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**State of Florida**  
**Agency for Workforce Innovation**

## **Unemployment Compensation Project – Phase 2**

**To-Be Business Process – Benefit Payment Control (BPC)**

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## Document Control

### Revision History

Date	Version	Description	Author
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Date	Reviewer	Comments
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## Table of Contents

<b>0.</b>	<b>TO-BE PROCESS BENEFIT PAYMENT CONTROL (BPC).....</b>	<b>1</b>
0.1.	OVERVIEW.....	1
0.2.	ASSUMPTIONS.....	2
0.3.	WORKFLOW DIAGRAM.....	3
<b>1.</b>	<b>TO-BE WAGE AUDIT SUB-PROCESS .....</b>	<b>4</b>
1.1.	OVERVIEW.....	4
1.2.	WORKFLOW DIAGRAM.....	5
1.3.	ACTIVITIES .....	7
1.4.	CORRESPONDENCE.....	10
1.5.	PERFORMANCE METRICS.....	11
1.6.	BUSINESS RULES.....	12
1.7.	TIME CONSTRAINTS .....	12
<b>2.</b>	<b>TO-BE PAYMENT INTAKE SUB-PROCESS .....</b>	<b>14</b>
2.1.	OVERVIEW.....	14
2.2.	WORKFLOW DIAGRAM.....	15
2.3.	ACTIVITIES .....	16
2.4.	CORRESPONDENCE.....	17
2.5.	PERFORMANCE METRICS.....	18
2.6.	BUSINESS RULES.....	18
2.7.	TIME CONSTRAINTS .....	19
<b>3.</b>	<b>TO-BE OVERPAYMENT STOP SUB-PROCESS .....</b>	<b>20</b>
3.1.	OVERVIEW.....	20
3.2.	WORKFLOW DIAGRAM.....	21
3.3.	ACTIVITIES .....	22
3.4.	CORRESPONDENCE.....	22
3.5.	PERFORMANCE METRICS.....	23
3.6.	BUSINESS RULES.....	24
3.7.	TIME CONSTRAINTS .....	24
<b>4.</b>	<b>TO-BE LOTTERY SUB-PROCESS.....</b>	<b>25</b>
4.1.	OVERVIEW.....	25
4.2.	WORKFLOW DIAGRAM.....	26
4.3.	ACTIVITIES .....	27
4.4.	CORRESPONDENCE.....	27
4.5.	PERFORMANCE METRICS.....	28
4.6.	BUSINESS RULES.....	28
4.7.	TIME CONSTRAINTS .....	29
<b>5.</b>	<b>TO-BE NEW HIRE AUDIT SUB-PROCESS .....</b>	<b>30</b>
5.1.	OVERVIEW.....	30
5.2.	WORKFLOW DIAGRAM.....	31
5.3.	ACTIVITIES .....	32
5.4.	CORRESPONDENCE.....	33
5.5.	PERFORMANCE METRICS.....	34

---

5.6.	BUSINESS RULES.....	35
5.7.	TIME CONSTRAINTS .....	35
<b>6.</b>	<b>TO-BE MULTI-ADDRESS/PHONE AUDIT SUB-PROCESS .....</b>	<b>37</b>
6.1.	OVERVIEW.....	37
6.2.	WORKFLOW DIAGRAM.....	38
6.3.	ACTIVITIES .....	39
6.4.	CORRESPONDENCE.....	40
6.5.	PERFORMANCE METRICS.....	41
6.6.	BUSINESS RULES.....	41
6.7.	TIME CONSTRAINTS .....	42
<b>7.</b>	<b>TO-BE WAIVER SUB-PROCESS.....</b>	<b>43</b>
7.1.	OVERVIEW.....	43
7.2.	WORKFLOW DIAGRAM.....	44
7.3.	ACTIVITIES .....	45
7.4.	CORRESPONDENCE.....	45
7.5.	PERFORMANCE METRICS.....	46
7.6.	BUSINESS RULES.....	46
7.7.	TIME CONSTRAINTS .....	47
<b>8.</b>	<b>TO-BE INTERSTATE OVERPAYMENTS (IRORA) SUB-PROCESS.....</b>	<b>48</b>
8.1.	OVERVIEW.....	48
8.2.	WORKFLOW DIAGRAM.....	49
8.3.	ACTIVITIES .....	50
8.4.	CORRESPONDENCE.....	51
8.5.	PERFORMANCE METRICS.....	52
8.6.	BUSINESS RULES.....	53
8.7.	TIME CONSTRAINTS .....	53
<b>9.</b>	<b>TO-BE OVERPAYMENT WRITE-OFF SUB-PROCESS .....</b>	<b>54</b>
9.1.	OVERVIEW.....	54
9.2.	WORKFLOW DIAGRAM.....	55
9.3.	ACTIVITIES .....	56
9.4.	CORRESPONDENCE.....	56
9.5.	PERFORMANCE METRICS.....	57
9.6.	BUSINESS RULES.....	57
9.7.	TIME CONSTRAINTS .....	58
<b>10.</b>	<b>TO-BE DEATH AUDIT SUB-PROCESS.....</b>	<b>59</b>
10.1.	OVERVIEW.....	59
10.2.	WORKFLOW DIAGRAM.....	60
10.3.	ACTIVITIES .....	61
10.4.	CORRESPONDENCE.....	62
10.5.	PERFORMANCE METRICS.....	63
10.6.	BUSINESS RULES.....	63
10.7.	TIME CONSTRAINTS .....	63
<b>11.</b>	<b>TO-BE INVESTIGATIONS SUB-PROCESS .....</b>	<b>65</b>

---

11.1.	OVERVIEW.....	65
11.2.	WORKFLOW DIAGRAM.....	66
11.3.	ACTIVITIES.....	67
11.4.	CORRESPONDENCE.....	68
11.5.	PERFORMANCE METRICS.....	69
11.6.	BUSINESS RULES.....	69
11.7.	TIME CONSTRAINTS.....	69
<b>12.</b>	<b>TO-BE FAIL TO PAY/DISPOSITION SUB-PROCESS.....</b>	<b>71</b>
12.1.	OVERVIEW.....	71
12.2.	WORKFLOW DIAGRAM.....	72
12.3.	ACTIVITIES.....	74
12.4.	CORRESPONDENCE.....	77
12.5.	PERFORMANCE METRICS.....	78
12.6.	BUSINESS RULES.....	79
12.7.	TIME CONSTRAINTS.....	79

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## **0. TO-BE PROCESS BENEFIT PAYMENT CONTROL (BPC)**

### **0.1. OVERVIEW**

The purpose of the Benefit Payment Control (BPC) area is overpayment detection, determination, and collection. This purpose is to prevent and deter the improper payment of benefits and to protect the integrity of the Unemployment Compensation Trust Fund.

The function of BPC is to monitor payment of unemployment benefits and ensure the integrity of the program, the administering Agency, and recipients of unemployment benefits. It is the responsibility of BPC to detect unemployment compensation overpayment and recover those funds through various recovery methods to include payment agreements, legal prosecution, and other Court actions and referral to a collection agency.

In the pursuit of this function, BPC is divided into three different units each with a specific set of responsibilities. The units are Wage Audit/Payment Processing, New Hire, and Recovery. Each unit is responsible for one or more of the BPC sub-processes. These sub-processes are listed below.

#### **1. Wage Audit**

The Wage Audit sub-process is used to identify and investigate claimants who have been paid for a claim during a period in which an employer has also reported wages.

#### **2. Payment Intake**

The Payment Intake sub-process is used to handle all money orders, personal checks, and cash that are sent to the Agency for repayment of overpaid benefits and to interact with the state contracted collection agency with regard to collection.

#### **3. Overpayment Stop**

Any claim may be marked as a potential overpayment at a number of points during its processing. These overpayment stops can only be removed or finalized (overpayment determination) by BPC. This review and determination is made during the Overpayment Stop process.

#### **4. Lottery**

The Florida Lottery provides information on lottery winners who are also claimants with outstanding overpayments. These claimants are handled during the Lottery process.

#### **5. New Hire Audit**

The New Hire Audit sub-process is used to identify and investigate claimants who appear on a daily Florida Department of Revenue or US Department of Health and Human Services monthly New Hire report.

#### **6. Multi-Address/Phone Audit**

The Multi-Address/Phone Audit sub-process is triggered when three or more claimants list the same address and/or phone number. An investigation is conducted to validate that all claimants are legitimate.

#### **7. Waiver**

The Waiver sub-process is used to process requests for a Waiver of Recoupment. The Waiver may be granted or denied. The Waiver may also involve the “refund” of prior offset payments.

#### **8. Interstate Overpayments (IRORA)**

The Interstate Reciprocal Overpayment Recovery Arrangement (IRORA) program allows states to collect overpayments on behalf of other states. Florida may act as the collector state (collecting another state’s

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overpayment) or as the requestor state (having another state collect on its behalf).

### **9. Overpayment Write-Off**

Overpayments which have exceeded the statute of limitations are no longer subject to active collections efforts. The potential write-off must be identified by BPC, submitted to the AWI financial section, and approved by the Florida Department of Financial Services.

### **10. Death Audit**

The Death Audit sub-process is used to identify and investigate payments made to claimants who have been reported by the Department of Health as being deceased.

### **11. Investigations**

Suspected cases of overpayment that cannot be resolved in the central office are referred to fraud recovery investigators for investigation. The investigative report is sent to the central office for a determination.

### **12. Fail To Pay/Disposition**

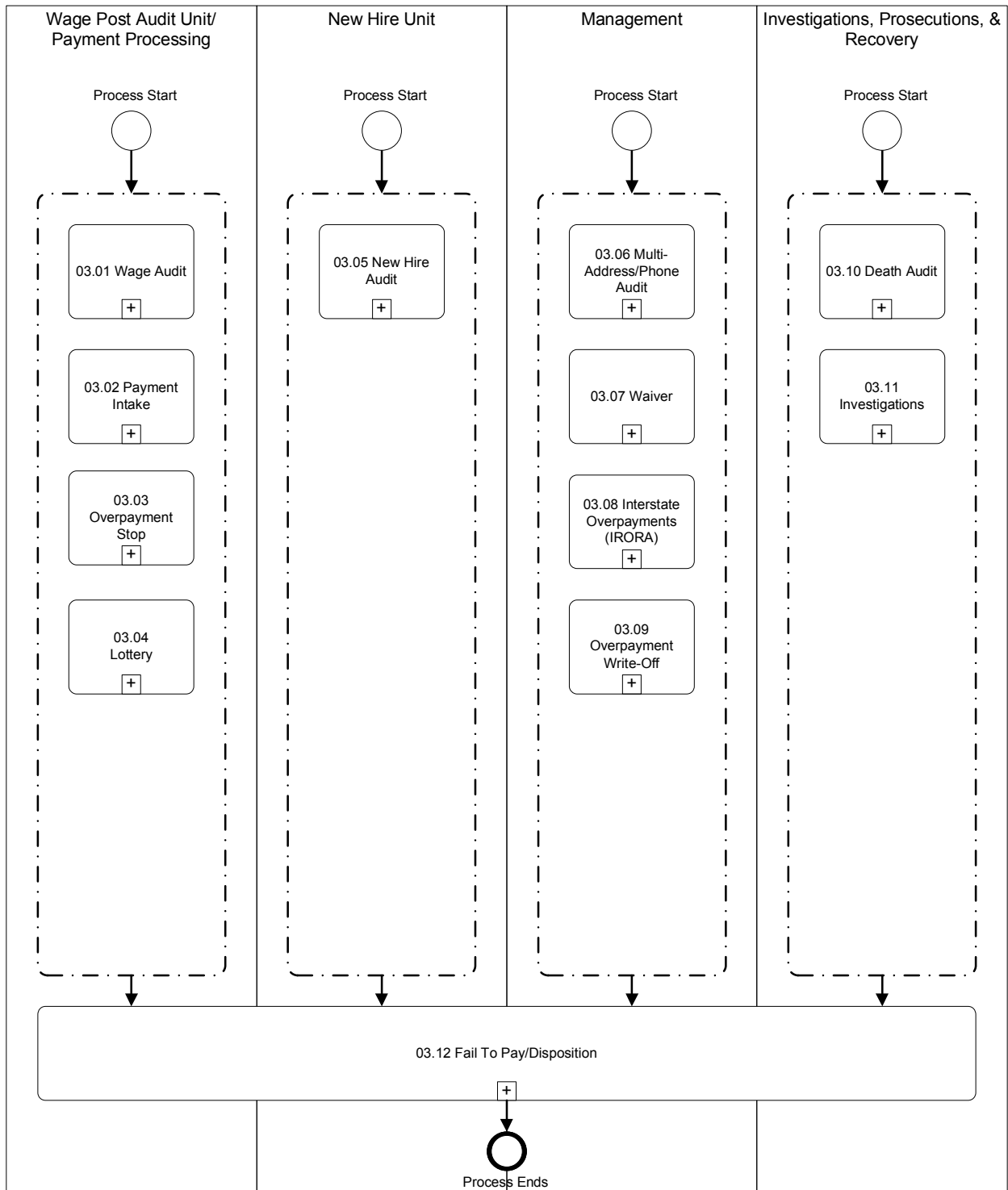
When an overpayment has exceeded a set time period between payments (usually six months), the overpayment will be reviewed and additional (possibly final) collection action will be taken. This process includes reviews of outstanding prosecutions and probation cases.

## **0.2. ASSUMPTIONS**

This section lists any assumptions concerning technology, policy, statute, or process that must be implemented to enable the To-Be processes:

- The system will include a workflow engine used to create work items, manage work queues, and route work items between queues.
- All incoming and outgoing correspondence will be imaged and available on-line.
- The system will include Correspondence/Document Management capability used to attach imaged documents to specific work items.
- The system will include clearly defined roles and responsibilities for each user.
- Employers and Claimants will have system accounts and all work will be associated to those accounts.
- All claims, claim weeks, determinations, and payments will be traceable to funding sources and employer chargeability records. The system will maintain account balances for all accounts. The system will be capable of automatically recalculating these balances based on the reversal or modification of prior actions.
- External data sources will be available 24/7 with appropriate backup.
- Email will be considered a viable communication tool.
- Business rules and/or requirements will be built into the system whenever possible.
- The system will implement and support all upload/download capabilities of the Unemployment Insurance Electronic Entry System (UIEES).

### 0.3. WORKFLOW DIAGRAM



**Exhibit 1 – Benefit Payment Control (BPC) Workflow Diagram**



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# 1. TO-BE WAGE AUDIT SUB-PROCESS

## 1.1. OVERVIEW

The Wage Audit sub-process is used to identify and investigate claimants who have been paid for a claim during a period in which an employer has also reported wages.

The system will receive information on quarterly reported wages from the Department of Revenue. The system will then match that information against claims information from the affected quarter. If a conflict exists, the system will automatically generate a Wage Breakdown Form and send it to the Employer. If the Employer returns the Wage Breakdown form, the system will attempt to validate the information. If a conflict still exists a work-item will be created to review the issue, contact the Claimant and Employer if necessary, and make an overpayment determination.

The objectives of this sub-process include:

- Identify Claimants who received wages at the same time they received benefits.
- Make a proper determination as to whether or not an overpayment has occurred.

