms, Screens, and Paperwork	Depends on issue(s) addressed in response to the customer's information request.		
12.05.13	Send to Imaging	Depends on issue(s) addressed in response to the customer's information request.	All documents associated with the information request	

Exhibit 7 – CIR Respond to Request Sub-Process Paper Documentation

2.4.3 Business System Data Entry & Data Transfer

Exhibit 8 – CIR Respond to Request Sub-Process Data Entry & Data Transfer lists the business systems that are employed directly (touched) or indirectly (data transfer) in the course of the CIR. The following is a description and definition of each of the columns in this table.

Index	A number for use in referencing the activity.
Activity Label	A short name for that activity that is used to represent it in the detailed workflow diagram.
Business System	The name or designation of the system touched (if any).
Purpose or Intent	The business objective accomplished by using the system or systems.
Mode	Choose one; entry is made by a person, transfers are from system to system.

Index	Activity Label	Business System	Purpose or Intent	Mode
12.05.01	Identify Customer	UC System, FLUID	Ascertain the relationship between the customer and any client of record.	Inquiry
12.05.02	Validate Entitled to Information	FLUID, UC System	Review client files pertinent to the request for information	Inquiry
12.05.05	Validate Customer's Email Address	FLUID, UC System	Ascertain the email address on the request matches the email address on file for the customer, if applicable.	Inquiry
12.05.07	Research Issue(s)	FLUID Application	Research issues pertinent to the customer's request for information. This may include any and all topics found the Orlando Call Center's On-Line Quick Reference Guide and Manual.	Inquiry
12.05.10	Complete All Forms, Screens, and Paperwork	FLUID, UC System	Update client files pertinent to the request for information	Entry
12.05.11	Print/Prepare Information	FLUID, UC System	The agent prepares the information in appropriate print or electronic format for delivery to the customer.	Output

Exhibit 8 – CIR Respond to Request Sub-Process Data Entry & Data Transfer

2.4.4 Communication

Exhibit 9 – CIR Respond to Request Sub-Process Communication lists the messages, such as the US mail, emails, phone calls and any other correspondence, *regularly used in the normal course* of the CIR. Messages are sent to convey required documentation, inform recipients about the status of an activity, to trigger the start or end of other activities, to grant or withdraw authorization, etc. This section only concerns messages sent during normal (as intended) operations. There may be more than one message associated with any activity in this process. The following is a description and definition of each of the columns in this table.

Index	A number for use in referencing the activity.
Activity Label	A short name for that activity that is used to represent it in the detailed workflow diagram.
Message Type	US mail, email, phone call, etc.
Message Sender	The organization or role of the message sender.
Message Purpose	The intended purpose for sending the message.
Message Recipient	The organization or role of the intended recipient.
Occasion	Event or action that triggers the requirement to send the message

Index	Activity Label	Message Type	Sender	Message Purpose	Message Recipient	Occasion
12.05.03	Request Proof Entitled to Information	Email, Mail, or Phone	Customer Information Agent	To document the customer's eligibility to receive the requested information.	Customer	The agent lacks sufficient proof that the customer is eligible to receive the requested information.
12.05.04	Provide Proof Entitled to Information	Email, Mail, or Phone	Customer	To document the customer's eligibility to receive the requested information.	Customer Information Agent	The customer provides sufficient proof of eligibility to receive the requested information.

Index	Activity Label	Message Type	Sender	Message Purpose	Message Recipient	Occasion
12.05.05	Validate Customer's Email Address	Email or Phone	Customer Information Agent	Agent will use both phone and email when attempting to ascertain proper association between Customer and email address.	Customer	Agent needs verification of proper association between email address and Customer if Customer is UC Client or Employer of UC Client.
12.05.06	Validates Email Address	Email or Phone	Customer	Provides acceptable proof of valid association between customer and email address	Customer Information Agent	Customer has received request from Agent to validate email address
12.05.08	Request Consultation	Instant Message or Phone	Customer Information Agent	Request assistance and/or clarification in responding to Customers Request for Information	Customer Information Agent Supervisor or Lead	Agent has researched the Customer's request for information in the UC System and in the on-line Quick Reference Guide/Manual, and needs clarification.
12.05.09	Consult	Instant Message or Phone	Customer Information Agent Supervisor or Lead	Provide assistance and/or clarification regarding the Agent's request.	Customer Information Agent	Responding to the Agent's request for assistance and/or clarification regarding the Customer's request for information.
12.05.12	Provide Information	Email, Mail, or Phone	Customer Information Agent	Provide resolution and/or referral regarding the Customer's request for information	Customer	Agent has completed researching the issues related to the Customer's request for information.

Exhibit 9 – CIR Respond to Request Sub-Process Communication

2.4.5 OPPORTUNITIES

The purpose of this section is to capture general overall improvement suggestions that can apply as an improvement to multiple areas under the function and responsibility of Customer Information Request process. Exhibit 10 – Short Term Opportunities for Improvement lists the identified opportunities for improving the existing system in the near term.

The following is a description and definition of each of the columns in this table.

Origin	The area of the improvement such as: Central Office, Hub, etc.
Problem Statement	Description of the problem or opportunity identified.
Recommendation	Description of the proposed recommendation, including expected result.
Value Added	Description of the expected value received if the recommendation to the problem statement is identified.

Short Term Opportunities for Improvement			
Origin	**Problem Statement**	**Recommendation**	**Value Added**
Orlando Call Center	BH10 claim history is difficult for users to read as it is populated with jargon and codes, complicating identifying claim history issues and occasionally resulting in incorrect information provided to claimants.	Refine the BH10 on-screen presentation of claim history, and provide context-appropriate help screens.	Reduced confusion, and reduced staff time handling these calls.
Orlando Call Center	Out of state address changes involve too many steps: Open the claim, verify the client and the old address, complete the verification form, enter the verified data into the UC system, reopen the claim…	Investigate technology to automatically apply the data gained in one step to subsequent steps.	Reduced staff time in toggling screens and entering data.
Orlando Call Center	Clients are suspicious of scams, ID theft, and telemarketers when call center staff return calls evenings and weekends, thinking state staff do not work such hours.	Post a notice for clients on IVR and the website which provides the hours clients may expect returned calls.	Reduced anxiety for clients, and improved use of staff time.
Orlando Call Center	99.9% of calls are clients requesting information about where their check is, often when inadequate time has passed for it to arrive in the mail.	Post a flag on the appropriate screen in FLUID so the claimant can see when to expect a check.	Improved client communication, and reduced staff time on these calls.
Orlando Call Center	When certifying weeks, clients in IVR often press the wrong buttons due to poorly worded questions.	Modify IVR so questions can be more easily reworded.	Improved client communication, and reduced staff time on these calls.
Orlando Call Center	When certifying weeks, clients in IVR often press the wrong buttons due to poorly worded questions.	Provide an "un-do" key to allow users to correct an erroneous entry.	Improved client communication, and reduced staff time on these calls.
Orlando Call Center	The process of getting electronic documentation into the EIS imaging system is too cumbersome and time consuming.	Enable direct Print-to-Imaging functionality.	Reduced staff time on this task.
Orlando Call Center	Employers are reporting new hires to the Department of Revenue as working, even though they are in a non-paid testing and training period. Child Support Enforcement then presses them for money they are not yet receiving.	Provide DOR with a new data bit for "First paid date" regarding employment.	Improved client communication, and reduced staff time on these calls.
Orlando Call Center	Clients have difficulty finding out which child a child support collection is for, and complain they may not be responsible for a particular child support collection.	Have DOR provide the name of the child associated with each child support collection, and list that information in the client's file.	Improved client communication, and reduced staff time on these calls.

