

CONNECT

NEW REEMPLOYMENT ASSISTANCE (RA) SYSTEM WILL BETTER SERVE YOU. NEW CONNECT SYSTEM LAUNCHES OCTOBER 15, 2013

On October 15, the Florida Department of Economic Opportunity (DEO), in partnership with Deloitte, an industry leader in technology and systems integration, will launch a new way to claim your weekly Reemployment Assistance benefits, update and monitor your accounts, and respond to requests for information. Known as CONNECT, this new system will provide you with better service and convenience.

HERE'S WHAT YOU NEED TO KNOW:

In order to transition your information to the new CONNECT system, the RA website will be unavailable from noon on Wednesday, October 9, through Tuesday, October 15 at 7:59 a.m. EST.

The new CONNECT system launches on Tuesday, October 15. There will be an adjustment period for everyone to learn the new system. DEO has provided the following resources to help you with the new system. Check out DEO's website at www.floridajobs.org/CONNECT to find:

- **A video that shows you how to claim weeks in CONNECT.**
- **A written guide to help you learn how to access all the benefits of CONNECT.**
- **CONNECT Claimant Quick Start Guide.**

Beginning October 15, DEO's Contact Center will be open extended hours Monday through Friday from 7:30 a.m. until 7 p.m. EST and Saturday, 9 a.m. – 4 p.m. EST to help claimants with CONNECT. The Contact Center phone number is **800-204-2418**.

In October, you can expect extended customer service wait times and busier phone lines. To help assist as many people as possible, we have almost doubled the number of customer service representatives as well as extended the customer service hours.

Contact us with questions and concerns before, during, and after the launch of CONNECT on Twitter at @FLCONNECT or @FLDEO on Facebook.

There may also be long lines and extended wait time for assistance at One-Stop Career Centers. To help people with navigating the new system, we have added more than 100 additional staff members at the One-Stop Career Centers around the state.

When you login to the new CONNECT system, you may be asked more questions and for additional information in the filing process for both initial claims and continuing claims. To protect your personal information and prevent fraud, additional security measures have been put in place that may increase the amount of information you are asked to provide and the length of time to complete your filing.

WHY DO WE NEED A NEW SYSTEM?

The current system is more than 30 years old and is not able to efficiently serve you. We are modernizing the RA system to better meet your needs. CONNECT will make the filing and processing of RA claims more efficient, accurate, and secure.

WITH CONNECT, YOU WILL HAVE THE ABILITY TO:

- Access your account 24 hours a day/7 days a week.
- View all of your claim information in one convenient place, including whether you have weeks to claim, issues to resolve, or any requests for additional information to process your claim.
- Update your personal information anytime – including change of address or phone number.
- Choose the way you receive notifications from us – either electronically or by U.S. mail.

DEO offers assistance to people who do not speak English as their primary language and those who have a limited ability to read, speak, write, or understand English. We also provide assistance to people who are unable to file a claim for various reasons.

To speak to a Creole or Spanish speaker or use translation services, call the Contact Center at **800-204-2418**. People who need assistance filing a claim online because of legal reasons, computer illiteracy, language barriers, or disabilities may call **800-681-8102**.

Depending on the day you usually claim your weeks, you may need to claim on a different day before the launch of CONNECT.

PLEASE REFER TO THE FOLLOWING SCHEDULE TO CLAIM YOUR WEEKS BEFORE THE LAUNCH OF CONNECT.

IF YOU ARE SCHEDULED TO CLAIM YOUR WEEKLY BENEFITS ON ONE OF THESE DATES:	YOU MUST CLAIM YOUR WEEKLY BENEFITS ON THESE DATES:
Monday, October 7 and Tuesday, October 8 Wednesday, October 9 and Thursday, October 10 Monday, October 14	<ul style="list-style-type: none">• Same as your normal schedule*• Monday, October 7 or Tuesday, October 8 or Wednesday, October 9 before noon• Tuesday, October 15 after 8:00 a.m.

*NOTE: If you do not claim your weeks by Wednesday, October 9 at noon EST, you may not claim those weeks until 8:00 a.m. EST on Tuesday, October 15. If you do not follow these instructions, your payment will be delayed.