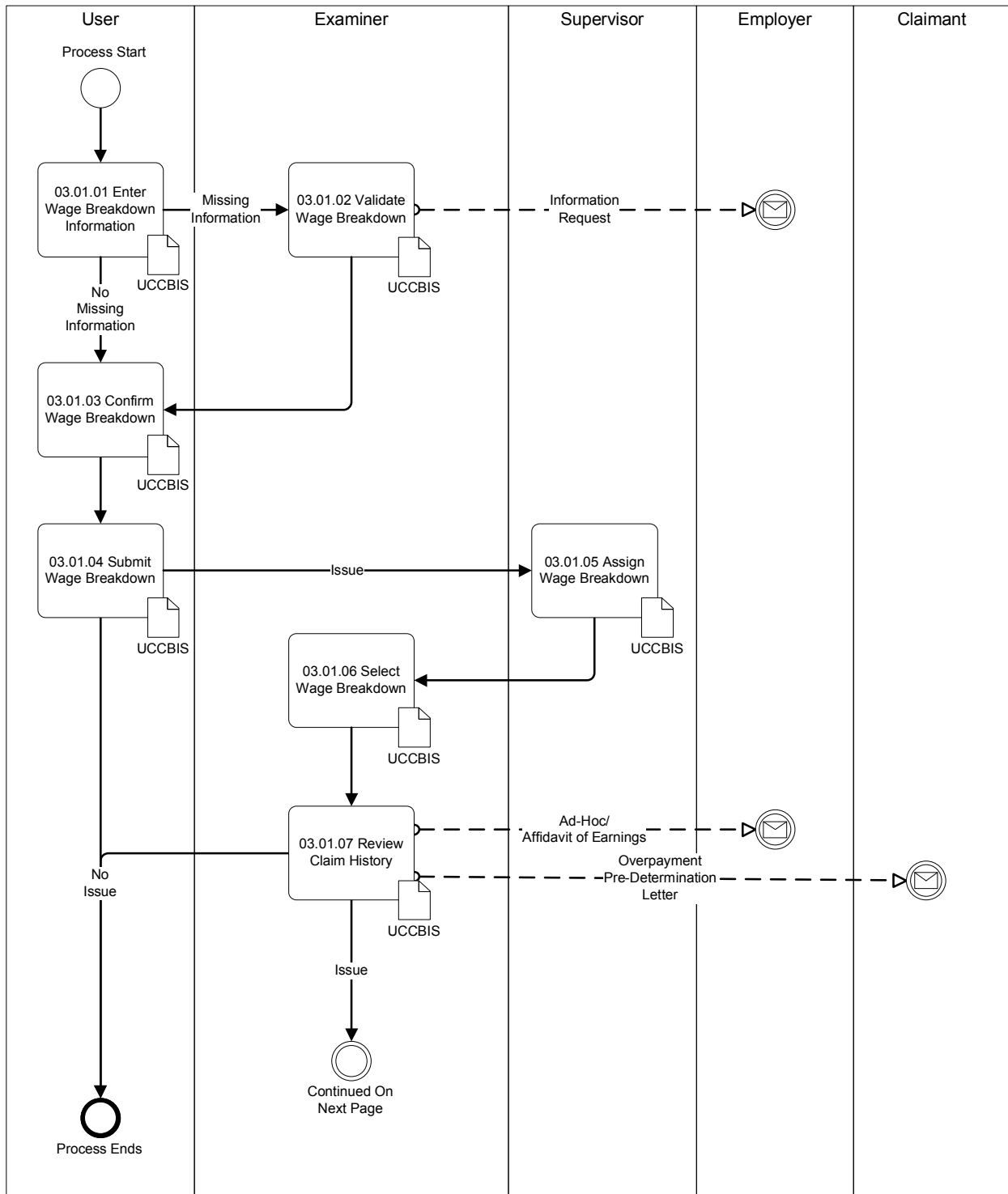
Beginning Points

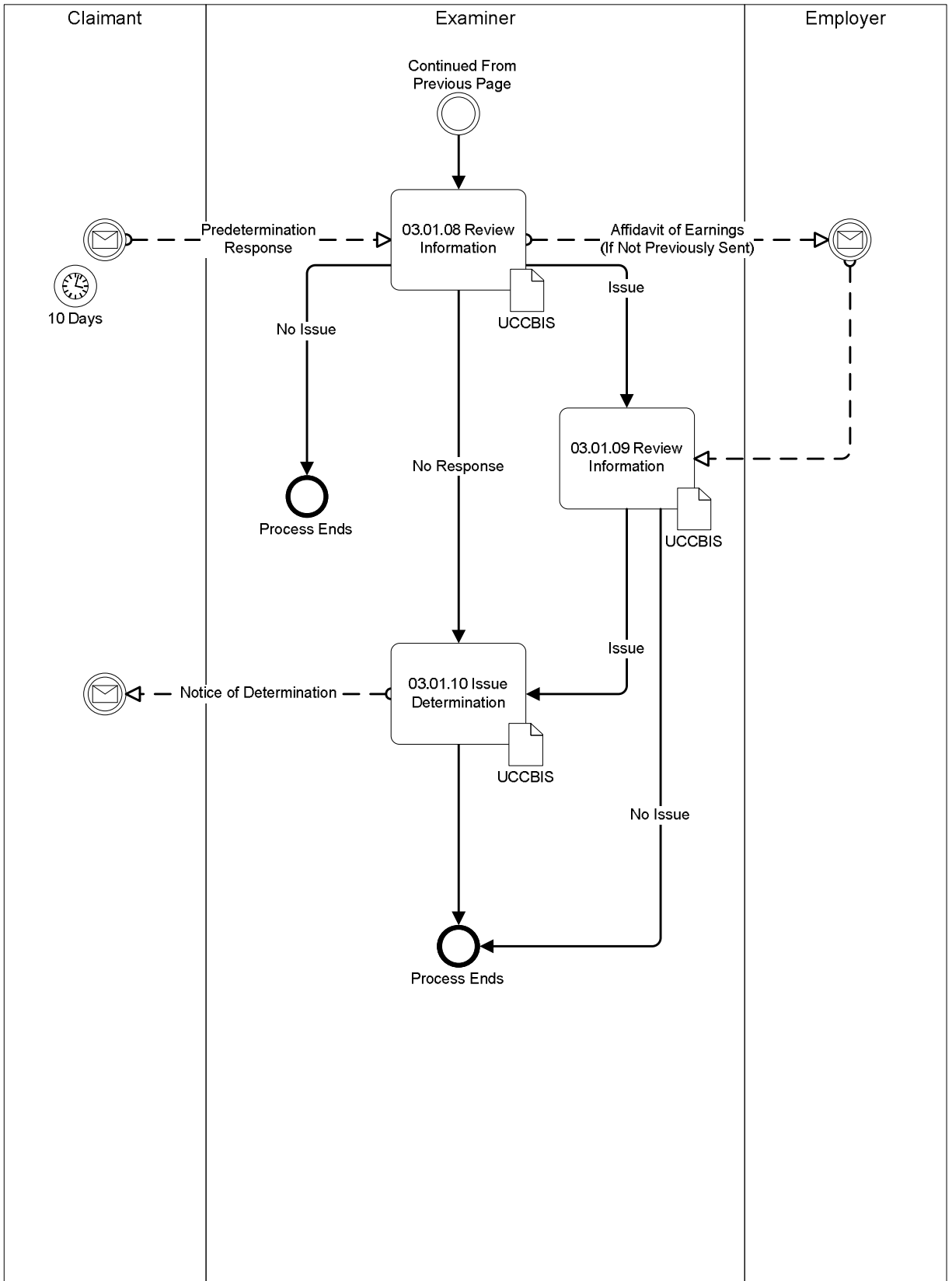
- A Wage Breakdown Form is received back from an Employer.

Ending Points

- Issue an overpayment determination or,
- Determine there was no overpayment made.

## 1.2. WORKFLOW DIAGRAM





**Exhibit 2 – Wage Audit Workflow Diagram**

### 1.3. ACTIVITIES

The table below lists the activities that make up this process. The following is a description and definition of each of the columns in this table.

<b>Index</b>	A number for use in referencing the activity
<b>Activity Label</b>	A short name for that activity that is used to represent it in the detailed workflow diagram.
<b>System Activity Description</b>	The full-text description of that activity from the perspective of the system.
<b>Actor Activity Description</b>	The full-text description of that activity from the perspective of the user or actor.
<b>Actor(s)</b>	The job or role title of the individuals having a primary role for that activity.

Index	Activity Label	System Activity Description	Actor Activity Description	Actor(s)
03.01.01	Enter Wage Breakdown Information	<p>Prior to this activity, the system will match employer-submitted quarterly data with the active claims filed during that quarter. Upon detecting a conflict, the system will create a Wage Breakdown Request and route it to the Employer's selected communication medium (i.e., via the Portal or US Mail).</p> <p>If no response is received, no further action is taken.</p> <p>The system will validate the user provided information for completeness and correctness in accordance with established system requirements.</p> <p>The system will notify the user of any issues and prevent the user from proceeding until the issue(s) are resolved.</p>	<p>The User will enter the Wage Breakdown information into the system.</p> <p>If the User is the Examiner and issues exist with the application, the next step is "Validate Wage Breakdown".</p> <p>If no issues exist, the next step is "Confirm Wage Breakdown".</p>	User
03.01.02	Validate Wage Breakdown	<p>The system will prompt the Examiner to generate a notification to the Employer requesting the missing information.</p> <p>The system will send the notification using the preferred method of communication for the Employer, if known.</p>	<p>The Examiner will gather information from the Employer by contacting them directly and/or requesting a notification to be sent to the Employer.</p>	Examiner

Index	Activity Label	System Activity Description	Actor Activity Description	Actor(s)
03.01.03	Confirm Wage Breakdown	The system will display the entered information for certification by the User that the information is complete and correct.	The User will confirm that the displayed information is complete and correct or the User will correct information as necessary.	User
03.01.04	Submit Wage Breakdown	If, based established system requirements, the system can determine that no issue exists (i.e., wages reported were not for a claimed week), the system will store the information and close the record.  If the information is indeterminate or if a clear issue exists, the system will create a Wage Audit work item and make the item available for assignment.	The User will elect to submit the information to the system.	User
03.01.05	Assign Wage Breakdown	The system will place the work item in the assigned Examiner's work queue.	The Supervisor can assign an Examiner to the Wage Breakdown work item.	Supervisor
03.01.06	Select Wage Breakdown	The system will record the assigned Examiner and the date and time of the Examiner selecting the work item.	The Examiner will select a Wage Breakdown work item for review	Examiner

Index	Activity Label	System Activity Description	Actor Activity Description	Actor(s)
03.01.07	Review Claim History	<p>The system will provide a mechanism to record review activities, upload and attach information provided by the claimant or employer.</p> <p>Upon request, the system will create the Affidavit of Earnings and route it to the Employer's selected communication medium (i.e., via the Portal, fax, or US Mail).</p> <p>Upon request, the system will route the Overpayment Pre-Determination Letter to the Claimant's selected communication medium (i.e., via the Portal, fax, or US Mail).</p> <p>Finally, the system will provide the capability to request investigations as necessary through the creation of new work items in the necessary work queue(s).</p>	<p>The Examiner will review the claim history. If necessary, the Examiner will contact the Employer for clarifying information (were the reported wages in lieu of notice, etc.) and request the production of an Affidavit of Earnings to be completed by the Employer.</p> <p>If the Examiner determines that an issue still exists, the Examiner will create an Overpayment Pre-Determination Letter to be sent to the Claimant.</p>	Examiner
03.01.08	Review Information	<p>The system will provide a mechanism to record review activities, upload and attach information provided by the claimant or employer.</p> <p>Upon request, the system will create the Affidavit of Earnings and route it to the Employer's selected communication medium (i.e., via the Portal, fax, or US Mail).</p> <p>Finally, the system will provide the capability to request investigations as necessary through the creation of new work items in the necessary work queue(s).</p>	<p>The Claimant has 10 days to respond to the Overpayment Pre-Determination Letter. Should the Claimant elect to respond, the Examiner will review the provided information.</p> <p>If necessary, the Examiner will contact the Employer for clarifying information (were the reported wages in lieu of notice, etc.) and request the production of an Affidavit of Earnings to be completed by the Employer (if not previously requested).</p> <p>If no response is received from the Claimant within the 10 day period, the Examiner will issue a determination based on the information at hand.</p>	Examiner

Index	Activity Label	System Activity Description	Actor Activity Description	Actor(s)
03.01.09	Review Information	The system will provide a mechanism to record review activities, upload and attach information provided by the claimant or employer.	If the Employer provides additional information as a result of the previous review (particularly a completed Affidavit of Earnings), the Examiner will review this information.	Examiner
03.01.10	Issue Determination	Upon request, the system will route the Notice of Determination to the Claimant's selected communication medium (i.e., via the Portal, fax, or US Mail).  The system will close the work item.	Based on the information contained within the work item, the Examiner will create a Determination and enter it into the system.	Examiner

## 1.4. CORRESPONDENCE

The table below lists any messages, such as the US mail, emails, faxes, phone calls and any other correspondence, *regularly used in the normal course* of this process.

Note: The Unemployment Compensation Claims and Benefits System (UCCBIS) will provide a self-service portal to allow users (claimants and employers) to “opt in” to electronic delivery of documents (e.g., messages, notices, and other correspondence). Documents will not be “sent” to users who elect electronic communications, rather, email notifications will be issued to inform users they have documents available for review. A user will log on to the account using their unique security credentials (created when they initially set up their online account) to read the documents and will then undertake appropriate action(s). Unless otherwise precluded by law, any message listed in the following table may be delivered via the self-service portal once a user “opts in” for electronic delivery.

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.

<b>Index</b>	A number for use in referencing the activity.
<b>Activity Label</b>	A short name for that activity that is used to represent it in the detailed workflow diagram.
<b>Type</b>	Form – An official request for specific information based in a pre-defined format. Notice – Notice of an official Agency action or determination. Ad-Hoc – Requests for information, responses, and general communications. Normally used to validate or complete existing records. Memo - Internal communication for the purpose of sharing information.
<b>Purpose</b>	The intended purpose for sending the message.
<b>Recipient</b>	The organization or role of the intended recipient.
<b>Occasion</b>	Event or action that triggers the requirement to send the message

Index	Activity Label	Type	Purpose	Recipient	Occasion
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Index	Activity Label	Type	Purpose	Recipient	Occasion
03.01	Wage Audit	Form	To gather Wage Breakdown information concerning the quarter in question.	Employer	When a claim is paid in the same quarter that wages were reported.
03.01.02	Validate Wage Breakdown	Ad-Hoc	To gather additional information as necessary	Employer	When the wage breakdown information is incomplete or unclear.
03.01.07	Review Claim History	Form/Ad-Hoc	To obtain an Affidavit of Earnings and/or clarify previously submitted information	Employer	When the submitted wage breakdown information indicates there is an issue with the claim.
03.01.07	Review Claim History	Notice	To inform the Claimant that an Overpayment Determination is in process and provide an opportunity for the Claimant to respond with additional information.	Claimant	When the information gathered from the Employer indicates that an overpayment has occurred.
03.01.08	Review Information	Ad-Hoc	To respond to the Overpayment Predetermination Letter	Examiner	When the Claimant wishes to contest the information provided by the employer.
03.01.08	Review Information	Form	To obtain an Affidavit of Earnings (if not previously obtained)	Employer	When the submitted wage breakdown information indicates there is an issue with the claim.
03.01.10	Issue Determination	Notice	To inform the Claimant of the outcome of the Wage Audit.	Claimant	When the wage audit is complete and an overpayment/no-overpayment determination has been made.

## 1.5. PERFORMANCE METRICS

The table below lists any performance metrics that may be used to measure the outcome, accuracy or efficiency of this process.

<b>Title</b>	A description of the metric
<b>Metric</b>	Complete description of the performance measure
<b>Target</b>	Goal or Target to expected or N/A if not applicable
<b>Source</b>	The performance metric source (Florida Statutes, AWI policy, etc.).

Title	Metric	Target	Source
Wage Breakdowns Issued	A count of Wage Breakdown forms sent to Employers per quarter.	-	AWI
Wage Breakdowns Returned	A count of Wage Breakdown forms returned by Employers per quarter.	-	AWI
Wage Audit Workload	A count of Wage Audit work items processed by Examiner per quarter.	-	AWI



Title	Metric	Target	Source
Determinations Issued	A count of overpayment determinations and the total dollar amount issued by Type and Employee per quarter.	-	AWI
Determinations Appealed	A count of overpayment determinations appealed by Employee.	-	AWI

## 1.6. BUSINESS RULES

The table below lists any statutes or policies that govern the execution of this process. These business rules may be executed by the system or the user. The following is a description and definition of each of the columns in this table.

<b>Number</b>	The unique number assigned to the business rule.
<b>Conflict</b>	Y(Yes) if the current Statute, Administrative Code, or AWI Policy conflicts with the to-be process or N (No) if the current Statute, Administrative Code, or AWI Policy does not conflict with the to-be process.
<b>Description</b>	A full-text description of the business rule.

Number	Conflict	Description
BR03.01.01	N	20 C.F.R. § 603.08(b) (2009) – Obtaining information from cross matching with wage information.
BR03.01.02	N	Fla. Stat. § 443.171 (5) (2009) – Each employing unit shall keep true and accurate work records containing the information required by AWI.
BR03.01.03	N	Fla. Stat. § 443.171(3) (2009) – Delegate power and authority for the effective administration of this chapter.
BR03.01.04	N	Fla. Stat. § 443.171(6) (2009) – May administer affirmations of earnings as evidence in connection with the administration of this chapter.
BR03.01.05	N	Fla. Stat. § 443.036(16) (2009) – Definition of “earned income”.
BR03.01.06	N	Fla. Stat. § 443.071(1) (2009) – False statement by individual to obtain benefits
BR03.01.07	N	Fla. Stat. § 443.071(2) (2009) – False statement by employing unit to prevent payment of benefits.
BR03.01.08	N	Fla. Stat. § 443.101(6) (2009) – Disqualified for a period not to exceed 1 year for making a false statement in order to obtain benefits.
BR03.01.09	N	Fla. Stat. § 443.151(4) (b) (2009) – The claimant may appeal an adverse determination.
BR03.01.10	N	Fla. Admin. Code R. 60BB-3.012. – Maintain an Address of Record. It is the responsibility of each employing unit and claimant to maintain a current address of record with the Agency.
BR03.01.11	N	Fla. Stat. § 443.171(1) (2009) – The Agency is given the powers and duties to administer this chapter.

## 1.7. TIME CONSTRAINTS

The table below lists any time constraints that are placed on activities within this process. Time constraints may be required completion times or required pauses in the process to allow for responses. The following is a description and definition of each of the columns in this table.

<b>Index</b>	A number for use in referencing the activity.
<b>Activity Label</b>	A short name for that activity that is used to represent it in the detailed workflow diagram.
<b>Source</b>	The source of the constraint (Florida Statutes, AWI policy, etc.).
<b>Constraint</b>	A full-text description of the constraint.

Index	Activity Label	Source	Constraint
03.01	Wage Audit	External	Wage information is submitted quarterly to the Department of Revenue.

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03.01.08	Review Information		The Claimant has 10 days to respond to the Overpayment Predetermination Letter.
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## 2. TO-BE PAYMENT INTAKE SUB-PROCESS

### 2.1. OVERVIEW

The purpose of the Payment Intake process is to receive payments and apply them to the appropriate overpayment record. Refunds may be necessary if the payment exceeds the amount of the outstanding overpayment. Finally, satisfied overpayments which have gone through the Small Claims Court or State Attorney Referral processes will require additional action to inform the necessary party that the overpayment has been satisfied.

The objectives of this sub-process include:

- The correct and auditable receipt of payments.
- The association of payments to the proper claimant and overpayment.
- The proper issuance of refunds as necessary.
- The proper handling of paid-in-full overpayments.

Beginning Points

- Claimant (or other party) sends in a payment.

Ending Points

- The payment is successfully applied and processed or,
- The payment (or some portion thereof) is refunded or,
- A bad payment is properly handled or,
- A paid-in full overpayment is properly closed.

## 2.2. WORKFLOW DIAGRAM

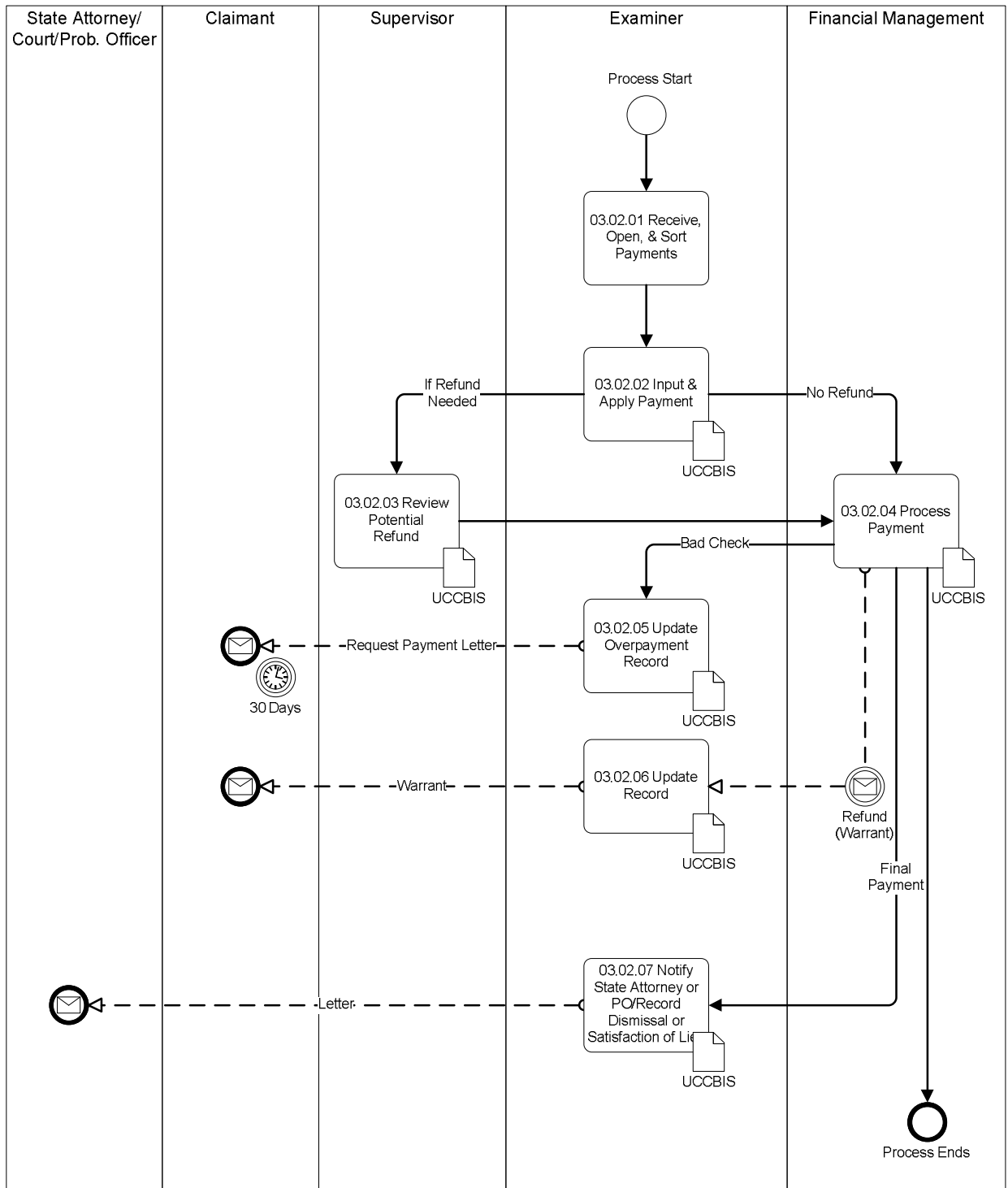


Exhibit 3 – Payment Intake Workflow Diagram

## 2.3. ACTIVITIES

The table below lists the activities that make up this process. The following is a description and definition of each of the columns in this table.