Orlando Call Center	Disqualifications and Ineligibilities are not quickly visible on-screen, and require searching through the entire history to find them.	Clearly show all Disqualifications and Ineligibilities on-screen and in high-visibility, perhaps grouping them at the beginning of the history.	Reduced time double-checking for stops, and improved work quality.
Orlando Call Center	It is difficult to verify and validate email addresses if the client did not provide them when established in the system.	Request clients and others provide email addresses at the outset if they desire email communication.	Reduced time spent by call center staff verifying and validating email addresses, and improved, more cost-efficient communication with the client.
Orlando Call Center	Rather than having RACF groups specifically set up for the call center, the user must add nine (9) of the existing groups to the employee, which is a very cumbersome process.	Create a specific RACF group for the Call Centers (as well as for each of the current business units).	Smoother application of security, and reduced staff time spent on this task.
Orlando Call Center	The system will lock-up on the BH31 comment screen when the user reaches the end of a comment line and continues typing.	The preferred fix would make the UC screens accommodate word-wrap functionality at every field where it is applicable. At the least, fix the transaction so that the screen does not lock-up.	Improved consistency in system functionality.
Orlando Call Center	Not enough users know how to use undocumented functionality some UC system "power users" have discovered and employ to speed their work.	Provide a bulletin-board type of functionality for publishing tips, tricks, and other undocumented ways to accomplish common tasks on the main frame.	Increased staff creativity, improved communication, and better work flow.
Requested in most of the interviews conducted	Due to the lack of secure email, communications cannot include the client's full Social Security Number. Users must conduct a name search to find the client's Social Security Number. This is very cumbersome and time consuming.	Implement secure email.	Improved communication with the client, expedited processing of request, and reduced staff frustration.

Exhibit 10 – Short Term Opportunities for Improvement

Long Term Opportunities for Improvement			
Origin	**Problem Statement**	**Recommendation**	**Value Added**

Exhibit 11 – Long Term Opportunities for Improvement

3 PURPOSE AND OBJECTIVES OF THE RESPOND TO RECORDS REQUEST SUB-PROCESS

This section presents the activities the Benefit Records and Data Release Center staff follow when responding to requests for public records (print and other media), confidential records, and data released to other governmental agencies (Florida Department of Law Enforcement, etc.).

The objective of this sub-process process is:

- Provide customers with copies of records on file, upon request and approval

3.1 BEGINNING AND ENDING POINTS

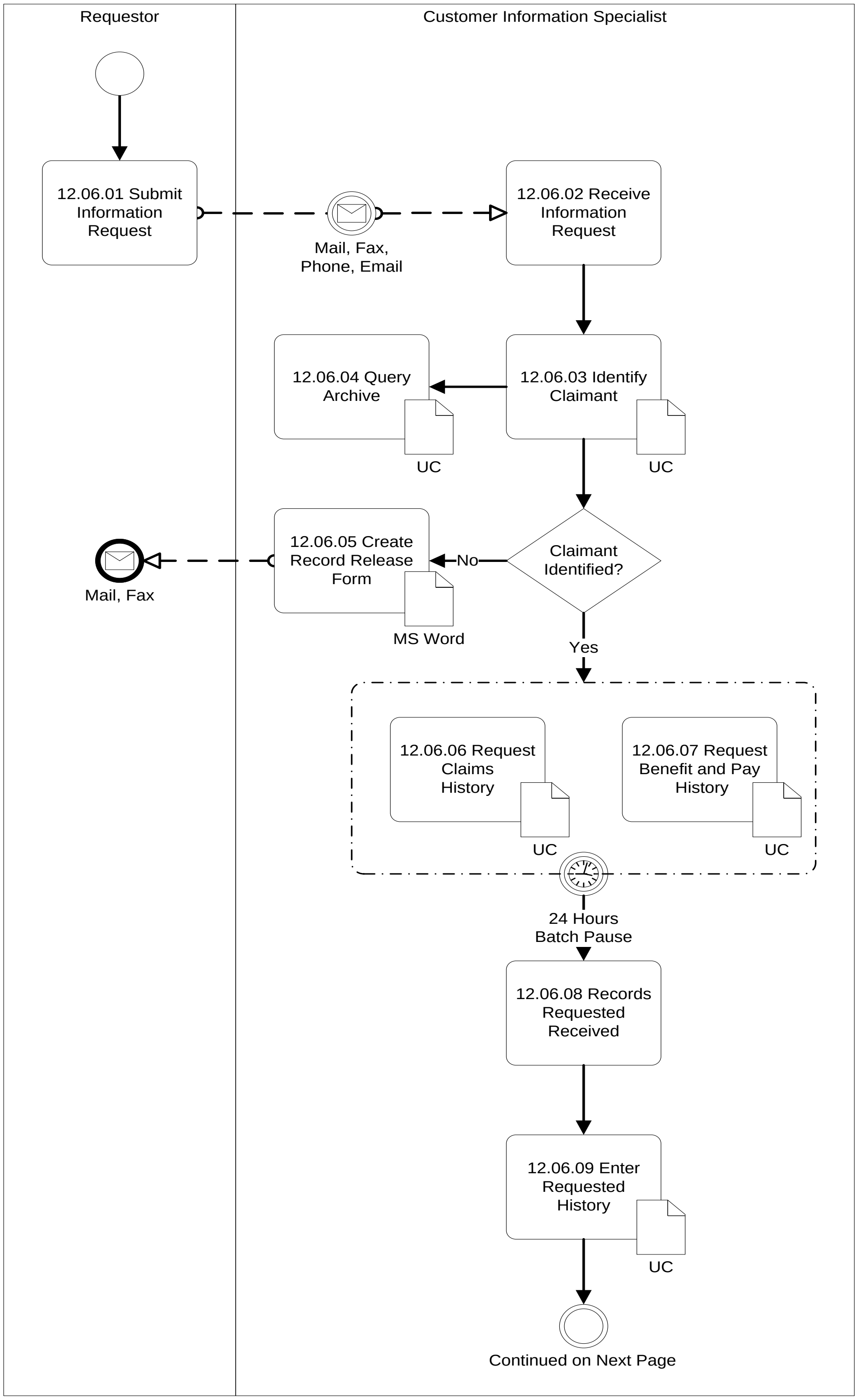
Beginning Point:

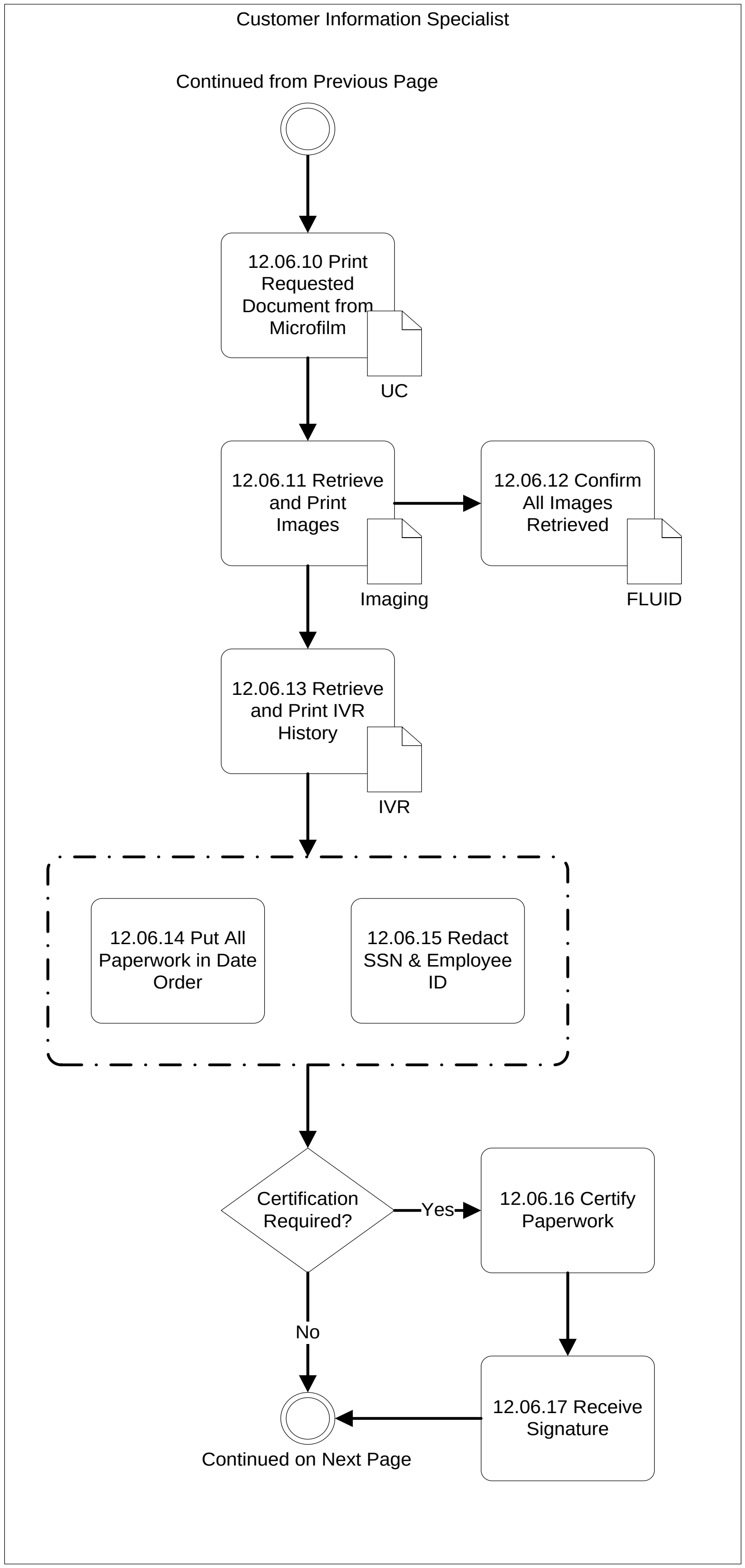
- The Customer submits a request for records.

Ending Point:

- The Customer Information Agent has Sent the File to Imaging, Processed the Payment (if any), and Closes the File.

3.2 Respond to Records Request Process Diagram




Customer Information Specialist
Continued from Previous Page
12.06.10 Print Requested Document from Microfilm
UC
12.06.11 Retrieve and Print Images
Imaging
12.06.12 Confirm All Images Retrieved
FLUID
12.06.13 Retrieve and Print IVR History
IVR
12.06.14 Put All Paperwork in Date Order
12.06.15 Redact SSN & Employee ID
Certification Required?
Yes
No
12.06.16 Certify Paperwork
12.06.17 Receive Signature
Continued on Next Page