<b>Index</b>	A number for use in referencing the activity
<b>Activity Label</b>	A short name for that activity that is used to represent it in the detailed workflow diagram.
<b>System Activity Description</b>	The full-text description of that activity from the perspective of the system.
<b>Actor Activity Description</b>	The full-text description of that activity from the perspective of the user or actor.
<b>Actor(s)</b>	The job or role title of the individuals having a primary role for that activity.

Index	Activity Label	System Activity Description	Actor Activity Description	Actor(s)
03.02.01	Receive, Open, & Sort Payments	-	The AWI Mail Contractor will deliver the payment in a locked bag. An Examiner receives and opens the bag. The payments are sorted by number series.	Examiner
03.02.02	Input & Apply Overpayments	The system will provide a mechanism for recording pertinent information about the received payment. The system will update the Claimant's overpayment balance by the input amount. The system will not allow a payment to be entered if the overpayment has been referred to the AWI-contracted collections agency.	The Examiner will input the payments into the system.	Examiner
03.02.03	Review Potential Refund	If the input payment results in a potential refund, the system will route the work item to a Supervisor for review and approval.	The Supervisor will review the refund to ensure that it is valid.	Supervisor
03.02.04	Process Payment	The system will update the overpayment record.	Financial Management will review and process all payments. If a refund is required a warrant will be generated and returned to BPC.	Financial Management
03.02.05	Update Overpayment Record	The system will reset the overpayment record to the status and amount prior to the payment. Upon request, the system will generate a Request Payment Letter and route it to the Claimant via their preferred communication method.	If the payment is returned as invalid (insufficient funds or a bad check), the Examiner will retract the payment and request the creation of a Request Payment Letter. The Examiner will set the review date for 30 days to ensure a work item is properly created in the Fail To Pay/Disposition process.	Examiner

Index	Activity Label	System Activity Description	Actor Activity Description	Actor(s)
03.02.06	Update Record	The system will provide a mechanism for recording the number of the refund warrant.	The Examiner will update the overpayment record with the number of the refund warrant and send the warrant to the claimant.	Examiner
03.02.07	Notify State Attorney or PO/Record Dismissal or Satisfaction of Lien	Upon request, the system will generate a paid-in-full letter, a dismissal for Civil Court, or a Satisfaction of Lien as required.	If the payment satisfies the full amount of the overpayment and the overpayment has been referred to a State Attorney, the Claimant is on probation making restitution, or a Conditional/Final Judgment has been received from Civil Court, the Examiner will generate a notification to the appropriate party stating that the overpayment has been paid in full.	Examiner

## 2.4. CORRESPONDENCE

The table below lists any messages, such as the US mail, emails, faxes, phone calls and any other correspondence, *regularly used in the normal course* of this process.

Note: The Unemployment Compensation Claims and Benefits System (UCCBIS) will provide a self-service portal to allow users (claimants and employers) to “opt in” to electronic delivery of documents (e.g., messages, notices, and other correspondence). Documents will not be “sent” to users who elect electronic communications, rather, email notifications will be issued to inform users they have documents available for review. A user will log on to the account using their unique security credentials (created when they initially set up their online account) to read the documents and will then undertake appropriate action(s). Unless otherwise precluded by law, any message listed in the following table may be delivered via the self-service portal once a user “opts in” for electronic delivery.

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.

<b>Index</b>	A number for use in referencing the activity.
<b>Activity Label</b>	A short name for that activity that is used to represent it in the detailed workflow diagram.
<b>Type</b>	Form – An official request for specific information based in a pre-defined format. Notice – Notice of an official Agency action or determination. Ad-Hoc – Requests for information, responses, and general communications. Normally used to validate or complete existing records. Memo - Internal communication for the purpose of sharing information.
<b>Purpose</b>	The intended purpose for sending the message.
<b>Recipient</b>	The organization or role of the intended recipient.
<b>Occasion</b>	Event or action that triggers the requirement to send the message

Index	Activity Label	Type	Purpose	Recipient	Occasion
03.02.01	Receive, Open, & Sort Payments	Ad-Hoc	To submit payment for an outstanding overpayment. These payments may be in the form of offsets against new claims, checks, cash, money orders, or cashier's checks.	AWI Benefit Payment Control	When a payment is made on an existing overpayment.
03.02.05	Update Overpayment Record	Notice	To inform the Claimant that their payment has been rejected and requiring submission of acceptable payment within 30 days.	Claimant	When a payment is rejected by the processing bank.
03.02.06	Update Record	Ad-Hoc	To refund any amount received in excess of the outstanding overpayment balance.	Claimant	When a payment is received that exceeds the outstanding balance of the overpayment.
03.02.07	Notify State Attorney or PO/Record Dismissal or Satisfaction of Lien.	Notice	To notify the appropriate party(ies) that an overpayment has been paid in full.	State Attorney/Civil Court/Probation Officer	When a payment is received that satisfies the full amount of an outstanding overpayment.

## 2.5. PERFORMANCE METRICS

The table below lists any performance metrics that may be used to measure the outcome, accuracy or efficiency of this process.

<b>Title</b>	A description of the metric
<b>Metric</b>	Complete description of the performance measure
<b>Target</b>	Goal or Target to expected or N/A if not applicable
<b>Source</b>	The performance metric source (Florida Statutes, AWI policy, etc.).

Title	Metric	Target	Source
Payments Received	The count and dollar amount total of payments entered by Type daily.	-	AWI
Payments Issued	The count and dollar amount total of refunds issued by Type daily.	-	AWI
Collections Payments – Received	The count and dollar amount total of payments received from Collections by Type daily.	-	AWI
Lottery Payments – Received	The count and dollar amount total of payments received from Lottery by Type daily.	-	AWI
IRORA Payment – Received	A count and total dollar amount of payments received from other states by Type and State.	-	AWI

## 2.6. BUSINESS RULES

The table below lists any statutes or policies that govern the execution of this process. These business rules may be executed by the system or the user. The following is a description and definition of each of the columns in this table.

<b>Number</b>	The unique number assigned to the business rule.
<b>Conflict</b>	Y(Yes) if the current Statute, Administrative Code, or AWI Policy conflicts with the to-be process or N (No) if the current Statute, Administrative Code, or AWI Policy does not conflict with the to-be process.
<b>Description</b>	A full-text description of the business rule.

Number	Conflict	Description
BR03.02.01	N	Fla. Stat. § 443.171 (3) (2009) – Delegate power and authority for the effective administration of this chapter
BR03.02.02	N	Fla. Stat. § 443.151 (6) (a, b, c, d, e) (2009) – Allows for recovery and recoupment.
BR03.02.03	N	Fla. Stat. § 68.065 (3) (2009) – Authority for requiring satisfaction of bad checks within 30 days.

## 2.7. TIME CONSTRAINTS

The table below lists any time constraints that are placed on activities within this process. Time constraints may be required completion times or required pauses in the process to allow for responses. The following is a description and definition of each of the columns in this table.

<b>Index</b>	A number for use in referencing the activity.
<b>Activity Label</b>	A short name for that activity that is used to represent it in the detailed workflow diagram.
<b>Source</b>	The source of the constraint (Florida Statutes, AWI policy, etc.).
<b>Constraint</b>	A full-text description of the constraint.

Index	Activity Label	Source	Constraint
03.02.05	Update Overpayment Record	AWI	A Claimant who submits an invalid payment has thirty (30) days to satisfy the payment.



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## **3. TO-BE OVERPAYMENT STOP SUB-PROCESS**

### **3.1. OVERVIEW**

Any claim may be marked as a potential overpayment at a number of points during its processing. These overpayment stops can only be removed or finalized (overpayment determination) by BPC.

The objectives of this sub-process include:

- Make a proper determination as to whether or not an overpayment has occurred.
- If no overpayment exists, release any held weeks as quickly as possible.

Beginning Points

- An overpayment stop is entered into the system.

Ending Points

- Issue an overpayment determination or,
- Determine there was no overpayment made and release any weeks necessary.

### 3.2. WORKFLOW DIAGRAM

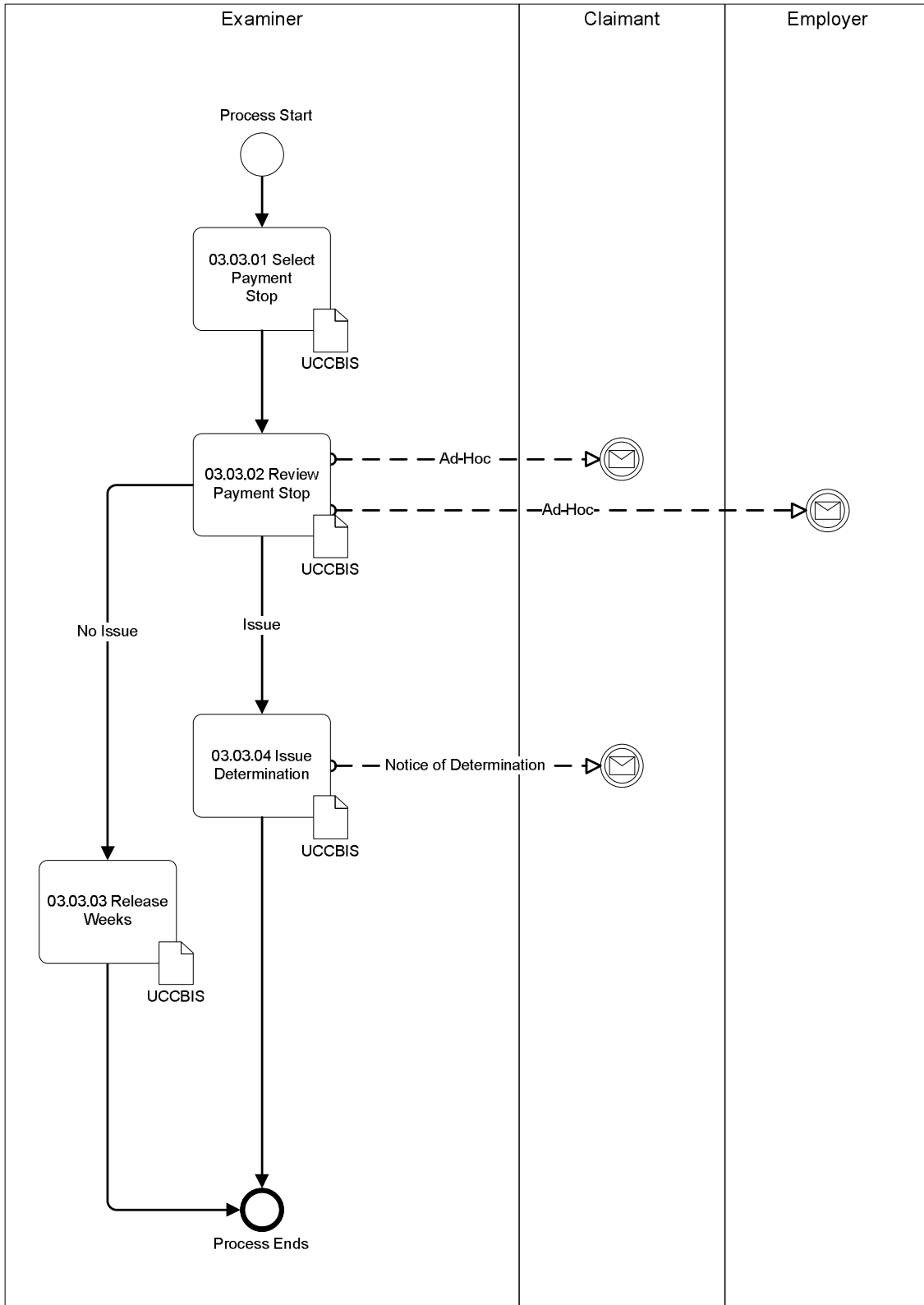


Exhibit 4 – Overpayment Stop Workflow Diagram

### 3.3. ACTIVITIES

The table below lists the activities that make up this process. The following is a description and definition of each of the columns in this table.

<b>Index</b>	A number for use in referencing the activity
<b>Activity Label</b>	A short name for that activity that is used to represent it in the detailed workflow diagram.
<b>System Activity Description</b>	The full-text description of that activity from the perspective of the system.
<b>Actor Activity Description</b>	The full-text description of that activity from the perspective of the user or actor.
<b>Actor(s)</b>	The job or role title of the individuals having a primary role for that activity.

Index	Activity Label	System Activity Description	Actor Activity Description	Actor(s)
03.03.01	Select Payment Stop	The system will create a payment stop work item whenever an Overpayment Stop is entered against an active claim. Upon selection, the system will record the Examiner and the date and time of the Examiner selecting the work item.	The Examiner will select a payment stop work item for review.	Examiner
03.03.02	Review Payment Stop	The system will provide the claim history and all documentation as necessary. The system will provide a mechanism to record any review activities and upload and attach information provided by the claimant, employer, or third parties.	The Examiner will review the claim history and attempt to ascertain whether or not an overpayment has made.	Examiner
03.03.03	Release Weeks	The system will allow previously held payments to be generated during the next payment cycle.	The Examiner will remove the overpayment stop and close the work item.	Examiner
03.03.04	Issue Determination	Upon request, the system will generate a Notice of Determination and route it to the Claimant via their preferred communication method. The system will cancel any pending payments and will create an overpayment record.	The Examiner will request creation of a Notice of Determination that an overpayment has occurred.	Examiner

### 3.4. CORRESPONDENCE

The table below lists any messages, such as the US mail, emails, faxes, phone calls and any other correspondence, *regularly used in the normal course* of this process.

Note: The Unemployment Compensation Claims and Benefits System (UCCBIS) will provide a self-service portal to allow users (claimants and employers) to “opt in” to electronic delivery of documents

(e.g., messages, notices, and other correspondence). Documents will not be “sent” to users who elect electronic communications, rather, email notifications will be issued to inform users they have documents available for review. A user will log on to the account using their unique security credentials (created when they initially set up their online account) to read the documents and will then undertake appropriate action(s). Unless otherwise precluded by law, any message listed in the following table may be delivered via the self-service portal once a user “opts in” for electronic delivery.

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.

<b>Index</b>	A number for use in referencing the activity.
<b>Activity Label</b>	A short name for that activity that is used to represent it in the detailed workflow diagram.
<b>Type</b>	Form – An official request for specific information based in a pre-defined format. Notice – Notice of an official Agency action or determination. Ad-Hoc – Requests for information, responses, and general communications. Normally used to validate or complete existing records. Memo - Internal communication for the purpose of sharing information.
<b>Purpose</b>	The intended purpose for sending the message.
<b>Recipient</b>	The organization or role of the intended recipient.
<b>Occasion</b>	Event or action that triggers the requirement to send the message

Index	Activity Label	Type	Purpose	Recipient	Occasion
03.02.02	Review Payment Stop	Ad-Hoc	To gather information necessary to the review of a payment stop work item.	Claimant	When information is required to properly review a payment stop work item.
03.02.02	Review Payment Stop	Ad-Hoc	To gather information necessary to the review of a payment stop work item.	Employer	When information is required to properly review a payment stop work item.
03.02.04	Issue Determination	Notice	To notify a claimant that a determination of overpayment has been made.	Claimant	When review of a payment stop has resulted in a determination of overpayment.

### 3.5. PERFORMANCE METRICS

The table below lists any performance metrics that may be used to measure the outcome, accuracy or efficiency of this process.

<b>Title</b>	A description of the metric
<b>Metric</b>	Complete description of the performance measure
<b>Target</b>	Goal or Target to expected or N/A if not applicable
<b>Source</b>	The performance metric source (Florida Statutes, AWI policy, etc.).

Title	Metric	Target	Source
Overpayment Stop Aging	Elapsed time from entry of overpayment stop to resolution (removal or issuance of determination).	-	AWI

Title	Metric	Target	Source
Overpayment Stop Accuracy	A ratio of overpayment stops entered to overpayment determinations issued by count, dollar amount, and cost center daily.	-	AWI

### 3.6. BUSINESS RULES

The table below lists any statutes or policies that govern the execution of this process. These business rules may be executed by the system or the user. The following is a description and definition of each of the columns in this table.

<b>Number</b>	The unique number assigned to the business rule.
<b>Conflict</b>	Y(Yes) if the current Statute, Administrative Code, or AWI Policy conflicts with the to-be process or N (No) if the current Statute, Administrative Code, or AWI Policy does not conflict with the to-be process.
<b>Description</b>	A full-text description of the business rule.

Number	Conflict	Description
BR03.03.01	N	U.C. Automated Nonmonetary Handbook - Allows BPC stop to be entered on claim to handle potential issue.

### 3.7. TIME CONSTRAINTS

The table below lists any time constraints that are placed on activities within this process. Time constraints may be required completion times or required pauses in the process to allow for responses. The following is a description and definition of each of the columns in this table.

<b>Index</b>	A number for use in referencing the activity.
<b>Activity Label</b>	A short name for that activity that is used to represent it in the detailed workflow diagram.
<b>Source</b>	The source of the constraint (Florida Statutes, AWI policy, etc.).
<b>Constraint</b>	A full-text description of the constraint.

Index	Activity Label	Source	Constraint

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## 4. TO-BE LOTTERY SUB-PROCESS

### 4.1. OVERVIEW

The Florida Lottery receives a regular report of claimants with outstanding overpayments. If one of these claimants wins a prize, the Lottery will contact BPC to determine whether or not the overpayment has been satisfied. If it is not, the Lottery will satisfy the overpayment before paying the claimant any remaining winnings.

The objectives of this sub-process include:

- Properly identify Lottery winners with overpayments and retrieve funds as available.

Beginning Points

- A Claimant with an outstanding overpayment wins the Florida Lottery.

Ending Points

- Payment is received on the outstanding overpayment.

## 4.2. WORKFLOW DIAGRAM

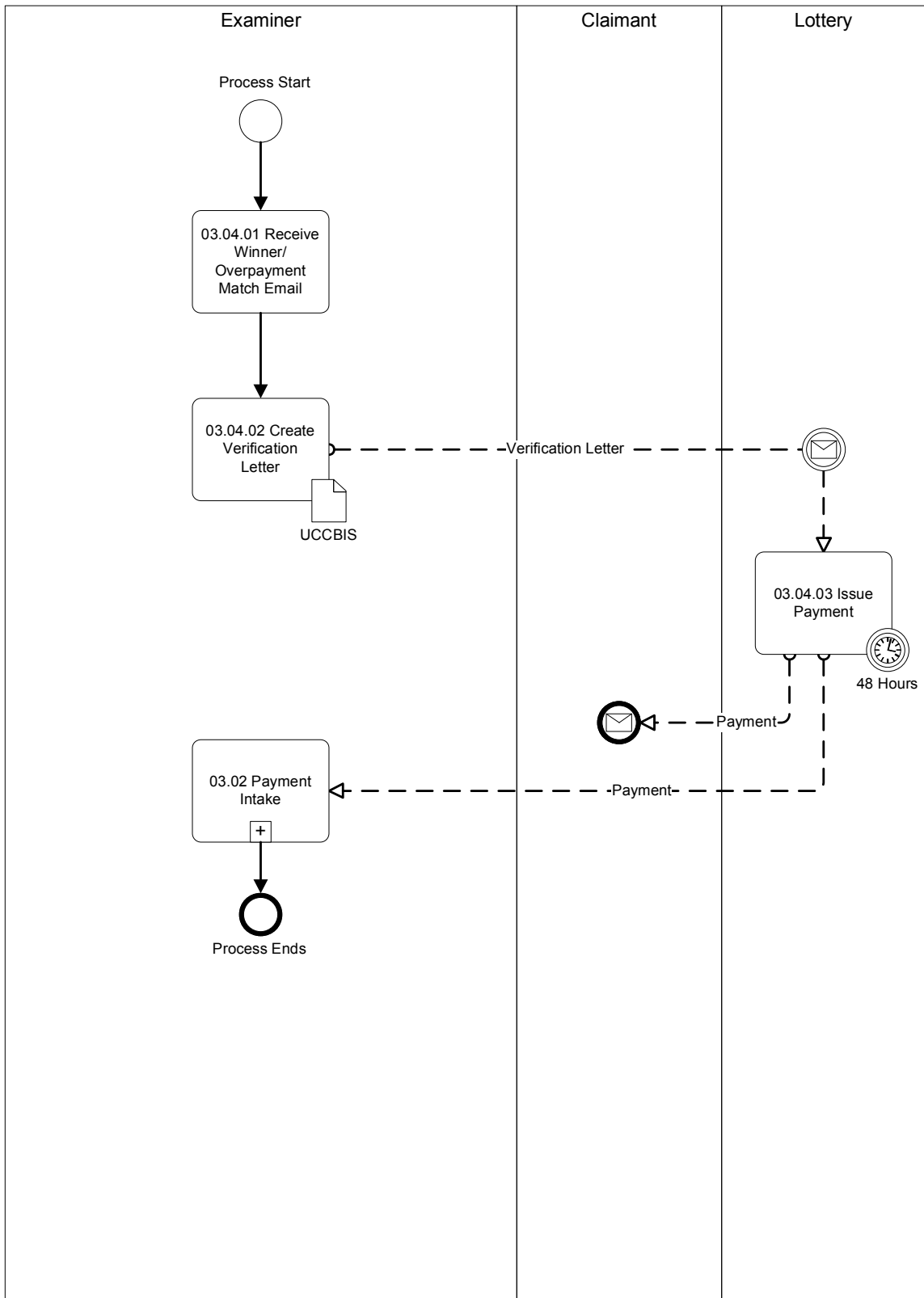


Exhibit 5 – Lottery Workflow Diagram

### 4.3. ACTIVITIES

The table below lists the activities that make up this process. The following is a description and definition of each of the columns in this table.

<b>Index</b>	A number for use in referencing the activity
<b>Activity Label</b>	A short name for that activity that is used to represent it in the detailed workflow diagram.
<b>System Activity Description</b>	The full-text description of that activity from the perspective of the system.
<b>Actor Activity Description</b>	The full-text description of that activity from the perspective of the user or actor.
<b>Actor(s)</b>	The job or role title of the individuals having a primary role for that activity.

Index	Activity Label	System Activity Description	Actor Activity Description	Actor(s)
03.04.01	Receive Winner/Overpayment Match Email	-	The Examiner will receive an email notification from the Lottery that a winner has been matched to the overpayment list that BPC provides to the Lottery.	Examiner
03.04.02	Create Verification Letter	Upon request, the system will generate a verification letter.	The Examiner will request generation of a verification letter to be sent to the Lottery to specify the current amount of the overpayment, if one still exists.	Examiner
03.04.03	Issue Payment	-	The Lottery will issue payment within 48 hours. AWI will receive an amount that satisfies the overpayment (or the entire amount if the winnings are not sufficient) and the Claimant will receive the remainder (if any).	Lottery
03.02	Payment Intake	-	When a payment (partial or full) is received from the Florida Lottery, the payment will be received through the normal Payment Intake process.	BPC

### 4.4. CORRESPONDENCE

The table below lists any messages, such as the US mail, emails, faxes, phone calls and any other correspondence, *regularly used in the normal course* of this process.

Note: The Unemployment Compensation Claims and Benefits System (UCCBIS) will provide a self-service portal to allow users (claimants and employers) to “opt in” to electronic delivery of documents (e.g., messages, notices, and other correspondence). Documents will not be “sent” to users who elect electronic communications, rather, email notifications will be issued to inform users they have documents available for review. A user will log on to the account using their unique security credentials (created when they initially set up their online account) to read the documents and will then undertake appropriate



action(s). Unless otherwise precluded by law, any message listed in the following table may be delivered via the self-service portal once a user “opts in” for electronic delivery.

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.

<b>Index</b>	A number for use in referencing the activity.
<b>Activity Label</b>	A short name for that activity that is used to represent it in the detailed workflow diagram.
<b>Type</b>	Form – An official request for specific information based in a pre-defined format. Notice – Notice of an official Agency action or determination. Ad-Hoc – Requests for information, responses, and general communications. Normally used to validate or complete existing records. Memo - Internal communication for the purpose of sharing information.
<b>Purpose</b>	The intended purpose for sending the message.
<b>Recipient</b>	The organization or role of the intended recipient.
<b>Occasion</b>	Event or action that triggers the requirement to send the message

Index	Activity Label	Type	Purpose	Recipient	Occasion
03.04.02	Create Verification Letter	Notice	To inform the Florida Lottery that an overpayment exists and to provide the full amount necessary to satisfy the overpayment.	Florida Lottery	When the Florida Lottery has informed AWI that a Claimant with a possible overpayment has won a prize from the Lottery.

#### 4.5. PERFORMANCE METRICS

The table below lists any performance metrics that may be used to measure the outcome, accuracy or efficiency of this process.

<b>Title</b>	A description of the metric
<b>Metric</b>	Complete description of the performance measure
<b>Target</b>	Goal or Target to expected or N/A if not applicable
<b>Source</b>	The performance metric source (Florida Statutes, AWI policy, etc.).

Title	Metric	Target	Source

#### 4.6. BUSINESS RULES

The table below lists any statutes or policies that govern the execution of this process. These business rules may be executed by the system or the user. The following is a description and definition of each of the columns in this table.

<b>Number</b>	The unique number assigned to the business rule.
<b>Conflict</b>	Y(Yes) if the current Statute, Administrative Code, or AWI Policy conflicts with the to-be process or N (No) if the current Statute, Administrative Code, or AWI Policy does not conflict with the to-be process.
<b>Description</b>	A full-text description of the business rule.

Number	Conflict	Description
BR03.04.01	N	20 C.F.R. § 603.08(b) (2009) – Obtaining information from cross matching with wage information.
BR03.04.02	N	Fla. Stat. § 443.171(3) (2009) – Delegate power and authority for the effective administration of this chapter.
BR03.04.03	N	Fla. Stat. § 24.115 (4) (2009) – Provide Lottery outstanding debt owed to the State to be deducted from winnings and transmitted to Agency.

## 4.7. TIME CONSTRAINTS

The table below lists any time constraints that are placed on activities within this process. Time constraints may be required completion times or required pauses in the process to allow for responses. The following is a description and definition of each of the columns in this table.

<b>Index</b>	A number for use in referencing the activity.
<b>Activity Label</b>	A short name for that activity that is used to represent it in the detailed workflow diagram.
<b>Source</b>	The source of the constraint (Florida Statutes, AWI policy, etc.).
<b>Constraint</b>	A full-text description of the constraint.

Index	Activity Label	Source	Constraint
03.04.03	Issue Payment	Lottery Policy	The Florida Lottery will issue payment within 48 hours.

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## 5. TO-BE NEW HIRE AUDIT SUB-PROCESS

### 5.1. OVERVIEW

The New Hire Audit process uses a cross-match of employer-submitted new hire information (transferred from the Florida Department of Revenue and US Department of Health and Human Services) and claim records to identify claimants who received UC benefits after a reported new hire date.

The system will automatically identify conflicts based on active claims data and the information received from the New Hire reports. The system will then automatically issue requests for information to the Claimant and the Employer. At the time a response is received from either party or after a 5-day waiting period, the system will create a work item for BPC review.

The objectives of this sub-process include:

- Identify Claimants who received wages at the same time they received benefits.
- Make a proper determination as to whether or not an overpayment has occurred.
- If no overpayment exists, release any held weeks as quickly as possible.

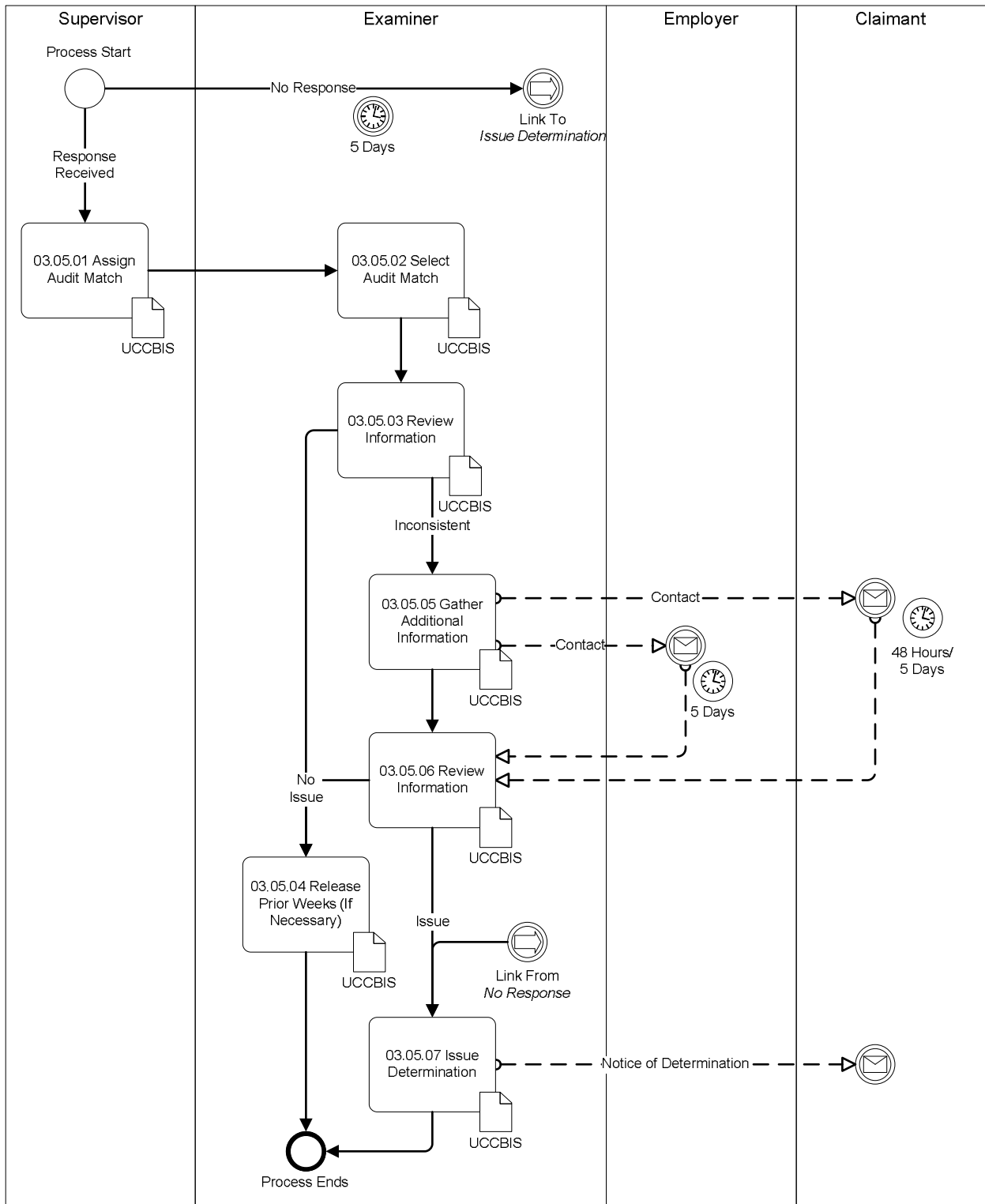
#### Beginning Points

- A response to the request for information is received back from an Employer and/or a Claimant or,
- No response if received from the Claimant or Employer within five (5) business days.

#### Ending Points

- Issue an overpayment determination or,
- Determine there was no overpayment made and release any weeks necessary.

## 5.2. WORKFLOW DIAGRAM



**Exhibit 6 – New Hire Audit Workflow Diagram**

### 5.3. ACTIVITIES

The table below lists the activities that make up this process. The following is a description and definition of each of the columns in this table.

<b>Index</b>	A number for use in referencing the activity
<b>Activity Label</b>	A short name for that activity that is used to represent it in the detailed workflow diagram.
<b>System Activity Description</b>	The full-text description of that activity from the perspective of the system.
<b>Actor Activity Description</b>	The full-text description of that activity from the perspective of the user or actor.
<b>Actor(s)</b>	The job or role title of the individuals having a primary role for that activity.

Index	Activity Label	System Activity Description	Actor Activity Description	Actor(s)
03.05.01	Assign Audit Match	<p>Prior to this activity, the system will match employer-submitted new hire data from the Florida Department of Revenue and US Department of Health and Human Services. Upon detecting a conflict, the system will create a information request letter and route it to the Claimant's and Employer's selected communication medium (i.e., via the Portal or US Mail).</p> <p>If no response is received from the Claimant within five (5) days, the system will generate an Audit Match work item for Issue Determination.</p> <p>If a response is received from the Claimant or the Employer, the system will create an Audit Match work item and place the work item in the Examiner's queue.</p>	The Supervisor can assign an Examiner to the Audit Match work item.	Supervisor
03.05.02	Select Audit Match	The system will record the assigned Examiner and the date and time of the Examiner selecting the work item.	The Examiner will select an Audit Match work item for review.	Examiner
03.05.03	Review Information	The system will provide a mechanism to record review activities.	The Examiner will review the information on the claim to determine if there is an issue. If there is no issue the Examiner will release the hold on payments (if one exists).	Examiner

Index	Activity Label	System Activity Description	Actor Activity Description	Actor(s)
03.05.04	Release Prior Weeks (If Necessary)	The system will allow previously held payments to be generated during the next payment cycle.	The Examiner will remove the overpayment stop and close the work item.	Examiner
03.05.05	Gather Additional Information	The system will provide a mechanism to record review activities, upload and attach information provided by the claimant or employer.  The system will provide the capability to request investigations as necessary through the creation of new work items in the necessary work queue(s).	If necessary, the Examiner will contact the Employer or Claimant for clarifying information.	Examiner
03.05.06	Review Information	The system will provide a mechanism to record review activities, upload and attach information provided by the claimant or employer.  The system will provide the capability to request investigations as necessary through the creation of new work items in the necessary work queue(s).	After collecting additional information the Examiner will conduct a final review to determine if there is an overpayment situation.  If there is no issue the Examiner will release the hold on payments (if one exists).	Examiner
03.05.07	Issue Determination	Upon request, the system will generate a Notice of Determination and route it to the Claimant via their preferred communication method. The system will cancel any pending payments and will create an overpayment record.	The Examiner will request creation of a Notice of Determination that an overpayment has occurred.	Examiner

## 5.4. CORRESPONDENCE

The table below lists any messages, such as the US mail, emails, faxes, phone calls and any other correspondence, *regularly used in the normal course* of this process.

Note: The Unemployment Compensation Claims and Benefits System (UCCBIS) will provide a self-service portal to allow users (claimants and employers) to “opt in” to electronic delivery of documents (e.g., messages, notices, and other correspondence). Documents will not be “sent” to users who elect electronic communications, rather, email notifications will be issued to inform users they have documents available for review. A user will log on to the account using their unique security credentials (created when they initially set up their online account) to read the documents and will then undertake appropriate action(s). Unless otherwise precluded by law, any message listed in the following table may be delivered via the self-service portal once a user “opts in” for electronic delivery.

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.

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<b>Type</b>	Form – An official request for specific information based in a pre-defined format. Notice – Notice of an official Agency action or determination. Ad-Hoc – Requests for information, responses, and general communications. Normally used to validate or complete existing records. Memo - Internal communication for the purpose of sharing information.
<b>Purpose</b>	The intended purpose for sending the message.
<b>Recipient</b>	The organization or role of the intended recipient.
<b>Occasion</b>	Event or action that triggers the requirement to send the message

Index	Activity Label	Type	Purpose	Recipient	Occasion
03.05	New Hire Audit	Ad-Hoc	To provide the Claimant with an opportunity to provide additional information concerning the New Hire match (information request letter).	Claimant	When a Claimant appears on the New Hire match.
03.05.05	Gather Additional Information	Ad-Hoc	To gather information necessary to the review of a audit match work item.	Claimant	When information is required to properly review an audit match work item.
03.05.05	Gather Additional Information	Ad-Hoc	To gather information necessary to the review of a audit match work item.	Employer	When information is required to properly review an audit match work item.
03.05.07	Issue Determination	Notice	To notify a claimant that a determination of overpayment has been made.	Claimant	When review of a payment stop has resulted in a determination of overpayment.

## 5.5. PERFORMANCE METRICS

The table below lists any performance metrics that may be used to measure the outcome, accuracy or efficiency of this process.

<b>Title</b>	A description of the metric
<b>Metric</b>	Complete description of the performance measure
<b>Target</b>	Goal or Target to expected or N/A if not applicable
<b>Source</b>	The performance metric source (Florida Statutes, AWI policy, etc.).

Title	Metric	Target	Source
New Hire Audit	A count of New Hire Audit work items created daily.	-	AWI
New Hire Audit Workload	A count of New Hire Audit work items processed by Examiner daily.	-	AWI

Title	Metric	Target	Source
Determinations Issued	A count of overpayment/non-monetary determinations and the total dollar amount issued by Type and Employee per quarter.	-	AWI
Determinations Appealed	A count of overpayment determinations appealed by Employee.	-	AWI

## 5.6. BUSINESS RULES

The table below lists any statutes or policies that govern the execution of this process. These business rules may be executed by the system or the user. The following is a description and definition of each of the columns in this table.

<b>Number</b>	The unique number assigned to the business rule.
<b>Conflict</b>	Y(Yes) if the current Statute, Administrative Code, or AWI Policy conflicts with the to-be process or N (No) if the current Statute, Administrative Code, or AWI Policy does not conflict with the to-be process.
<b>Description</b>	A full-text description of the business rule.