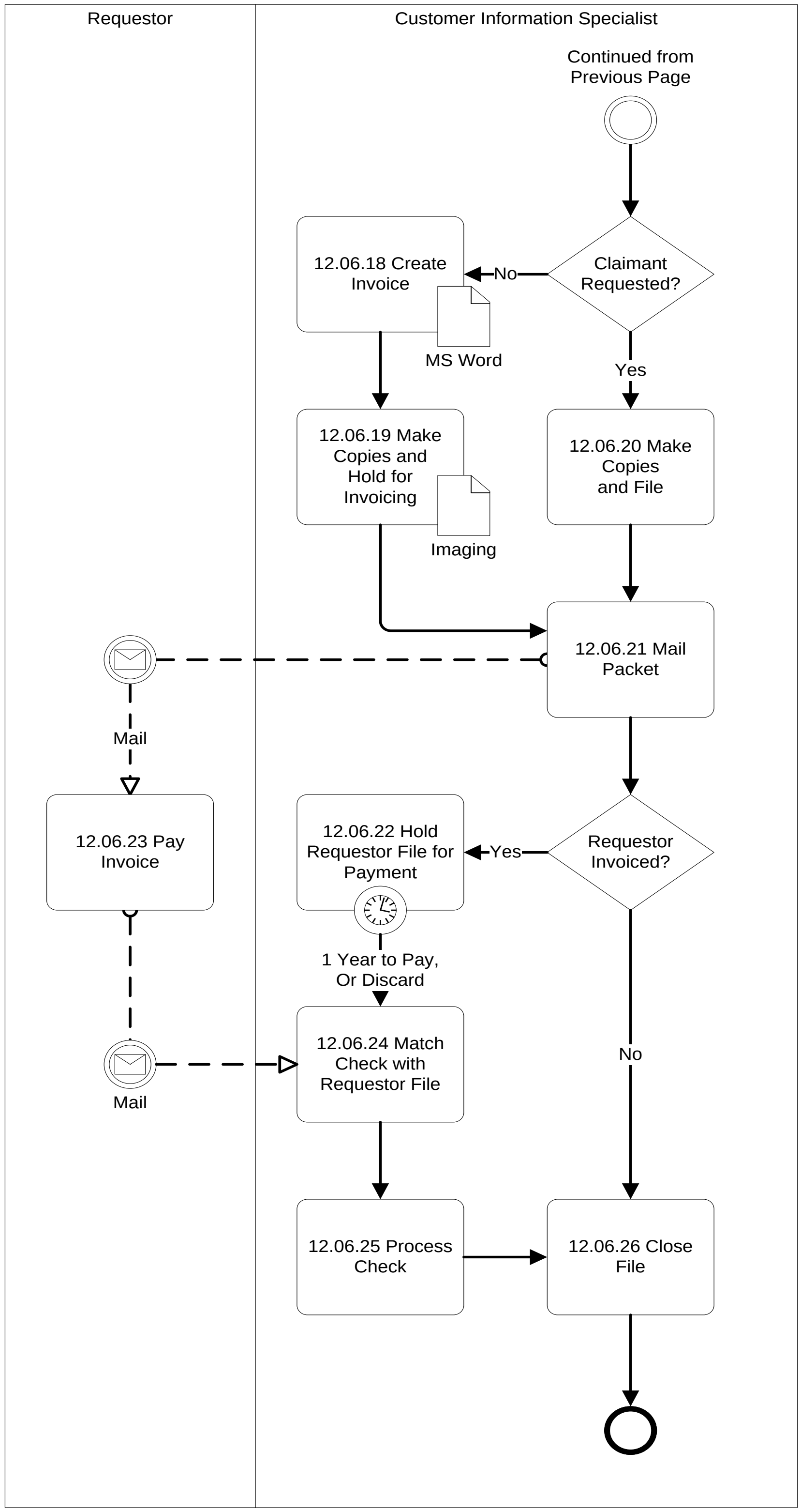


Exhibit 12 – Respond to Records Request Process Diagram

3.3 Respond to Records Request Sub-Process Activities

Exhibit 13 – Respond to Records Request Sub-Process Activities lists the high level activities support

group/call center agents perform in response to a customer's request for information. Requests for information most commonly become requests for the agent to take some action on the customer's behalf. However, agents can perform only those activities within the scope of the agent's support group/call center. Unless otherwise specified, the Activity Descriptions apply to information requests from customers on the phone. The following is a description and definition of each of the columns in this table.

Index	A number for use in referencing the activity
Activity Label	A short name for that activity that is used to represent it in the detailed workflow diagram
Activity Description	The full-text description of that activity
Actors	The job or role title of the individuals having a primary role for that activity

Index	Activity Label	Activity Description	Actors
12.06.01	Submit Information Request	The AWI Benefit Records and Data Release Center receives a request for claimant information via Phone, Mail, Email, and Fax.	Requestor
12.06.02	Receive Information Request	Receive each day's information, and stack it by days. Write the date and number of requests received for that date on the stacks. Separate the stacks by request type (Social Security, Housing, Medical Agency, Law Enforcement, etc.).	Customer Information Specialist
12.06.03	Identify Claimant	Query the UC system (BH11) for records of the claimant.	Customer Information Specialist
12.06.04	Query Archive	Query the UC system archives (BM49) for records of the claimant. If the claimant is in neither the current UC system nor the archive, the "Create Records Release Form" is the next step	Customer Information Specialist
12.06.05	Create Records Release Form	Notify the requestor the claimant is not found. Prepare the letter on the Create Records Release form document. This is a MS Word template. Specify the reason code on the template. Mail the document to the requestor	Customer Information Specialist
12.06.06	Request Claims History	Request the claimant's complete history in the non-archive UC system (BD15).	Customer Information Specialist
12.06.07	Request Benefit and Pay History	Request the claimant's payment history (BD15V).	Customer Information Specialist
12.06.08	Records Request Received	Receive report of the records request from the UC system. This comes the day after the request due to the batch runs.	Customer Information Specialist
12.06.09	Enter Requested History	Enter comment into the UC system regarding request, requestor, and the data found during the "Query Archive" step.	Customer Information Specialist
12.06.10	Print Requested Document from Microfilm	Print the claimant's history from microfilm archives (BM49).	Customer Information Specialist
12.06.11	Retrieve and Print Images	Query the Imaging System for any and all images associated with the claimant. Print each image. The print routine requires printing each section (BPC, Adjudication, Appeals, etc.) individually.	Customer Information Specialist
12.06.12	Confirm All Images Received	Query FLUID for any claimant images there that are not in the Imaging System. Print these images.	Customer Information Specialist
12.06.13	Retrieve and Print IVR History	Query the IVR system and print any claimant history found there.	Customer Information Specialist
12.06.14	Put All Paperwork in Date Order	Place all printouts from the UC system, microfilm, Imaging, FLUID and IVR in date order. If the requestor is not the claimant, note the number of printed pages for invoicing.	Customer Information Specialist
12.06.15	Redact SSN & Employee ID	Redact employee and/or employer identifying data (name, Social Security Number, etc.) using methodology approved by AWI Legal (Black marker, or White-Out tape.	Customer Information Specialist

Index	Activity Label	Activity Description	Actors
12.06.16	Certify Paperwork	If the request requires certified information, stamp each page of printed material appropriately.	Customer Information Specialist
12.06.17	Receive Signature	If the request requires certified information, obtain the Benefits Operations Administrator's certifying signature for Cover Letter attesting to the number of pages that are stamped and certified..	Customer Information Specialist
12.06.18	Create Invoice	If the requestor is not the claimant, create an invoice. Do this on the Records Release form document, which also serves as a cover letter and a check list. Enclose this invoice with the records.	Customer Information Specialist
12.06.19	Make Copies and Hold for Invoicing	Make copies of the request and the invoice. Fill these by month. They are retained indefinitely. Send to Imaging.	Customer Information Specialist
12.06.20	Make Copies and File	Make copies of the request. File these by month. They are retained indefinitely.	Customer Information Specialist
12.06.21	Mail Packet	Mail all documentation, along with any certification and invoice, to the requestor.	Customer Information Specialist
12.06.22	Hold Requestor File for Payment	If invoiced, hold the file for up to one year for payment.	Customer Information Specialist
12.06.23	Pay Invoice	Send check to Benefit Records and Data Release Center in care of Customer Information Specialist.	Requestor
12.06.24	Match Check with Requestor File	Match the payment with the requestor's file. If no match, return the payment with a letter of explanation.	Customer Information Specialist
12.06.25	Process Check	Process the check per policy.	Customer Information Specialist
12.06.26	Close File	Close the file. Shred all documents.	Customer Information Specialist

Exhibit 13 – Respond to Records Request Sub-Process Activities

3.4 Respond to Records Request Sub-Process Attributes

This section presents the recorded details about each of the activities in the Respond to Records Request Sub-Process. The information is arranged in this way to support analysis of these activities; both individually and collectively.

3.4.1 Elapsed Time

Exhibit 14 –Respond to Records Requests Sub-Process Activity Elapsed Time lists the time required to complete each of the activities that make up the Respond to Records Request sub-process. The times are estimated except where noted. The following is a description and definition of each of the columns in this table.

Index	A number for use in referencing the activity.
Activity Label	A short name for that activity that is used to represent it in the detailed workflow diagram.
Process Time	The "hands-on" time it takes to complete the activity (does not include mail, transport, or time spent waiting for another activity to complete).
Cycle Time	The total elapsed time from the beginning of the activity until it is complete, inclusive of all delays from transport, mail, other processes, and work load.
Time Goals/Limits	Any time limits or goals, from any source – internal or external – pertaining to this activity.
Limit/Goal Source	The source of the limit or goal listed above (Florida Statutes, AWI policy, etc.)
Speed Bumps	Specific, recurring difficulties that slow the progress of this activity.

Index	Activity Label	Process Time	Cycle Time	Time Goals/Limits	Limit/Goal Source	Speed Bumps
12.06.08	Records Request Received	Varies with request	24 Hours	--	Batch Process	--
12.06.11	Retrieve and Print Images	Varies with request	Varies with request	--	--	The process limits the print queue to one document at a time, and the Customer Information Specialist must print each document individually. This can be very time consuming.
12.06.15	Redact SSN & Employee ID	Varies with request	Varies with request	--	--	All documents must be redacted of claimant and/or employer identification. Some records releases are hundreds of pages. This can be very time consuming.
12.06.22	Hold Requestor File for Payment	Varies with request	Varies with request	1 year limit on hold, then discard if no payment received	--	--

Exhibit 14 –Respond to Records Requests Sub-Process Activity Elapsed Time

3.4.2 PAPER DOCUMENTATION

Exhibit 15 –Respond to Records Request Sub-Process Paper Documentation lists the paper documents required to complete each of the activities that make up Customer Information Request (CIR). The reference column refers to the originator and title of policy, procedure, or instruction that contains the form or specifies the content of the document. More than one document may be required to carry out a single activity, so each is listed. The following is a description and definition of each of the columns in this table.

Index	A number for use in referencing the activity.
Activity Label	A short name for that activity that is used to represent it in the detailed workflow diagram.
Document Title	Short title, form number or other designation for the document.
Document Description	General description of the document contents and purpose.
Reference or Source	Originator and title of the source instruction or policy.

Index	Activity Label	Document Title	Document Description	Reference or Source
12.06.05	Create Records Release Form	Records Release Form	This is a MS Word template. It serves to provide a variety of notices to the requestor, including Records Release, Cover Letter, and Check List.	--
12.06.18	Create Invoice	--	This is a MS Word template.	--

Exhibit 15 –Respond to Records Request Sub-Process Paper Documentation

3.4.3 BUSINESS SYSTEM DATA ENTRY & DATA TRANSFER

Exhibit 16 – Respond to Records Request Sub-Process Data Entry & Data Transfer lists the business systems that are employed directly (touched) or indirectly (data transfer) in the course of the Respond to Records Request. The following is a description and definition of each of the columns in this table.

Index	A number for use in referencing the activity.
Activity Label	A short name for that activity that is used to represent it in the detailed workflow diagram.
Business System	The name or designation of the system touched (if any).
Purpose or Intent	The business objective accomplished by using the system or systems.
Mode	Choose one; entry is made by a person, transfers are from system to system.

Index	Activity Label	Business System	Purpose or Intent	Mode
12.06.03	Identify Claimant	UC System	Query the UC system (BH11) for records of the claimant.	Inquiry
12.06.04	Query Archive	UC System	Query the UC system archives (BM49) for records of the claimant.	Inquiry
12.06.05	Create Records Release Form	MS Word	Prepare the letter on the Create Records Release form document. This is a MS Word template. Specify the reason code on the template.	Entry
12.06.06	Request Claims History	UC System	Request the claimant's complete history in the non-archive UC system (BD15).	Inquiry
12.06.07	Request Benefit and Pay History	UC System	Request the claimant's payment history (BD15V).	Inquiry
12.06.09	Enter Requested History	UC System	Enter into the UC system the data found during the "Query Archive" step.	Entry
12.06.10	Print Requested Document from Microfilm	UC System	Print the claimant's history from microfilm archives (BM49).	Inquiry
12.06.11	Retrieve and Print Images	Imaging	Query the Imaging System for any and all images associated with the claimant. Print each image.	Inquiry
12.06.12	Confirm All Images Received	FLUID	Query FLUID for any claimant images there that are not in the Imaging System.	Inquiry
12.06.13	Retrieve IVR History	IVR	Query the IVR system and print any claimant history found there.	Inquiry
12.06.18	Create Invoice	MS Word	Create an invoice on the Records Release form document, which also serves as a cover letter and a check list.	Entry
12.06.20	Make Copies and File	Imaging	Make copies of the request and the invoice. File these by month. They are retained indefinitely. Send to Imaging.	Entry

Exhibit 16 – Respond to Records Request Sub-Process Data Entry & Data Transfer

3.4.4 COMMUNICATION

Exhibit 17 – Respond to Records Request Sub-Process Communication lists the messages, such as the US mail, emails, phone calls and any other correspondence, *regularly used in the normal course* of Respond to Records Request sub-process. Messages are sent to convey required documentation, inform recipients about the status of an activity, to trigger the start or end of other activities, to grant or withdraw

authorization, etc. This section only concerns messages sent during normal (as intended) operations. There may be more than one message associated with any activity in this process. The following is a description and definition of each of the columns in this table.