Number	Conflict	Description
BR03.05.01	N	Personal Responsibility and Work Opportunity Reconciliation Act § 313, 42 U.S.C. § 653a – Requires employers to report all new hires to state agencies and the National Directory of New Hires. NDNH allows cross matching with state agencies.
BR03.05.02	N	USDOL, Unemployment Insurance Program Letter No. 35-99 (6/21/1999) & 36-00 (10/10/2000) – Encourages state agencies to take full advantage of the “New Hires” system to prevent and detect overpayments.
BR03.05.03	N	Fla. Stat. § 409.2576 (9) (a) 3 (2009) – Dept of Revenue will share new hire information with the UC program.
BR03.05.04	N	20 C.F.R. § 603.08(b) (2009) – Obtaining information from cross matching with wage information.
BR03.05.05	N	F.A.C. 60BB-3.017 (2) (2009) – Notice of Determination.
BR03.05.06	N	Fla. Stat. § 443.071 (1) (2009) – False statement by individual to obtain benefits
BR03.05.07	N	Fla. Stat. § 443.101 (6) (2009) – Disqualified for a period not to exceed 1 year for making a false statement in order to obtain benefits.
BR03.05.08	N	Fla. Stat. § 443.151 (4) (b) (2009) – The claimant may appeal an adverse determination.
BR03.05.09	N	Fla. Stat. § 443.171(1) (2009) – The Agency is given the powers and duties to administer this chapter.

## 5.7. TIME CONSTRAINTS

The table below lists any time constraints that are placed on activities within this process. Time constraints may be required completion times or required pauses in the process to allow for responses. The following is a description and definition of each of the columns in this table.

<b>Index</b>	A number for use in referencing the activity.
<b>Activity Label</b>	A short name for that activity that is used to represent it in the detailed workflow diagram.
<b>Source</b>	The source of the constraint (Florida Statutes, AWI policy, etc.).
<b>Constraint</b>	A full-text description of the constraint.

Index	Activity Label	Source	Constraint
03.05	New Hire Audit	AWI	A Claimant has five (5) days to respond to a request for additional information from the Agency.



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03.05.05	Gather Additional Information	AWI	A Claimant has forty-eight (48) hours to respond to a voice mail message or five (5) days to respond to a written request for additional information from the Agency.
03.05.05	Gather Additional Information	AWI	An Employer has five (5) days to respond to a written request for additional information from the Agency.

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## **6. TO-BE MULTI-ADDRESS/PHONE AUDIT SUB-PROCESS**

### **6.1. OVERVIEW**

The system will identify instances where multiple claimants are listing the same address and/or phone number. The claimants will be contacted for proof of residence. These claims may be referred for investigation. Validated claims will be marked to prevent that claimant/address combination from being re-audited (a new claimant at that address would be audited).

The objectives of this sub-process include:

- Investigate claims with same address and/or phone number.
- Make a proper determination as to whether or not an overpayment has occurred.
- If no overpayment exists, release any held weeks as quickly as possible.
- Prevent the Claimant/claim combination from reappearing as an issue.

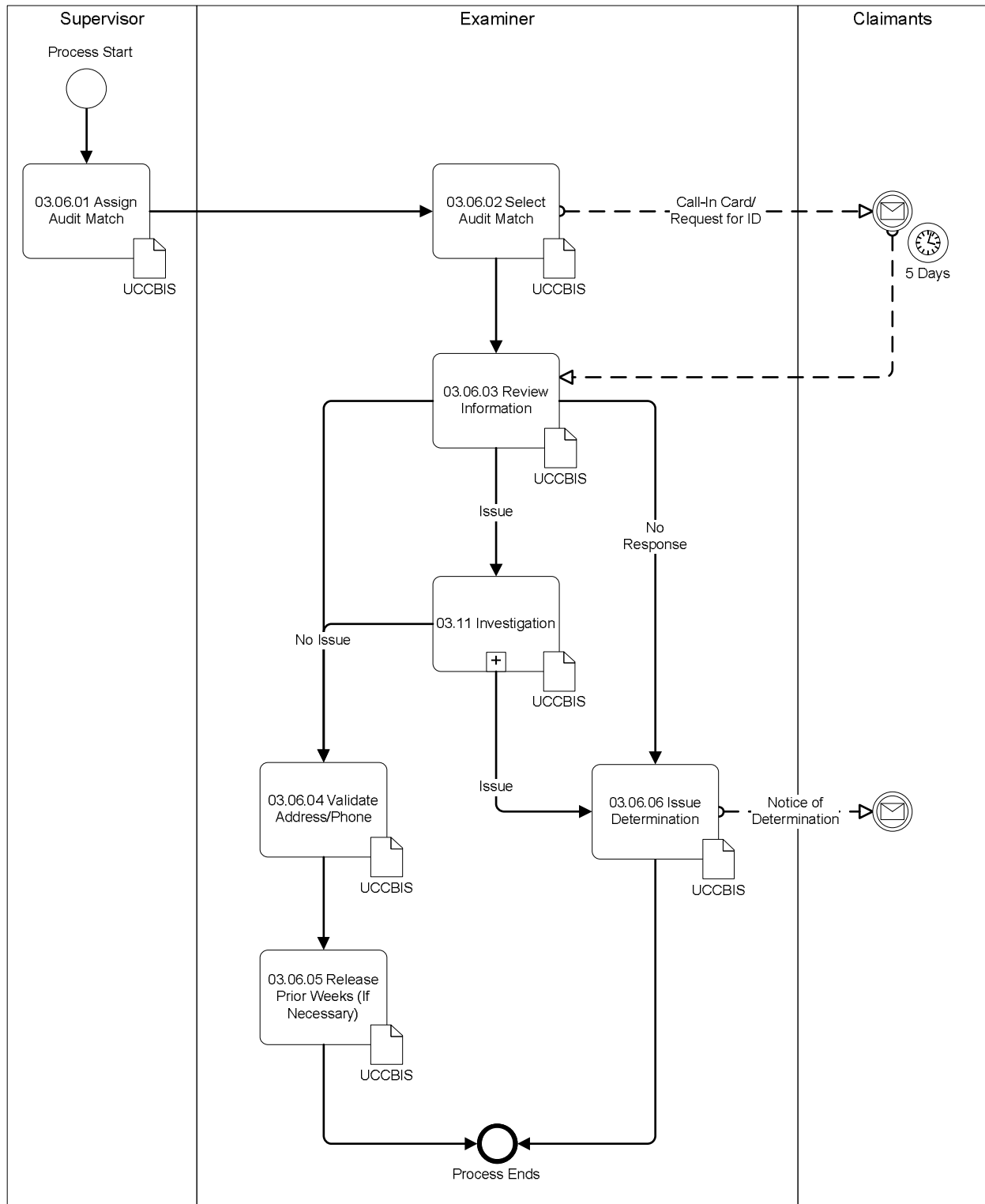
Beginning Points

- A claim or claims

Ending Points

- Issue an overpayment determination or,
- Determine there was no overpayment made, release any weeks necessary, and prevent the claimant/claim combination from reappearing as an issue.

## 6.2. WORKFLOW DIAGRAM



**Exhibit 7 – Multi-Address/Phone Audit Workflow Diagram**

### 6.3. ACTIVITIES

The table below lists the activities that make up this process. The following is a description and definition of each of the columns in this table.

<b>Index</b>	A number for use in referencing the activity
<b>Activity Label</b>	A short name for that activity that is used to represent it in the detailed workflow diagram.
<b>System Activity Description</b>	The full-text description of that activity from the perspective of the system.
<b>Actor Activity Description</b>	The full-text description of that activity from the perspective of the user or actor.
<b>Actor(s)</b>	The job or role title of the individuals having a primary role for that activity.

Index	Activity Label	System Activity Description	Actor Activity Description	Actor(s)
03.06.01	Assign Audit Match	<p>Prior to this activity, the system will match claims and claimants and identify instances of multiple claimants reporting the same address and/or phone number. Those claimant/address combinations that have not been previously investigated and cleared will result in the creation of an Audit Match work item which will be placed in the Examiner's queue.</p> <p>Certain addresses (shelters, etc) will be permanently flagged within the system to prevent audit matches from occurring.</p>	The Supervisor can assign an Examiner to the Audit Match work item.	Supervisor
03.06.02	Select Audit Match	<p>The system will record the assigned Examiner and the date and time of the Examiner selecting the work item.</p> <p>The system will automatically generate a Call-In Card or Request for ID Letter and route it to the Claimant's selected communication medium (i.e., via the Portal, fax, or US Mail).</p>	The Examiner will select an Audit Match work item for review.	Examiner
03.06.03	Review Information	The system will provide a mechanism to record review activities, upload and attach information provided by the claimant or employer.	After collecting additional information the Examiner will conduct a final review to determine if fraudulent activity may be occurring.	Examiner

Index	Activity Label	System Activity Description	Actor Activity Description	Actor(s)
03.11	Investigations	The system will provide the capability to request investigations as necessary through the creation of new work items in the necessary work queue(s).	If it appears that fraudulent activity may be occurring, the Examiner will create a work item to request an investigation via the Investigations process.	BPC
03.06.04	Validate Address/Phone	The system will provide a mechanism to prevent future audits on a specific combination of claimant/address or claimant/phone.	If there is no issue the Examiner will mark that particular claimant and address/phone as validated. This will prevent that specific combination from being audited again.  Please note that a new claimant from that address will <u>not</u> be considered validated and will be audited.	Examiner
03.06.05	Release Prior Weeks (if necessary)	The system will allow previously held payments to be generated during the next payment cycle.	The Examiner will remove the overpayment stop and close the work item.	Examiner
03.06.06	Issue Determination	Upon request, the system will generate a Notice of Determination and route it to the Claimant via their preferred communication method. The system will cancel any pending payments and will create an overpayment record.	The Examiner will request creation of a Notice of Determination that an overpayment has occurred.	Examiner

## 6.4. CORRESPONDENCE

The table below lists any messages, such as the US mail, emails, faxes, phone calls and any other correspondence, *regularly used in the normal course* of this process.

Note: The Unemployment Compensation Claims and Benefits System (UCCBIS) will provide a self-service portal to allow users (claimants and employers) to “opt in” to electronic delivery of documents (e.g., messages, notices, and other correspondence). Documents will not be “sent” to users who elect electronic communications, rather, email notifications will be issued to inform users they have documents available for review. A user will log on to the account using their unique security credentials (created when they initially set up their online account) to read the documents and will then undertake appropriate action(s). Unless otherwise precluded by law, any message listed in the following table may be delivered via the self-service portal once a user “opts in” for electronic delivery.

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.

<b>Index</b>	A number for use in referencing the activity.
<b>Activity Label</b>	A short name for that activity that is used to represent it in the detailed workflow diagram.
<b>Type</b>	Form – An official request for specific information based in a pre-defined format. Notice – Notice of an official Agency action or determination. Ad-Hoc – Requests for information, responses, and general communications. Normally used to validate or complete existing records. Memo - Internal communication for the purpose of sharing information.
<b>Purpose</b>	The intended purpose for sending the message.
<b>Recipient</b>	The organization or role of the intended recipient.
<b>Occasion</b>	Event or action that triggers the requirement to send the message

Index	Activity Label	Type	Purpose	Recipient	Occasion
03.06.02	Select Audit Match	Ad-Hoc	To gather information necessary to the review of a audit match work item.	Claimant(s)	When information is required to properly review an audit match work item.
03.06.06	Issue Determination	Notice	To notify a claimant that a determination of overpayment has been made.	Claimant	When review of a payment stop has resulted in a determination of overpayment.

## 6.5. PERFORMANCE METRICS

The table below lists any performance metrics that may be used to measure the outcome, accuracy or efficiency of this process.

<b>Title</b>	A description of the metric
<b>Metric</b>	Complete description of the performance measure
<b>Target</b>	Goal or Target to expected or N/A if not applicable
<b>Source</b>	The performance metric source (Florida Statutes, AWI policy, etc.).

Title	Metric	Target	Source
Multi-Address/Phone Audit	A count of Multi-Address/Phone Audit work items created daily.	-	AWI
Multi-Address/Phone Audit Workload	A count of Multi-Address/Phone Audit work items processed by Examiner daily.	-	AWI
Determinations Issued	A count of overpayment/non-monetary determinations and the total dollar amount issued by Type and Employee per quarter.	-	AWI
Determinations Appealed	A count of overpayment determinations appealed by Employee.	-	AWI

## 6.6. BUSINESS RULES

The table below lists any statutes or policies that govern the execution of this process. These business rules may be executed by the system or the user. The following is a description and definition of each of the columns in this table.

<b>Number</b>	The unique number assigned to the business rule.
<b>Conflict</b>	Y(Yes) if the current Statute, Administrative Code, or AWI Policy conflicts with the to-be process or N (No) if the current Statute, Administrative Code, or AWI Policy does not conflict with the to-be process.
<b>Description</b>	A full-text description of the business rule.

Number	Conflict	Description
BR03.06.01	N	Fla. Stat. § 443.071 (1) (2009) – False statement by individual to obtain benefits
BR03.06.02	N	Fla. Stat. § 443.101 (6) (2009) – Disqualified for a period not to exceed 1 year for making a false statement in order to obtain benefits.
BR03.06.03	N	Fla. Stat. § 443.151 (4) (b) (2009) – The claimant may appeal an adverse determination.
BR03.06.04	N	Fla. Stat. § 443.171(1) (2009) – The Agency is given the powers and duties to administer this chapter.

## 6.7. TIME CONSTRAINTS

The table below lists any time constraints that are placed on activities within this process. Time constraints may be required completion times or required pauses in the process to allow for responses. The following is a description and definition of each of the columns in this table.

<b>Index</b>	A number for use in referencing the activity.
<b>Activity Label</b>	A short name for that activity that is used to represent it in the detailed workflow diagram.
<b>Source</b>	The source of the constraint (Florida Statutes, AWI policy, etc.).
<b>Constraint</b>	A full-text description of the constraint.

Index	Activity Label	Source	Constraint
03.06.02	Select Audit Match	AWI	A Claimant has five (5) days to respond to a written request for additional information from the Agency.

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## 7. TO-BE WAIVER SUB-PROCESS

### 7.1. OVERVIEW

The Agency receives requests to delay overpayment offsets (the satisfaction of an overpayment by withholding current benefits) due to hardship. These waiver requests must be reviewed and approved by a supervisor within BPC and the system must be adjusted accordingly.

The objectives of this sub-process include:

- To make a proper determination as to the suitability of the Waiver Request.
- To adjust the system appropriately, based on the outcome of the Waiver Request review.

#### Beginning Points

- A Request for a Waiver of Recoupment is received from a Claimant with an outstanding overpayment.

#### Ending Points

- The Waiver (or some portion) is granted and the system is updated and adjusted accordingly or,
- The Waiver is denied.



## 7.2. WORKFLOW DIAGRAM

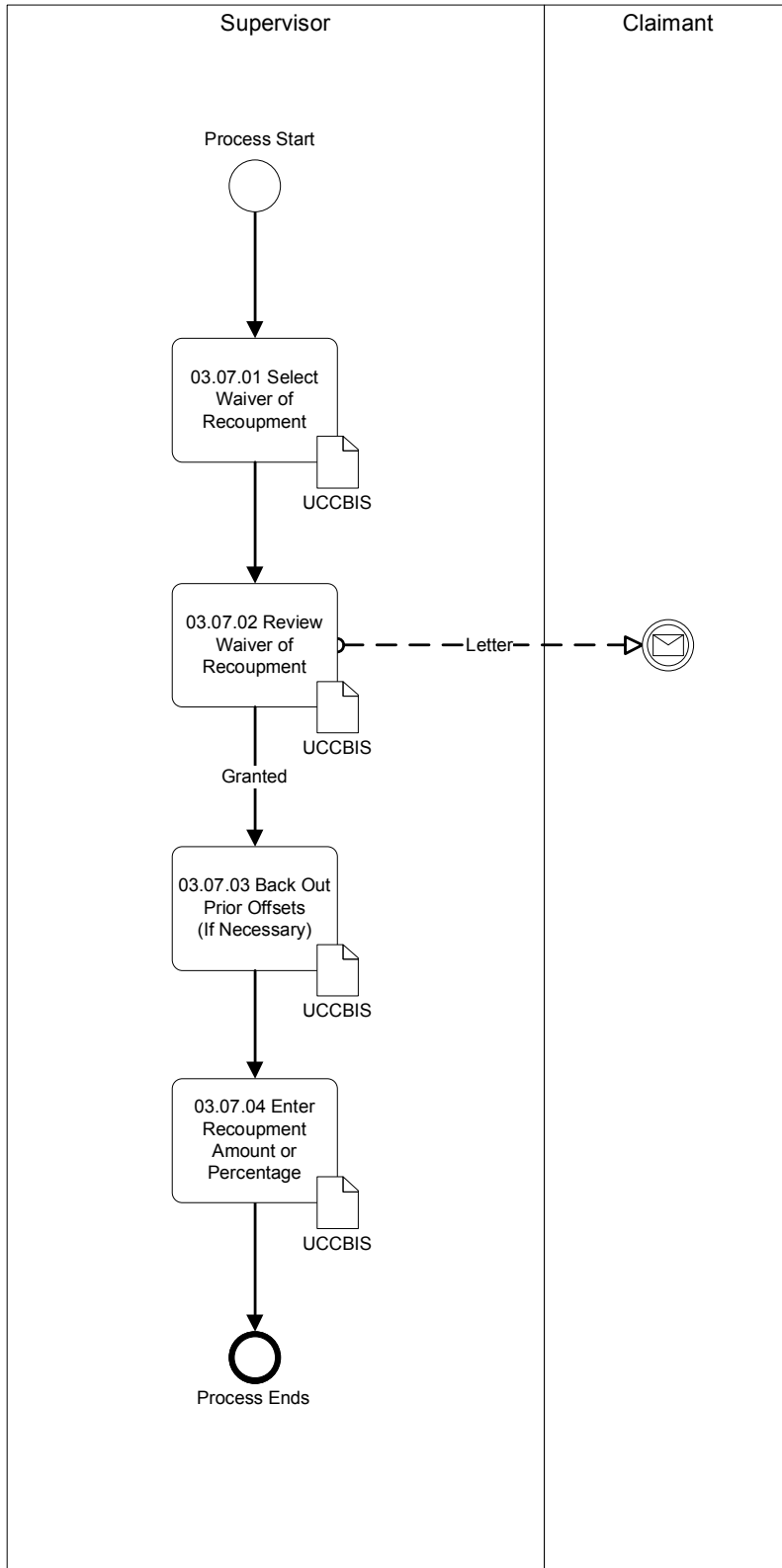


Exhibit 8 – Waiver Workflow Diagram

### 7.3. ACTIVITIES

The table below lists the activities that make up this process. The following is a description and definition of each of the columns in this table.

<b>Index</b>	A number for use in referencing the activity
<b>Activity Label</b>	A short name for that activity that is used to represent it in the detailed workflow diagram.
<b>System Activity Description</b>	The full-text description of that activity from the perspective of the system.
<b>Actor Activity Description</b>	The full-text description of that activity from the perspective of the user or actor.
<b>Actor(s)</b>	The job or role title of the individuals having a primary role for that activity.

Index	Activity Label	System Activity Description	Actor Activity Description	Actor(s)
03.07.01	Select Waiver of Recoupment	A waiver will be displayed in the Supervisor’s work queue for review.	The Supervisor will select a waiver from the work queue.	Supervisor
03.07.02	Review Waiver of Recoupment	Upon request, the system will generate a letter detailing the outcome of the review that will be mailed to the claimant.	The Supervisor will review the waiver and the associated claim and overpayment information to determine if a waiver will be a granted and, if granted, what type of waiver will be granted (full or partial). The Supervisor will use the system to generate a letter informing the Claimant of the outcome of the review.	Supervisor
03.07.03	Back Out Prior Offsets (If Necessary)	The system will update the overpayment record as necessary.	The Supervisor will back out prior offsets in the system.	Supervisor
03.07.04	Enter Recoupment Amount or Percentage	The system will apply the waiver amount or percentage to the claimant’s overpayment and will process payment to the claimant.	The Supervisor will enter the waiver amount or percentage in the system and the system will process the waiver.	Supervisor

### 7.4. CORRESPONDENCE

The table below lists any messages, such as the US mail, emails, faxes, phone calls and any other correspondence, regularly used in the normal course of this process.

Note: The Unemployment Compensation Claims and Benefits System (UCCBIS) will provide a self-service portal to allow users (claimants and employers) to “opt in” to electronic delivery of documents (e.g., messages, notices, and other correspondence). Documents will not be “sent” to users who elect electronic communications, rather, email notifications will be issued to inform users they have documents available for review. A user will log on to the account using their unique security credentials (created when they initially set up their online account) to read the documents and will then undertake appropriate action(s). Unless otherwise precluded by law, any message listed in the following table may be delivered via the self-service portal once a user “opts in” for electronic delivery.

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.

<b>Index</b>	A number for use in referencing the activity.
<b>Activity Label</b>	A short name for that activity that is used to represent it in the detailed workflow diagram.
<b>Type</b>	Form – An official request for specific information based in a pre-defined format. Notice – Notice of an official Agency action or determination. Ad-Hoc – Requests for information, responses, and general communications. Normally used to validate or complete existing records. Memo - Internal communication for the purpose of sharing information.
<b>Purpose</b>	The intended purpose for sending the message.
<b>Recipient</b>	The organization or role of the intended recipient.
<b>Occasion</b>	Event or action that triggers the requirement to send the message

Index	Activity Label	Type	Purpose	Recipient	Occasion
03.07.02	Review Waiver of Recoupment	Notice	To inform the Claimant of the outcome of the review of the Waiver of Recoupment.	Claimant	When the Supervisor completes the review of the Waiver of Recoupment.

## 7.5. PERFORMANCE METRICS

The table below lists any performance metrics that may be used to measure the outcome, accuracy or efficiency of this process.

<b>Title</b>	A description of the metric
<b>Metric</b>	Complete description of the performance measure
<b>Target</b>	Goal or Target to expected or N/A if not applicable
<b>Source</b>	The performance metric source (Florida Statutes, AWI policy, etc.).

Title	Metric	Target	Source
Waiver	A count of Waiver work items created.	-	AWI
Waiver Aging	Elapsed time from receipt of waiver request to resolution (grant or denial).	-	AWI
Waiver Granted	A count and the total overpayment dollars of waivers granted by type.	-	AWI

## 7.6. BUSINESS RULES

The table below lists any statutes or policies that govern the execution of this process. These business rules may be executed by the system or the user. The following is a description and definition of each of the columns in this table.

<b>Number</b>	The unique number assigned to the business rule.
<b>Conflict</b>	Y(Yes) if the current Statute, Administrative Code, or AWI Policy conflicts with the to-be process or N(No) if the current Statute, Administrative Code, or AWI Policy does not conflict with the to-be process.
<b>Description</b>	A full-text description of the business rule.

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Number	Conflict	Description
BR03.07.01	N	Fla. Stat. § 443.151 (6) (c) (2009) – Allows for waiver of recoupment.

## 7.7. TIME CONSTRAINTS

The table below lists any time constraints that are placed on activities within this process. Time constraints may be required completion times or required pauses in the process to allow for responses. The following is a description and definition of each of the columns in this table.

<b>Index</b>	A number for use in referencing the activity.
<b>Activity Label</b>	A short name for that activity that is used to represent it in the detailed workflow diagram.
<b>Source</b>	The source of the constraint (Florida Statutes, AWI policy, etc.).
<b>Constraint</b>	A full-text description of the constraint.

Index	Activity Label	Source	Constraint

---

## **8. TO-BE INTERSTATE OVERPAYMENTS (IRORA) SUB-PROCESS**

### **8.1. OVERVIEW**

The Interstate Reciprocal Overpayment Recovery Arrangement (IRORA) program allows states to collect overpayments on behalf of other states. Florida may act as the collector state (collecting another state's overpayment) or as the requestor state (having another state collect on its behalf).

The objectives of this sub-process include:

- Request another state to collect an overpayment on Florida's behalf.
- Collect overpayments on another state's behalf.

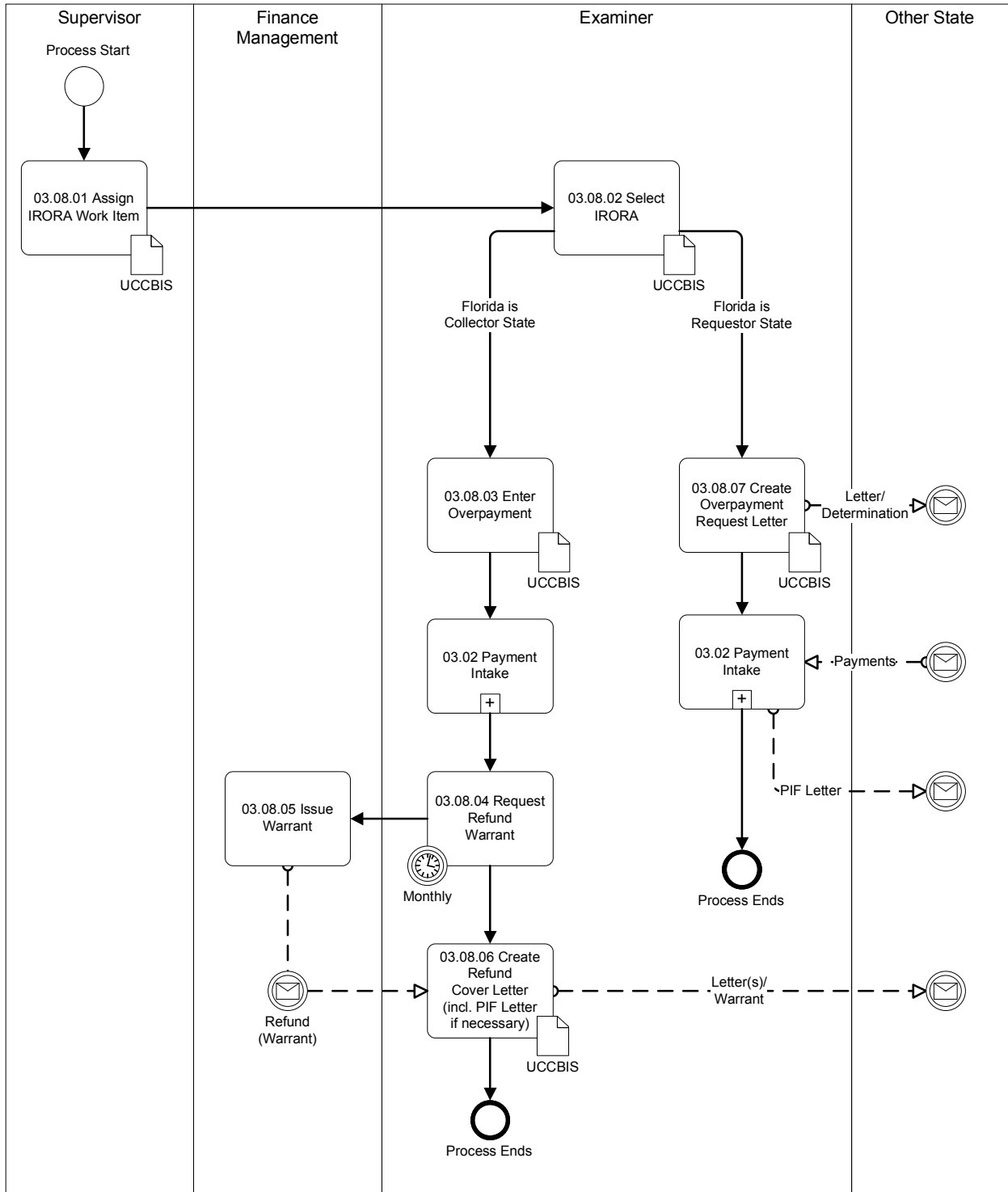
#### **Beginning Points**

- A communication is received from another state requesting that Florida collect overpayments on its behalf or,
- A claimant with an outstanding Florida overpayment is identified as receiving claims from another state.

#### **Ending Points**

- Payments are withheld from a Florida claimant and a warrant is issued to another state until the overpayment is satisfied or,
- Payments are received from another state until the Florida overpayment is satisfied.

## 8.2. WORKFLOW DIAGRAM



**Exhibit 9 – Interstate Overpayments (IRORA) Workflow Diagram**

### 8.3. ACTIVITIES

The table below lists the activities that make up this process. The following is a description and definition of each of the columns in this table.

<b>Index</b>	A number for use in referencing the activity
<b>Activity Label</b>	A short name for that activity that is used to represent it in the detailed workflow diagram.
<b>System Activity Description</b>	The full-text description of that activity from the perspective of the system.
<b>Actor Activity Description</b>	The full-text description of that activity from the perspective of the user or actor.
<b>Actor(s)</b>	The job or role title of the individuals having a primary role for that activity.

Index	Activity Label	System Activity Description	Actor Activity Description	Actor(s)
03.08.01	Assign IRORA Work Item	Prior to this activity, the system will match Florida overpayment records with records of active claims in other IRORA participating states. When a match is detected, the system will create an IRORA work item and place it in the Supervisor's queue.  Work items will also be created when requests are received from other IRORA states.	The Supervisor will assign an Examiner to the IRORA work item.	Supervisor
03.08.02	Select IRORA	The system will record the assigned Examiner and the date and time of the Examiner selecting the work item.	The Examiner will select an IRORA work item for review. The Examiner will determine whether Florida is the Collector or the Requestor State.	Examiner
03.08.03	Enter Overpayment	The system will provide a mechanism for recording an out-of-state overpayment.	The Examiner will enter the overpayment in the system as an out of state overpayment.	Examiner
03.02	Payment Intake	The system will record offsets of Florida claims against the out of state overpayment.	Payments made against an out-of-state overpayment (via offset of Florida claims) will be handled via the normal Payment Intake process.	BPC
03.08.04	Request Refund Warrant	The system will provide a mechanism to request refund warrants from Finance Management.	If the total of payments made against an out-of-state overpayment exceeds the amount due, the Examiner will request a refund warrant be issued to the Claimant.	Examiner
03.08.05	Issue Warrant	-	Financial Management will issue a refund warrant and return it to BPC for processing.	Examiner

Index	Activity Label	System Activity Description	Actor Activity Description	Actor(s)
03.08.06	Create Refund Cover Letter (incl. PIF Letter if necessary)	Upon request, the system will generate a Refund Cover Letter and Paid-In-Full Letter (if necessary) and route them to the Claimant's selected communication medium (i.e., via the Portal, fax, or US Mail).	The Examiner will create a Refund Cover Letter (and a Paid-In-Full Letter, if necessary).	Examiner
03.08.07	Create Overpayment Request Letter	Upon request, the system will generate an Overpayment Request Letter. The system will provide a copy of the Notice of Determination and other required documentation. The system will mark the overpayment as assigned to the Collector State.	The Examiner will create an Overpayment Request Letter and mail it, along with a copy of the Notice of Determination and other required documentation to the Collector State.	Examiner
03.02	Payment Intake	Upon satisfaction of the overpayment, the system will generate a Paid-In-Full letter to the Collector State advising them that the overpayment has been satisfied.	When warrants are received from the Collector State, they will be processed via the normal Payment Intake process.	BPC

## 8.4. CORRESPONDENCE

The table below lists any messages, such as the US mail, emails, faxes, phone calls and any other correspondence, *regularly used in the normal course* of this process.

Note: The Unemployment Compensation Claims and Benefits System (UCCBIS) will provide a self-service portal to allow users (claimants and employers) to “opt in” to electronic delivery of documents (e.g., messages, notices, and other correspondence). Documents will not be “sent” to users who elect electronic communications, rather, email notifications will be issued to inform users they have documents available for review. A user will log on to the account using their unique security credentials (created when they initially set up their online account) to read the documents and will then undertake appropriate action(s). Unless otherwise precluded by law, any message listed in the following table may be delivered via the self-service portal once a user “opts in” for electronic delivery.

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.



<b>Index</b>	A number for use in referencing the activity.
<b>Activity Label</b>	A short name for that activity that is used to represent it in the detailed workflow diagram.
<b>Type</b>	Form – An official request for specific information based in a pre-defined format. Notice – Notice of an official Agency action or determination. Ad-Hoc – Requests for information, responses, and general communications. Normally used to validate or complete existing records. Memo - Internal communication for the purpose of sharing information.
<b>Purpose</b>	The intended purpose for sending the message.
<b>Recipient</b>	The organization or role of the intended recipient.
<b>Occasion</b>	Event or action that triggers the requirement to send the message

Index	Activity Label	Type	Purpose	Recipient	Occasion
03.08.01	Assign IRORA Work Item	Notice	To request that Florida act as Collector State on another participating IRORA state's behalf.	AWI	When a participating IRORA state wishes Florida to collect overpayments on its behalf.
03.08.07	Create Overpayment Request Letter	Notice	To request a participating IRORA state to act as Collector State on Florida's behalf.	IRORA State	When a Florida overpayment is matched with an active claim in another state.
03.08.06	Create Refund Cover Letter (incl. PIF Letter if necessary)	Ad-Hoc	To accompany a refund warrant.	Claimant	When Florida has collected an excess amount on another state's behalf.
03.08.06	Create Refund Cover Letter (incl. PIF Letter if necessary)	Notice	To accompany a refund warrant (when necessary).	Claimant	When Florida has collected an amount sufficient to satisfy another state's overpayment.
03.02	Payment Intake	Notice	To inform the Collector State that the Florida overpayment has been satisfied.	IRORA State	When a Florida overpayment subject to an IRORA request is paid in full.

## 8.5. PERFORMANCE METRICS

The table below lists any performance metrics that may be used to measure the outcome, accuracy or efficiency of this process.

<b>Title</b>	A description of the metric
<b>Metric</b>	Complete description of the performance measure
<b>Target</b>	Goal or Target to expected or N/A if not applicable
<b>Source</b>	The performance metric source (Florida Statutes, AWI policy, etc.).

Title	Metric	Target	Source
IRORA – Collections	A count and total dollar amount of payments collected on behalf of other states by Type and State.	-	AWI

## 8.6. BUSINESS RULES

The table below lists any statutes or policies that govern the execution of this process. These business rules may be executed by the system or the user. The following is a description and definition of each of the columns in this table.

<b>Number</b>	The unique number assigned to the business rule.
<b>Conflict</b>	Y(Yes) if the current Statute, Administrative Code, or AWI Policy conflicts with the to-be process or N (No) if the current Statute, Administrative Code, or AWI Policy does not conflict with the to-be process.
<b>Description</b>	A full-text description of the business rule.

Number	Conflict	Description
BR03.08.01	N	Social Security Act § 303(g), 42 U.S.C. § 503(g) (2006) – Participating states can recover overpayments on behalf of each other.
BR03.08.02	N	Fla. Stat. § 443.151 (6) (a, b, c, d, e) (2009) – Allows for recovery and recoupment.
BR03.08.03	N	Fla. Stat. § 443.151 (4) (b) (2009) – The Claimant may appeal recoupment.

## 8.7. TIME CONSTRAINTS

The table below lists any time constraints that are placed on activities within this process. Time constraints may be required completion times or required pauses in the process to allow for responses. The following is a description and definition of each of the columns in this table.

<b>Index</b>	A number for use in referencing the activity.
<b>Activity Label</b>	A short name for that activity that is used to represent it in the detailed workflow diagram.
<b>Source</b>	The source of the constraint (Florida Statutes, AWI policy, etc.).
<b>Constraint</b>	A full-text description of the constraint.

Index	Activity Label	Source	Constraint
03.08.05	Issue Warrant	AWI	Refund warrants are issued weekly.

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## **9. TO-BE OVERPAYMENT WRITE-OFF SUB-PROCESS**

### **9.1. OVERVIEW**

Overpayments which have exceeded the statute of limitations are no longer subject to active collections efforts. Those which have gone through the Small Claims or State Attorney Referral process can still be collected in order to release any liens. The potential write-off must be identified by BPC and approved by the Florida Department of Financial Services (DFS).

The objectives of this sub-process include:

- To identify overpayments which have exceeded the statute of limitations for active pursuit.
- To review such overpayments, obtain proper sign-off, and remove them from the necessary accounting systems as outstanding debts.

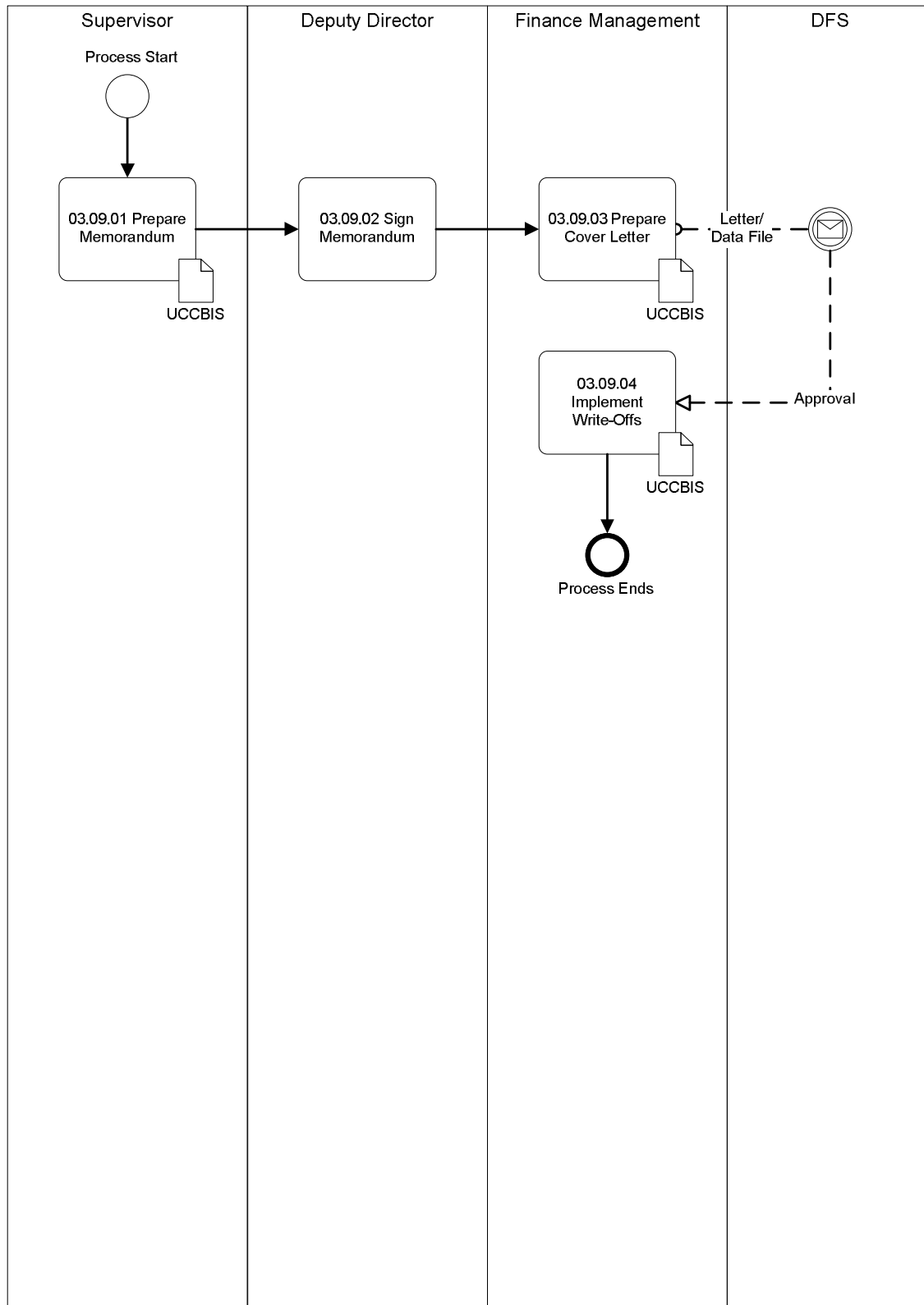
#### **Beginning Points**

- An overpayment is identified as having exceeded the statute of limitations.