Index	A number for use in referencing the activity.
Activity Label	A short name for that activity that is used to represent it in the detailed workflow diagram.
Message Type	US mail, email, phone call, etc.
Message Sender	The organization or role of the message sender.
Message Purpose	The intended purpose for sending the message.
Message Recipient	The organization or role of the intended recipient.
Occasion	Event or action that triggers the requirement to send the message

Index	Activity Label	Message Type	Sender	Message Purpose	Message Recipient	Occasion
12.06.01	Submit Information Request	Mail, Fax, Phone, Email	Requestor	Request Records	Customer Information Specialist	Requestor requests Records.
12.06.05	Create Records Release Form	Mail, Fax	Customer Information Specialist	Records Release Form	Requestor	Customer Information Specialist needs Authorization for Records Release
12.06.21	Mail Packet	Mail	Customer Information Specialist	Send requested records to requestor	Requestor	Customer Information Specialist has prepared records for release to Requestor

Exhibit 17 – Respond to Records Request Sub-Process Communication

3.4.5 Opportunities

The purpose of this section is to capture general overall improvement suggestions that can apply as an improvement to multiple areas under the function and responsibility of Customer Information Request process. Exhibit 18 – Short Term Opportunities for Improvement lists the identified opportunities for improving the existing system in the near term.

The following is a description and definition of each of the columns in this table.

Origin	The area of the improvement such as: Central Office, Hub, etc.
Problem Statement	Description of the problem or opportunity identified.
Recommendation	Description of the proposed recommendation, including expected result.
Value Added	Description of the expected value received if the recommendation to the problem statement is identified.

Short Term Opportunities for Improvement			
Origin	**Problem Statement**	**Recommendation**	**Value Added**
12.06.11	Query the Imaging System for any and all images associated with the claimant. Print each image. The print routine requires printing each section (BPC, Adjudication, Appeals, etc.) individually. Workers can print to a high-speed printer, but their jobs disappear if they are not retrieved promptly.	Provide a dedicated print server for this team.	More efficient use of staff time.
12.06.15	Redact employee and/or employer identifying data (name, Social Security Number, etc.) using methodology approved by AWI Legal (Black marker, or White-Out tape.	Provide the capability of automated electronic redaction prior to printing documents.	More efficient use of staff time.
12.06.16	If the request requires certified information, stamp each page of printed material appropriately.	Find a way to automate the page certification process.	More efficient use of staff time.
12.06.19	Make copies of the request and the invoice. File these by month. They are retained indefinitely. Send to Imaging.	File these electronically, perhaps in concert with the Imaging System.	More efficient use of staff time.
12.06.21	Mail all documentation, along with any certification and invoice, to the requestor.	Send invoice separately so that it is more recognizable as an obligation of the requestor.	More efficient use of staff time.
12.06.22	If invoiced, hold the file for up to one year for payment.	Provide for an automated "second notice" to non-responsive requestors.	Produces more and timely payments.

Exhibit 18 – Short Term Opportunities for Improvement

Long Term Opportunities for Improvement			
Origin	**Problem Statement**	**Recommendation**	**Value Added**

Exhibit 19 – Long Term Opportunities for Improvement

4 APPENDIX A: GENERAL CUSTOMER INFORMATION REQUEST ACTIVITIES

Exhibit 20 – General Customer Information Request Activities lists the high level activities specialists perform in response to a customer's request for information. The Activity Description describes the work the specialist does. In the process of completing this work, the specialist may consult one or more of the following resources: AWI Policies and Procedures (http://intra.awi.state.fl.us/policies/index.htm), the Florida Statutes (http://www.flsenate.gov/Statutes/index.cfm?Mode=View%20Statutes&Submenu=1&Tab=statutes), and the Orlando Call Center's On-Line Quick Reference Guide (http://intra.awi.state.fl.us/ORL/ , which provides detailed information and step-by-step instructions). Requests for information commonly become requests for the specialist to take some action on the customer's behalf. However, specialists can perform only those activities within the scope of the specialist's support group/call center. The following is a description and definition of each of the columns in this table.

Activity	A short name for activity the specialist performs
Activity Description	The full-text description of that activity
Actors	The job or role title of the individuals having a primary role for that activity

Activity	Activity Description	Actors
Research Issue(s)	Specialist uses available systems and resources in deciding how to respond to the customer's request for information. Resources consulted may include the on-line Quick Reference Guide/Manual maintained by the Orland Call Center, as well as AWI UC policies and procedures. Prior to assisting a claimant the Specialist must confirm that they are speaking with the claimant and will request certain identifying information to confirm this. If necessary appropriate forms are completed and imaged or, if necessary, sent to claimant for completion and return to the appropriate unit.	Specialist
JAVA Flag (00 JVA)	If a nonmonetary issue is detected and the weeks affected by the issue have already been paid, the specialist will add a 00JVA potential issue flag to the claim in order to instigate an investigation by the Adjudication Hub. The on-line Quick Reference Guide provides information regarding the Java court decision, which allows payments to continue while certain issues are investigated, as well as related forms, flags, and system screens.	Specialist
New Hire Flag (09 ARN Issues)	The specialist explains to the claimant that an employer has reported that the claimant has begun work for that employer and that the Benefit Payment Control section will investigate the issue. The specialist will advise the claimant to complete and return to the Benefit Payment Control section of the UCO-706 forms previously sent to the claimant. The on-line Quick Reference Guide provides information regarding employers' reports of newly hired employees, as well as related forms, flags, and system screens.	Specialist
Additional Claims	If specialist determines that there has been a break in reporting and that the claimant has worked, the claimant is referred to the IVR or internet to file an additional claim. If necessary, the specialist completes the documentation and ensures the additional claim is filed. The on-line Quick Reference Guide provides information regarding the differences between Additionals, True Additionals, and UCB-412 Determination, as well as how to complete the UCB-353 RSVP Employment Information Form, as well as related forms, flags, and system screens.	Specialist

Alien Eligibility Verification	If there is an issue on the claim regarding the claimant's alien status, the specialist takes the steps necessary to resolve the issue, including obtaining the alien documentation and verifying alien status through the SAVE (Systematic Alien Verification for Entitlement) system and advises the claimant of the next steps. The on-line Quick Reference Guide provides information regarding non-documented alien workers, claims, and the SAVE (Systematic Alien Verification for Entitlement) procedures, as well as related forms, flags, and system screens.	Specialist
Appeals	If an appeal decision has been issued, but a corrected monetary or nonmonetary determination has not been issued by the Wage Determination or Adjudication staff, the specialist will ensure that the corrected determination is issued and any available weeks are paid. Other questions about the appeals process or pending appeals are referred to the Appeals Section. The on-line Quick Reference Guide provides information regarding Office of Appeals Hearings, Unemployment Appeals Commission Reviews, and Judicial Reviews, as well as related forms, flags, and system screens.	Specialist
Payments	If a claimant is inquiring as to why no payment received, the specialist will determine if a payment is pending and will be processed in next payment cycle; if the week(s) were processed but pending issues or a nonmonetary determination prevented payment; or if a check (warrant) was issued but not received by the claimant. The specialist will explain the issue to claimant and attempt to resolve the issue preventing payment, advise the claimant to file an appeal, or explain the lost check process and, when appropriate, provide the forms to begin the process of obtaining a replacement check. The on-line Quick Reference Guide provides information regarding payment cycles and potential problems for Direct Deposit Payments and Warrant Payments, as well as related forms and flags	Specialist
Between Terms Denial	If there is a 09BTD potential issue flag on the claim, the specialist will determine if the flag is appropriate. If not, the specialist will remove the flag and process any pending weeks. If the flag is appropriately on the claim, the specialist will explain the issue to the claimant and will initiate removal of school board wages if the claimant has enough other wages to establish a claim. The on-line Quick Reference Guide provides information regarding Between Terms Denials, industry application, and the 09BTD flag, as well as related forms, flags, and system screens.	Specialist
Change Addresses	The specialist reviews the claim history to determine if an address change is needed, If it is, the specialist changes the address via the BP01 transaction. If the claimant lives out of state additional steps may be needed. The on-line Quick Reference Guide provides information regarding address changes from an existing Florida Address, from a Canadian address, and from other states, Puerto Rico, or the Virgin Islands, as well as related forms, flags, and system screens.	Specialist
Child Support	The specialist advises the claimant of the agency's role in the deduction of Child Support and refers the claimant to the Department of Revenue, Child Support Enforcement for resolution of any issues regarding child support deductions. The on-line Quick Reference Guide provides information regarding referrals to the Child Support Enforcement Unit, and appealing a Child Support Withholding determination, as well as related forms, flags, and system screens.	Specialist
Claim Not Found	The specialist determines whether or not the agency has received an initial claim from the claimant. If not, the specialist then advises the claimant to file a claim (or takes the claim, if necessary). If the claim was filed, the specialist determines the status of the claim and works to resolve any issues preventing the claim from processing, or advises the claimant when to expect that the claim will be processed. The on-line Quick Reference Guide provides information regarding not finding a claimant's claim when it was filed via the Internet, IVR, Mail, Fax, or EUC mail, as well as related forms, flags, and system screens.	Specialist

Claim Types	The on-line Quick Reference Guide provides information regarding Florida claims, Military claims, Federal Employee claims, Interstate claims, Combined Wage claims, Trade Readjustment Allowances and Trade Adjustment Assistance claims, Short Time Compensation claims, Disaster Unemployment Assistance claims, Railroad Employees claims, and Extended Unemployment Compensation (EUC) claims, as well as related forms, flags, and system screens.	Specialist
Editing Claimant Personal Info	The on-line Quick Reference Guide provides information regarding changing the claimant's mailing address, phone number, name, date of birth, and Social Security Number personal information, as well as related forms, flags, and system screens.	Specialist
Deceased Claimants	If a caller indicates that a claimant has died, a potential issue flag is added to the claim and the specialist answers any questions that the caller may have about cashing any unemployment checks already issued to the claimant or about how to request that a check be issued to a beneficiary if they are unable to cash the check. The on-line Quick Reference Guide provides information regarding deceased claimants, warrants, and address changes, as well as related forms, flags, and system screens. See also Special Payments and Checks ("Warrants").	Specialist
Determinations	If the claimant has a question about a determination issued by the Agency (monetary, nonmonetary or overpayment) the specialist assists the claimant in understanding the determination. If the claimant disagrees with the determination, the specialist provides instructions on how to request a reconsideration or how to file an appeal. The on-line Quick Reference Guide provides information regarding Monetary Determinations and Fraud Determinations, and related issues, as well as related forms, flags, and system screens.	Specialist
Direct Deposits	The specialist will assist the claimant in understanding the process and if the claimant wants to start or stop direct deposit or needs to change banking information currently in the system, the specialist will take the necessary steps to meet the claimant's need. The on-line Quick Reference Guide provides information regarding direct deposits as relates to benefits payments, as well as related forms, flags, and system screens.	Specialist
Disqualifications	If the claimant has a question about a disqualification issued by the Agency, the specialist assists the claimant in understanding the determination. If the claimant disagrees with the determination, the specialist provides instructions on how to file an appeal. The on-line Quick Reference Guide provides information regarding disqualifications for unemployment compensation as relates to determinations, as well as related forms, flags, and system screens.	Specialist
Effective Dates	If the claimant requests that a claim effective date be backdated, the specialist will take a fact-finding and change the effective date of the claim if the backdating is justified. The on-line Quick Reference Guide provides information regarding determining effective dates for Initial Claims, True Additional Claims, Additional Claims,UCB-412 Only claims, Reopens, and Transitional Claims, as well as related forms, flags, and system screens.	Specialist
Email FIX	The on-line Quick Reference Guide provides information regarding when Orlando Call Center specialists should contact the Orlando Call Center's special FIX unit regarding appeals and certain prior disqualifications, certain flags, effective dates in certain situations, payment of weeks, certain TEUC or TEUC-A issues, correcting obvious and minor typos in a claimant's SSN, and removing an overpayment when an appeal reversal is in the claimant's favor, as well as related forms, flags, and system screens.	Specialist
Employer Assistance	If an employer calls about a specific claim, the specialist will provide the employer with information regarding the Notice of Claim Filed (UCB-412), Employer Chargeability, and Employer Communication with the Adjudication Unit. Any questions concerning their unemployment tax account are referred to the Department of Revenue help line. The on-line Quick Reference Guide provides information regarding the UCB-412, Employer Chargeability, and Employer Communication with the Adjudication Unit, as well as related forms, flags, and system screens.	Specialist