#### **Ending Points**

- The overpayment is removed from the various accounting systems as an outstanding debt.

## 9.2. WORKFLOW DIAGRAM



**Exhibit 10 – Overpayment Write-Off Workflow Diagram**

### 9.3. ACTIVITIES

The table below lists the activities that make up this process. The following is a description and definition of each of the columns in this table.

<b>Index</b>	A number for use in referencing the activity
<b>Activity Label</b>	A short name for that activity that is used to represent it in the detailed workflow diagram.
<b>System Activity Description</b>	The full-text description of that activity from the perspective of the system.
<b>Actor Activity Description</b>	The full-text description of that activity from the perspective of the user or actor.
<b>Actor(s)</b>	The job or role title of the individuals having a primary role for that activity.

Index	Activity Label	System Activity Description	Actor Activity Description	Actor(s)
03.09.01	Prepare Memorandum	Prior to this activity, the system will identify overpayment which have reached the Statute of Limitations and are no longer subject to active collections efforts. These items will be summarized quarterly and a work item created and placed in the Supervisor's queue.  Upon request the system will generate a Cover Letter.	The Supervisor will create a Memorandum explaining the amount of the write-off and route it to the Deputy Director.	Supervisor
03.09.02	Sign Memorandum	-	The Deputy Director will review and sign the Memorandum. The Memorandum will be routed to the Director of Finance Management.	Deputy Director
03.09.03	Prepare Cover Letter	Upon request the system will generate a data file of all pending write-offs in a format compatible with DFS's requirements.	The Director will create a Cover Letter to accompany a data file of all scheduled write-offs. These will be routed to DFS.	Finance Management
03.09.04	Implement Write-Offs	Upon request, the system will mark all pending overpayments as having been written off.	DFS will send an approval letter to the Director who will advise BPC. BPC will request the system to complete the write-off process.	Finance Management

### 9.4. CORRESPONDENCE

The table below lists any messages, such as the US mail, emails, faxes, phone calls and any other correspondence, *regularly used in the normal course* of this process.

Note: The Unemployment Compensation Claims and Benefits System (UCCBIS) will provide a self-service portal to allow users (claimants and employers) to "opt in" to electronic delivery of documents (e.g., messages, notices, and other correspondence). Documents will not be "sent" to users who elect

electronic communications, rather, email notifications will be issued to inform users they have documents available for review. A user will log on to the account using their unique security credentials (created when they initially set up their online account) to read the documents and will then undertake appropriate action(s). Unless otherwise precluded by law, any message listed in the following table may be delivered via the self-service portal once a user “opts in” for electronic delivery.

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.

<b>Index</b>	A number for use in referencing the activity.
<b>Activity Label</b>	A short name for that activity that is used to represent it in the detailed workflow diagram.
<b>Type</b>	Form – An official request for specific information based in a pre-defined format. Notice – Notice of an official Agency action or determination. Ad-Hoc – Requests for information, responses, and general communications. Normally used to validate or complete existing records. Memo - Internal communication for the purpose of sharing information.
<b>Purpose</b>	The intended purpose for sending the message.
<b>Recipient</b>	The organization or role of the intended recipient.
<b>Occasion</b>	Event or action that triggers the requirement to send the message

Index	Activity Label	Type	Purpose	Recipient	Occasion
03.09.01	Prepare Cover Letter	Notice	To inform DFS that certain overpayments have reached the Statute of Limitation and are eligible for write off.	DFS	When the quarterly write off process is initiated.
03.09.03	Prepare Memo	Notice	To inform DFS that certain overpayments have reached the Statute of Limitation and are eligible for write off.	DFS	When the data file is ready for routing to DFS.

## 9.5. PERFORMANCE METRICS

The table below lists any performance metrics that may be used to measure the outcome, accuracy or efficiency of this process.

<b>Title</b>	A description of the metric
<b>Metric</b>	Complete description of the performance measure
<b>Target</b>	Goal or Target to expected or N/A if not applicable
<b>Source</b>	The performance metric source (Florida Statutes, AWI policy, etc.).

Title	Metric	Target	Source
Write-Off	A count and total dollar amount of overpayments written-off by Type per quarter.	-	AWI

## 9.6. BUSINESS RULES

The table below lists any statutes or policies that govern the execution of this process. These business rules may be executed by the system or the user. The following is a description and definition of each of the columns in this table.

<b>Number</b>	The unique number assigned to the business rule.
<b>Conflict</b>	Y(Yes) if the current Statute, Administrative Code, or AWI Policy conflicts with the to-be process or N (No) if the current Statute, Administrative Code, or AWI Policy does not conflict with the to-be process.
<b>Description</b>	A full-text description of the business rule.

Number	Conflict	Description
BR03.09.01	N	Fla. Stat. § 443.151 (6) (a, b) (2009) – Statute of Limitations on for recovery and recoupment.
BR03.09.02	N	Fla. Stat. § 17.04 (2009) – Authority of the Chief Financial Officer to adjust indebtedness to the State.

## 9.7. TIME CONSTRAINTS

The table below lists any time constraints that are placed on activities within this process. Time constraints may be required completion times or required pauses in the process to allow for responses. The following is a description and definition of each of the columns in this table.

<b>Index</b>	A number for use in referencing the activity.
<b>Activity Label</b>	A short name for that activity that is used to represent it in the detailed workflow diagram.
<b>Source</b>	The source of the constraint (Florida Statutes, AWI policy, etc.).
<b>Constraint</b>	A full-text description of the constraint.

Index	Activity Label	Source	Constraint
03.09	Overpayment Write-Off	AWI	The Overpayment Write-Off process is conducted quarterly.

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## **10. TO-BE DEATH AUDIT SUB-PROCESS**

### **10.1. OVERVIEW**

The Agency regularly receives data from the Department of Health on deceased persons. The system will match this information against active claimants and where a check was issued after the date of death, an investigation will be conducted.

The objectives of this sub-process include:

- Identify Claimants who received benefits after a reported date of death.
- Make a proper determination as to whether or not an overpayment has occurred.

#### **Beginning Points**

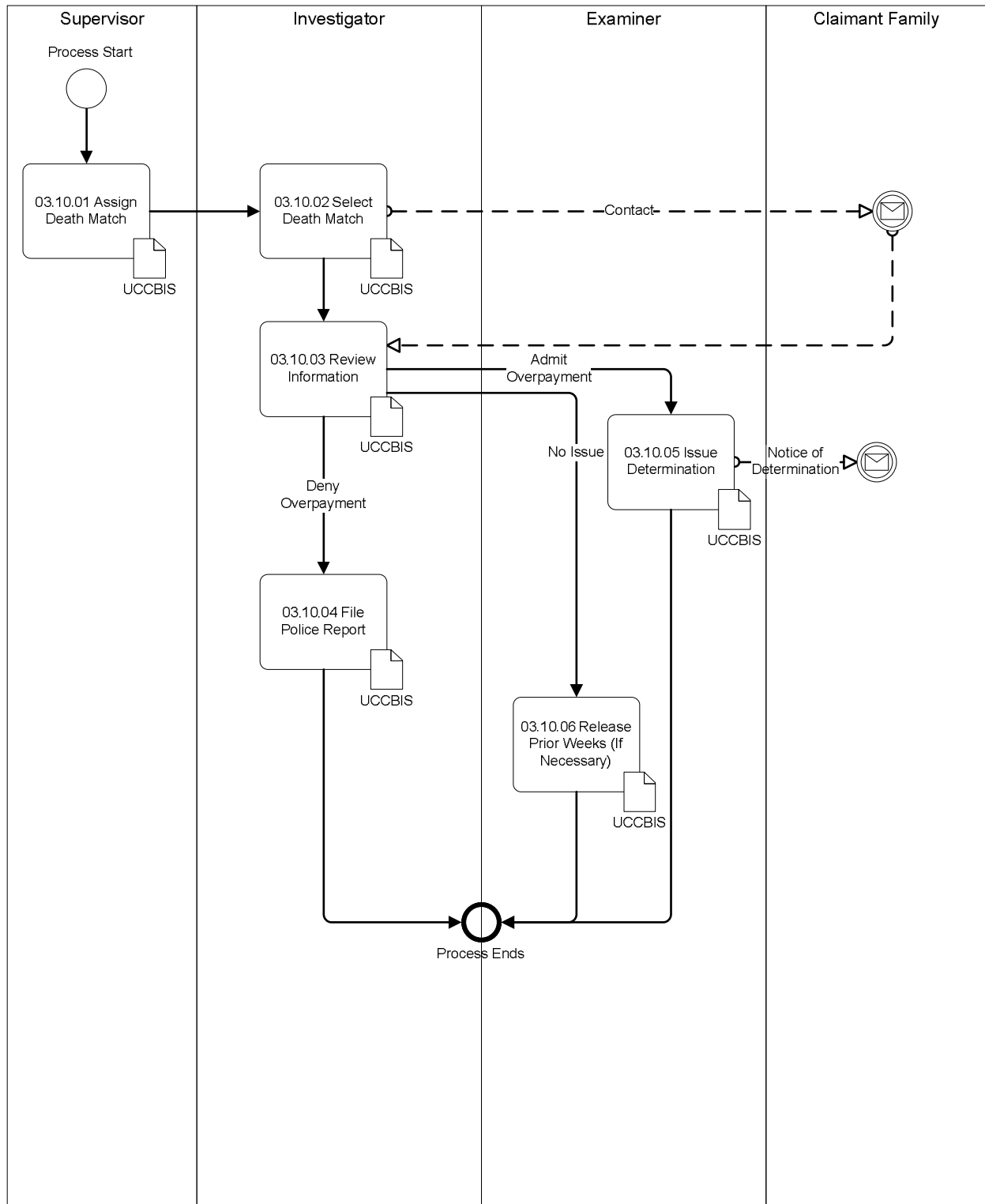
- A record of death is received from the Department of Health and matched with a payment made after the date of death.

#### **Ending Points**

- Issue an overpayment determination or,
- File a police report or,
- Determine there was no overpayment made.



## 10.2. WORKFLOW DIAGRAM



**Exhibit 11 – Death Audit Workflow Diagram**

### 10.3. ACTIVITIES

The table below lists the activities that make up this process. The following is a description and definition of each of the columns in this table.

<b>Index</b>	A number for use in referencing the activity
<b>Activity Label</b>	A short name for that activity that is used to represent it in the detailed workflow diagram.
<b>System Activity Description</b>	The full-text description of that activity from the perspective of the system.
<b>Actor Activity Description</b>	The full-text description of that activity from the perspective of the user or actor.
<b>Actor(s)</b>	The job or role title of the individuals having a primary role for that activity.

Index	Activity Label	System Activity Description	Actor Activity Description	Actor(s)
03.10.01	Assign Death Match	Prior to this activity, the system will match claims and death records from DOH and will identify instances of claim weeks that are after the claimant's date of death.	The Supervisor will assign an Investigator to the Death Match work item.	Supervisor
03.10.02	Select Death Match	The system will record the assigned Investigator and the date and time of the Investigator selecting the work item.	The Investigator will select a Death Match work item for review and will contact the family to request additional information.	Investigator
03.10.03	Review Information	The system will provide a mechanism to record review activities, upload and attach information provided by the claimant or employer.	After collecting additional information the Investigator will conduct a final review to determine if fraudulent activity may be occurring.  If the family of the deceased admits to the overpayment, the work item will be routed to an Examiner for a Notice of Determination.  If the Claimant is not deceased, the work item will be routed to an Examiner to release the hold on payments (if one exists).	Investigator
03.10.04	File Police Report	-	If it appears that fraudulent activity is occurring and the family denies the activity, the Investigator will file a police report.	Investigator

Index	Activity Label	System Activity Description	Actor Activity Description	Actor(s)
03.10.05	Issue Determination	Upon request, the system will route the Notice of Determination to the Claimant's selected communication medium (i.e., via the Portal, fax, or US Mail).  The system will close the work item.	Based on the information contained within the work item, the Examiner will create a Determination and enter it into the system.	Examiner
03.10.06	Release Prior Weeks (If Necessary)	The system will allow previously held payments to be generated during the next payment cycle.	The Examiner will remove the overpayment stop and close the work item.	Examiner

## 10.4. CORRESPONDENCE

The table below lists any messages, such as the US mail, emails, faxes, phone calls and any other correspondence, *regularly used in the normal course* of this process.

Note: The Unemployment Compensation Claims and Benefits System (UCCBIS) will provide a self-service portal to allow users (claimants and employers) to “opt in” to electronic delivery of documents (e.g., messages, notices, and other correspondence). Documents will not be “sent” to users who elect electronic communications, rather, email notifications will be issued to inform users they have documents available for review. A user will log on to the account using their unique security credentials (created when they initially set up their online account) to read the documents and will then undertake appropriate action(s). Unless otherwise precluded by law, any message listed in the following table may be delivered via the self-service portal once a user “opts in” for electronic delivery.

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.

<b>Index</b>	A number for use in referencing the activity.
<b>Activity Label</b>	A short name for that activity that is used to represent it in the detailed workflow diagram.
<b>Type</b>	Form – An official request for specific information based in a pre-defined format. Notice – Notice of an official Agency action or determination. Ad-Hoc – Requests for information, responses, and general communications. Normally used to validate or complete existing records. Memo - Internal communication for the purpose of sharing information.
<b>Purpose</b>	The intended purpose for sending the message.
<b>Recipient</b>	The organization or role of the intended recipient.
<b>Occasion</b>	Event or action that triggers the requirement to send the message

Index	Activity Label	Type	Purpose	Recipient	Occasion
03.11.02	Select Death Match Audit	Ad-Hoc	To gather information necessary to the review of a death match work item.	Employer	When information is required to properly review a death match work item.
03.11.05	Issue Determination	Notice	To notify a claimant that a determination of overpayment has been made.	Claimant	When review of a payment stop has resulted in a determination of overpayment.

## 10.5. PERFORMANCE METRICS

The table below lists any performance metrics that may be used to measure the outcome, accuracy or efficiency of this process.

<b>Title</b>	A description of the metric
<b>Metric</b>	Complete description of the performance measure
<b>Target</b>	Goal or Target to expected or N/A if not applicable
<b>Source</b>	The performance metric source (Florida Statutes, AWI policy, etc.).

Title	Metric	Target	Source
Death Audit	A count of Death Audit work items created.	-	AWI
Death Audit Aging	Elapsed time from creation of work item to resolution.	-	AWI
Determinations Issued	A count of overpayment determinations and the total dollar amount issued by Type.	-	AWI

## 10.6. BUSINESS RULES

The table below lists any statutes or policies that govern the execution of this process. These business rules may be executed by the system or the user. The following is a description and definition of each of the columns in this table.

<b>Number</b>	The unique number assigned to the business rule.
<b>Conflict</b>	Y(Yes) if the current Statute, Administrative Code, or AWI Policy conflicts with the to-be process or N (No) if the current Statute, Administrative Code, or AWI Policy does not conflict with the to-be process.
<b>Description</b>	A full-text description of the business rule.

Number	Conflict	Description
BR03.10.01	N	20 C.F.R. § 603.08(b) (2009) – Obtaining information from cross matching with wage information.
BR03.10.02	N	Fla. Stat. § 443.171(3) (2009) – Delegate power and authority for the effective administration of this chapter.
BR03.10.03	N	Fla. Stat. § 443.171(1) (2009) – The Agency is given the powers and duties to administer this chapter.

## 10.7. TIME CONSTRAINTS

The table below lists any time constraints that are placed on activities within this process. Time constraints may be required completion times or required pauses in the process to allow for responses. The following is a description and definition of each of the columns in this table.

---

<b>Index</b>	A number for use in referencing the activity.
<b>Activity Label</b>	A short name for that activity that is used to represent it in the detailed workflow diagram.
<b>Source</b>	The source of the constraint (Florida Statutes, AWI policy, etc.).
<b>Constraint</b>	A full-text description of the constraint.

<b>Index</b>	<b>Activity Label</b>	<b>Source</b>	<b>Constraint</b>

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## **11. TO-BE INVESTIGATIONS SUB-PROCESS**

### **11.1. OVERVIEW**

Overpayment cases may be referred to Investigations for an investigation. Investigation requests may come from any point in the overpayment process and must be approved by the supervisor of the requesting unit.

The objectives of this sub-process include:

- To investigate referred potential overpayment cases to be investigated.