Eligibility Review Program (“ERPs”)	If there is an 06ERP potential issue flag on the claim, the specialist will explain the ERP process to the claimant and advise the claimant to complete and return the form to the address on the form. The on-line Quick Reference Guide provides information regarding the Eligibility Review Program, as well as related forms, flags, and system screens.	Specialist
Flag Procedures	The on-line Quick Reference Guide provides information regarding potential disqualifying events, the system “flags” that mark them, and how to work them, as well as related forms.	Specialist
Fraud	If information is received that a claimant has knowingly claimed benefits when working or otherwise not eligible to receive benefits, an overpayment stop will be placed on the claim and the information is routed to the Benefit Payment Control section for investigation. The on-line Quick Reference Guide provides information regarding intentional acts of deception or misrepresentation in order to obtain or prevent the payment of benefits, as well as related forms, flags, and system screens.	Specialist
Unemployment Withholding Taxes	The specialist provides information to claimants regarding income taxes and the IRS as relates to unemployment compensation. The specialist also assists the claimant in adding or deleting an income tax deduction on their unemployment claim. The on-line Quick Reference Guide provides information regarding income taxes and the IRS as relates to unemployment compensation, as well as related forms, flags, and system screens.	Specialist
Information Release	If a claimant is requesting claim information, the specialist provides that information to the claimant as appropriate. The on-line Quick Reference Guide provides information regarding privacy rules, requests for claim and claimant information, and appropriate procedures, as well as related forms, flags, and system screens.	Specialist
Late Adjudications	If there is a potential issue flag on the claim regarding a job separation and the issue has not been adjudicated in a timely manner, the specialist will send a request to the Adjudication Hub, requesting that the issue be resolved as soon as possible. The on-line Quick Reference Guide provides information regarding when and how to email Late Adjudication, as well as related forms, flags, and system screens. The Orland Call Center forwards all such requests to their FIX unit (See Email FIX). The UC Customer Support Unit handles adjudications in-house, and has their own team of Fact Finders and Adjudicators.	Specialist
Untimely Reporting	If a claimant is unable to claim weeks because of not claiming them in a timely manner, the specialist takes the weeks in question and completes a fact-finding form. The weeks are processed and a determination is made as to whether or not the week is payable. The on-line Quick Reference Guide provides information regarding claimant’s failure to timely certify weeks, and associated procedures, as well as related forms, flags, and system screens.	Specialist
Military Spouse Exception	The specialist provides information regarding military spouses who voluntarily quit their employment and their right to unemployment compensation, as well as related forms, flags, and system screens. The on-line Quick Reference Guide provides information regarding military spouses who voluntarily quit their employment and their right to unemployment compensation, as well as related forms, flags, and system screens.	Specialist
Overpayments	Claimants calling about an overpayment determination are referred to the Benefit Payment Control Section for assistance. If an overpayment is detected by the specialist, an overpayment stop is added to the claim and the information is routed to the Benefit Payment Control Section for their handling. The on-line Quick Reference Guide provides information regarding overpayment of benefits due to either monetary or non-monetary issues, as well as related forms, flags, and system screens.	Specialist
PIN Reset	If the claimant has forgotten the Personal Identification Number (PIN), the specialist will reset the PIN so that the claimant can establish a new PIN. The on-line Quick Reference Guide provides information regarding claimant personal identification numbers, how to reset them, as well as related forms, flags, and system screens.	Specialist
Priority Reemployment Planning (“PREPs”)	The on-line Quick Reference Guide provides information regarding Priority Reemployment Planning, as well as related forms, flags, and system screens.	Specialist

Reemployment & Eligibility Assessment ("REA")	The on-line Quick Reference Guide provides information regarding the Reemployment & Eligibility Assessment, and how to handle such cases, as well as related forms, flags, and system screens.	Specialist
Reconsiderations	The on-line Quick Reference Guide provides information regarding both monetary and non-monetary determinations, as well as related forms, flags, and system screens.	Specialist
Reopen Claims	If specialist determines that there has been a break in reporting and that the claimant has not worked, the specialist completes a claim form and processes the claim. The on-line Quick Reference Guide provides information regarding the policies and procedures for reopening a claim, as well as related forms, flags, and system screens.	Specialist
Reporting Earnings	The specialist provides information to the claimant regarding the various kinds of earnings and how to report them. If earnings were not reported or reported incorrectly on a week previously paid, the specialist will complete a Weekly Claim Certification with the corrected earnings and issue a supplemental payment if there was an underpayment, or send the information to Benefit Payment Control if the claimant was overpaid. The on-line Quick Reference Guide provides information regarding the various kinds of earnings and how to report them, as well as related forms, flags, and system screens.	Specialist
Return to Work Issues	If the claimant has returned to work, the specialist provides the claimant with information on reporting earnings and resolves any issues relating to this on the claim. The on-line Quick Reference Guide provides information regarding procedures for return to work issues, including weeks on the Reject List, entering DPOs, and the Mail Claim Control Switch, as well as related forms, flags, and system screens.	Specialist
Separation Issues	The on-line Quick Reference Guide provides information regarding separation from employment issues, as well as related forms, flags, and system screens.	Specialist
Stop Inmate Fraud	The specialist provides information regarding policies and procedures relating to fraud and the incarcerated, as well as related forms, flags, and system screens. The on-line Quick Reference Guide provides information regarding policies and procedures relating to fraud and the incarcerated, as well as related forms, flags, and system screens.	Specialist
Stops	If there is a stop on the claim preventing payments from being issued, the specialist resolves the issue if possible, removes the stop, and processes any pending weeks. If the specialist is unable to resolve the issues the claimant is advised of the process for resolving the issue. The on-line Quick Reference Guide provides information regarding adjudication, overpayment, non-monetary, and re-screening stops, as well as related forms, flags, and system screens.	Specialist
Translation Services	The on-line Quick Reference Guide provides Orlando Call Center specialists with information regarding services to translate unemployment compensation information and forms into foreign languages	Specialist
Wage Transcript	The specialist provides the claimant with information regarding the wage transcripts and assists the claimant in resolving any issues regarding missing wages, incorrect wages or wages that do not belong to the claimant. The specialist completes a UCB-13 so that the issues can be resolved by the Wage Determination Unit. The on-line Quick Reference Guide provides information regarding wage transcripts and determining the base period, monetary eligibility, Weekly Benefit Amount (WBA), Proof of Earnings (POE), and available credits, as well as related forms, flags, and system screens.	Specialist
Warrants	The on-line Quick Reference Guide provides information regarding warrants and benefits payments, as well as related forms, flags, and system screens.	Specialist
Work Search	The on-line Quick Reference Guide provides information regarding requirements and potential issues surrounding work search, as well as related forms, flags, and system screens.	Specialist

Exhibit 20 – General Customer Information Request Activities