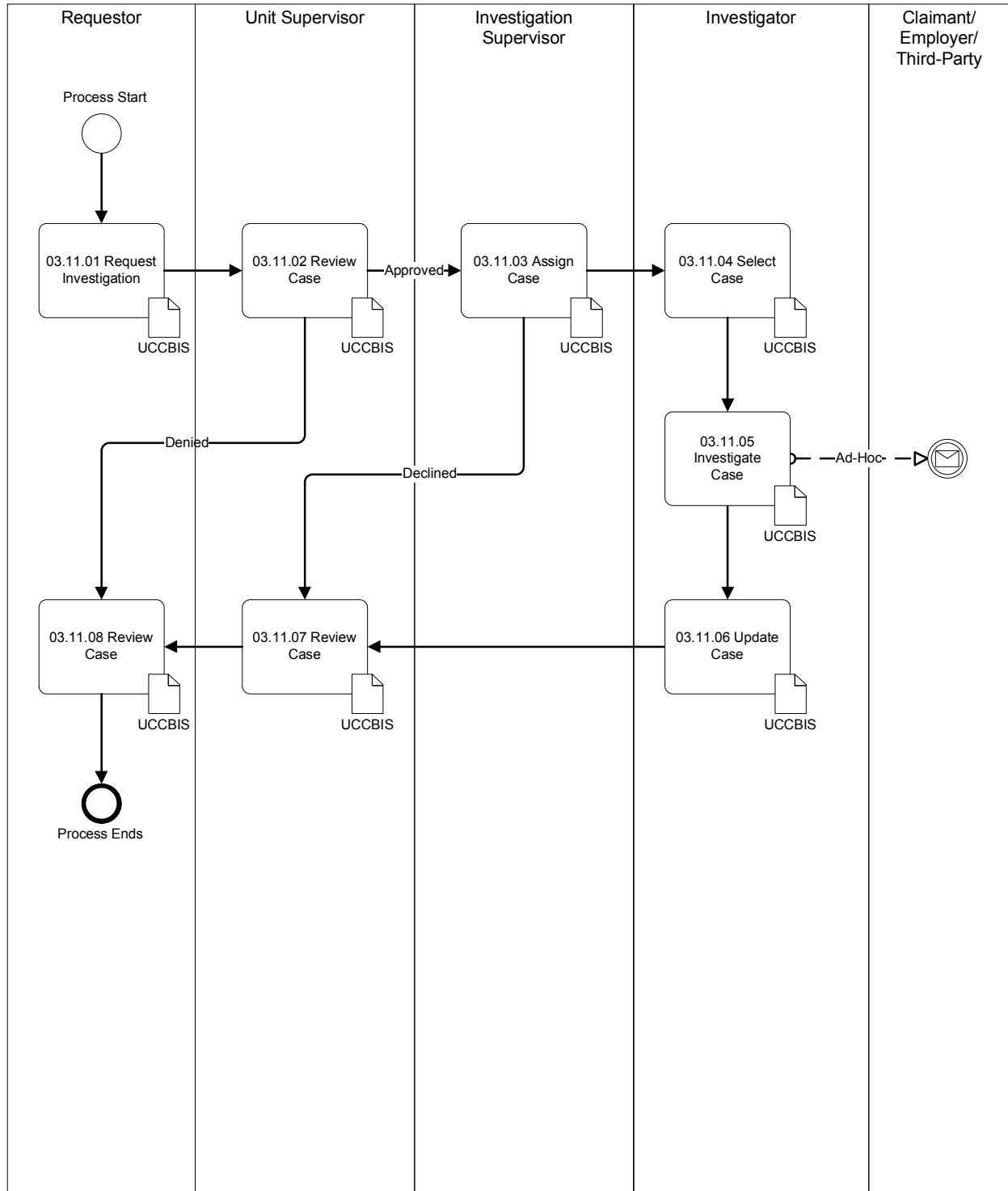
Beginning Points

- An overpayment case is referred to the Investigation unit.

Ending Points

- The results of the investigation are returned to the referring unit for determination.

## 11.2. WORKFLOW DIAGRAM



**Exhibit 12 – Investigations Workflow Diagram**

### 11.3.ACTIVITIES

The table below lists the activities that make up this process. The following is a description and definition of each of the columns in this table.

<b>Index</b>	A number for use in referencing the activity
<b>Activity Label</b>	A short name for that activity that is used to represent it in the detailed workflow diagram.
<b>System Activity Description</b>	The full-text description of that activity from the perspective of the system.
<b>Actor Activity Description</b>	The full-text description of that activity from the perspective of the user or actor.
<b>Actor(s)</b>	The job or role title of the individuals having a primary role for that activity.

Index	Activity Label	System Activity Description	Actor Activity Description	Actor(s)
03.11.01	Request Investigation	The system will create an Investigation work item and place it in the Requestor's Supervisor's queue.	The Requestor will create an Investigation work item (case).	Requestor
03.11.02	Review Case	If approved, the system will place the case in the Investigation Supervisor's queue. If denied, the system will return the request to the Requestor with the Unit Supervisor's comments.	The Unit Supervisor will review the case and determine whether or not an investigation is warranted.	Unit Supervisor
03.11.03	Assign Case	If the Investigation Supervisor accepts the case, the system will place the case in the Investigator's work queue. If the Investigation Supervisor declines the case, the system will place the case in the Unit Supervisor's queue.	The Investigation Supervisor will review the case and determine whether or not an investigation is warranted. If the investigation is needed, the Supervisor will assign an Investigator to the case.	Investigation Supervisor
03.11.04	Select Case	The system will record the assigned Investigator and the date and time of the Investigator selecting the work item.	The Investigator will select a case for review.	Investigator
03.11.05	Investigate Case	The system will provide a mechanism to record investigation activities, upload and attach information provided by the claimant, employer, or third parties.	The Investigator will review all the information in the system. The Investigator will communicate with claimants, employers, or other parties on an ad-hoc basis to clarify existing information or to gather additional information.	Investigator



Index	Activity Label	System Activity Description	Actor Activity Description	Actor(s)
03.11.06	Update Case	The system will provide a mechanism to record the Investigator's recommendation. The system will place the case in the Unit Supervisor's queue.	The Investigator will enter a recommendation for the case.	Investigator
03.11.07	Review Case	The system will provide a mechanism to record the Unit Supervisor's comments. The system will place the case in the Requestor's work queue.	The Unit Supervisor will review the Investigator's recommendation, add additional comments as necessary, and return the case to the Requestor.	Unit Supervisor
03.11.08	Review Case	The system will provide all necessary documentation to the Requestor.	The Requestor will review the case and close the work item.	Requestor

## 11.4. CORRESPONDENCE

The table below lists any messages, such as the US mail, emails, faxes, phone calls and any other correspondence, *regularly used in the normal course* of this process.

Note: The Unemployment Compensation Claims and Benefits System (UCCBIS) will provide a self-service portal to allow users (claimants and employers) to “opt in” to electronic delivery of documents (e.g., messages, notices, and other correspondence). Documents will not be “sent” to users who elect electronic communications, rather, email notifications will be issued to inform users they have documents available for review. A user will log on to the account using their unique security credentials (created when they initially set up their online account) to read the documents and will then undertake appropriate action(s). Unless otherwise precluded by law, any message listed in the following table may be delivered via the self-service portal once a user “opts in” for electronic delivery.

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<b>Index</b>	A number for use in referencing the activity.
<b>Activity Label</b>	A short name for that activity that is used to represent it in the detailed workflow diagram.
<b>Type</b>	Form – An official request for specific information based in a pre-defined format. Notice – Notice of an official Agency action or determination. Ad-Hoc – Requests for information, responses, and general communications. Normally used to validate or complete existing records. Memo - Internal communication for the purpose of sharing information.
<b>Purpose</b>	The intended purpose for sending the message.
<b>Recipient</b>	The organization or role of the intended recipient.
<b>Occasion</b>	Event or action that triggers the requirement to send the message

Index	Activity Label	Type	Purpose	Recipient	Occasion
03.11.05	Investigate Case	Ad-Hoc	To gather information necessary to the investigation of an overpayment case.	Claimant/ Employer/ Third-Party	When information is required to properly complete an investigation.

## 11.5. PERFORMANCE METRICS

The table below lists any performance metrics that may be used to measure the outcome, accuracy or efficiency of this process.

<b>Title</b>	A description of the metric
<b>Metric</b>	Complete description of the performance measure
<b>Target</b>	Goal or Target to expected or N/A if not applicable
<b>Source</b>	The performance metric source (Florida Statutes, AWI policy, etc.).

Title	Metric	Target	Source
Investigations Workload	A count of Investigations work items processed by Investigator per quarter.	-	AWI
Investigations Aging	Elapsed time from creation of work item to resolution.	-	AWI
Recommendations Issued	A count of recommendations made by result (overpayment or no overpayment) .	-	AWI

## 11.6. BUSINESS RULES

The table below lists any statutes or policies that govern the execution of this process. These business rules may be executed by the system or the user. The following is a description and definition of each of the columns in this table.

<b>Number</b>	The unique number assigned to the business rule.
<b>Conflict</b>	Y(Yes) if the current Statute, Administrative Code, or AWI Policy conflicts with the to-be process or N (No) if the current Statute, Administrative Code, or AWI Policy does not conflict with the to-be process.
<b>Description</b>	A full-text description of the business rule.

Number	Conflict	Description
BR03.01.01	N	Fla. Stat. § 443.171(3) (2009) – Delegate power and authority for the effective administration of this chapter.
BR03.11.02	N	Fla. Stat. § 443.171 (6, 7) (2009) – Ability to issue subpoenas to obtain records for court action.
BR03.11.03	N	Fla. Stat. § 443.071 (5, 6, 7, 8) (2009) – Items of evidence for prosecution.
BR03.11.04	N	Fla. Stat. § 443.171(1) (2009) – The Agency is given the powers and duties to administer this chapter.

## 11.7. TIME CONSTRAINTS

The table below lists any time constraints that are placed on activities within this process. Time constraints may be required completion times or required pauses in the process to allow for responses. The following is a description and definition of each of the columns in this table.

---

<b>Index</b>	A number for use in referencing the activity.
<b>Activity Label</b>	A short name for that activity that is used to represent it in the detailed workflow diagram.
<b>Source</b>	The source of the constraint (Florida Statutes, AWI policy, etc.).
<b>Constraint</b>	A full-text description of the constraint.

<b>Index</b>	<b>Activity Label</b>	<b>Source</b>	<b>Constraint</b>

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## 12. TO-BE FAIL TO PAY/DISPOSITION SUB-PROCESS

### 12.1. OVERVIEW

When an overpayment has exceeded a set time period between payments (usually six months), the system will trigger the fail-to-pay process. The overpayment will be reviewed and additional (possibly final) collection action will be taken. This process includes the review of outstanding prosecution cases, renewal of civil judgments, and the review of restitution cases.

The objectives of this sub-process include:

- To take appropriate action when an overpayment is not being repaid in a timely manner.
- To review and update the status of outstanding prosecutions and restitution cases.
- To review and maintain the status of civil judgments.

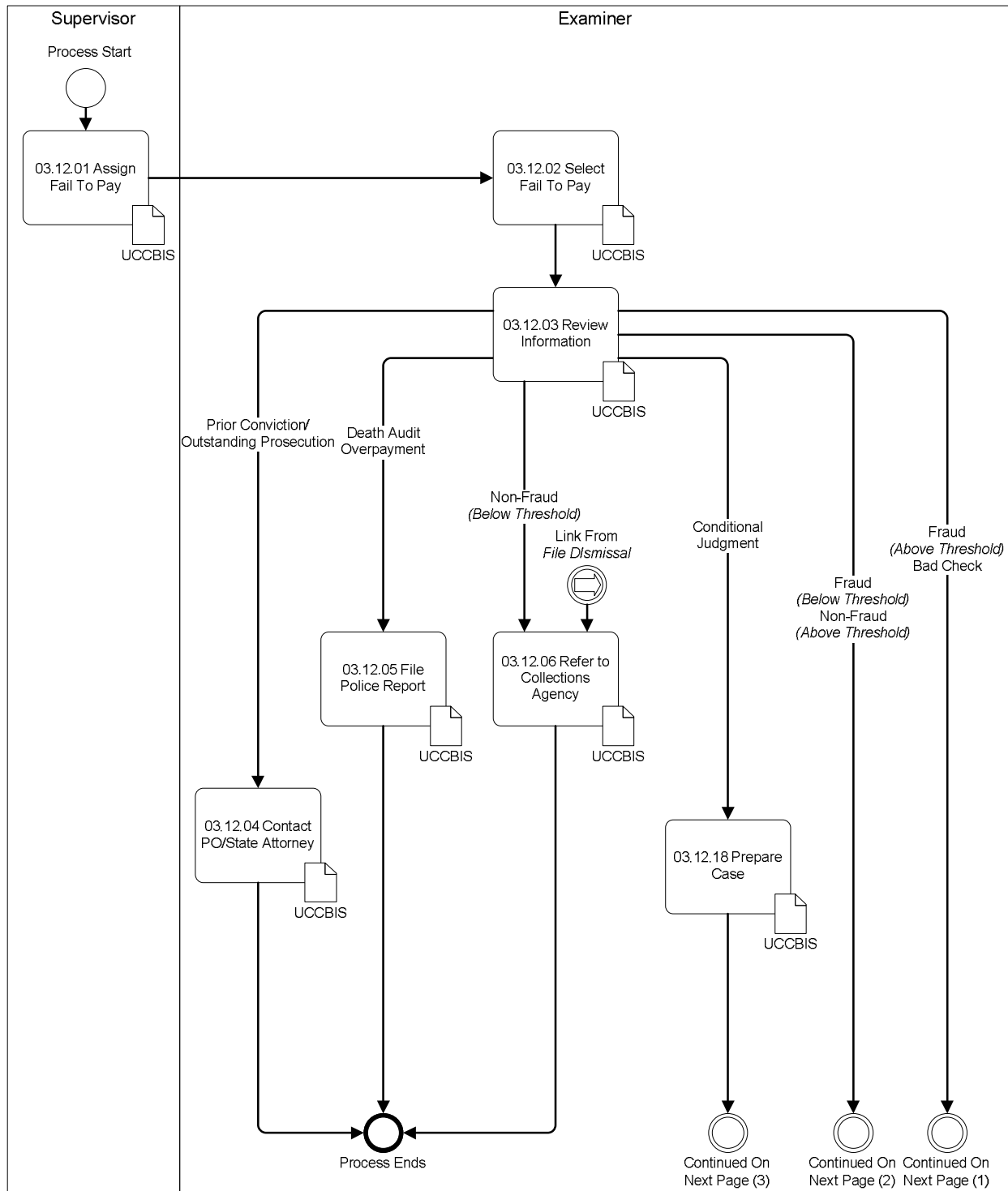
#### Beginning Points

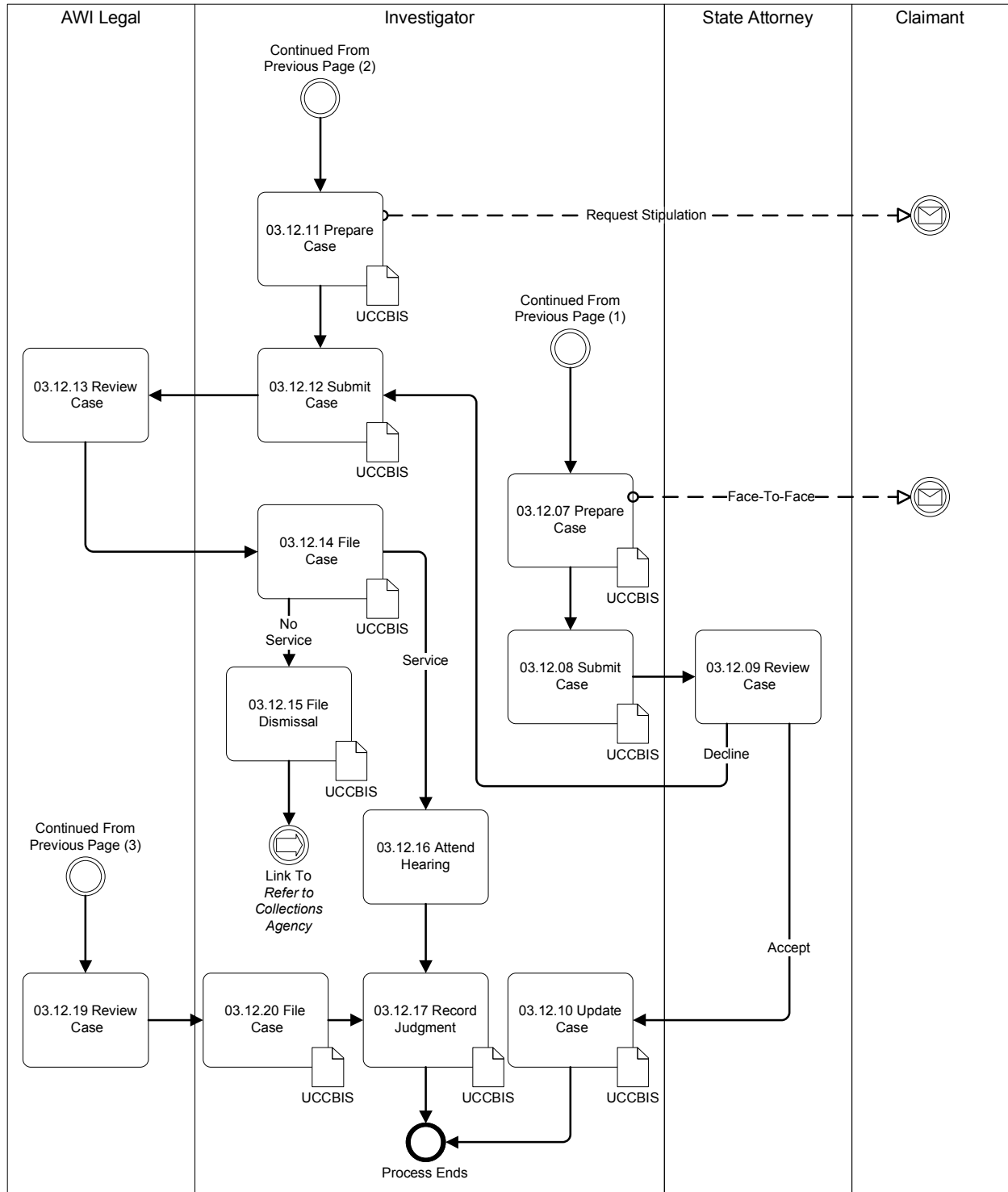
- An overpayment exceeds the user-defined parameter for receiving a payment and/or needs an update in status.

#### Ending Points

- A police report is filed (Death Match) or,
- The case filed for judgment in Civil Court or,
- The case is forwarded to the contracted Collections Agency or,
- The case is referred to a State Attorney for prosecution or,
- A status update is received from a State Attorney or Probation Officer on a pending prosecution/restitution.

## 12.2. WORKFLOW DIAGRAM





**Exhibit 13 – Fail To Pay/Disposition Workflow Diagram**

## 12.3. ACTIVITIES

The table below lists the activities that make up this process. The following is a description and definition of each of the columns in this table.

<b>Index</b>	A number for use in referencing the activity
<b>Activity Label</b>	A short name for that activity that is used to represent it in the detailed workflow diagram.
<b>System Activity Description</b>	The full-text description of that activity from the perspective of the system.
<b>Actor Activity Description</b>	The full-text description of that activity from the perspective of the user or actor.
<b>Actor(s)</b>	The job or role title of the individuals having a primary role for that activity.

Index	Activity Label	System Activity Description	Actor Activity Description	Actor(s)
03.12.01	Assign Fail To Pay	<p>Prior to this activity, the system will check each overpayment record for payment activity. Each record will contain a review date or pay-by date. If this date passes without payment being received a work item will be generated.</p> <p>The system will place the work item in the assigned Examiner's work queue.</p>	The Supervisor can assign an Examiner to the Fail To Pay work item.	Supervisor
03.12.02	Select Fail To Pay	The system will place the work item in the Examiner's work queue. The system will provide the necessary output/information to the Reviewer and attach it to the work item (Non-Monetary Determination, Determination History, Adjudication File, Claim History, Overpayment History, Investigation Case File).	The Examiner will select an assigned work item for review.	Examiner
03.12.03	Review Information	The system will provide a mechanism to record review activities, upload and attach information provided to the Examiner.	The Examiner will review the overpayment history. Based on the original cause of the overpayment and prior actions taken in the case, the Examiner will determine the next action.	Examiner

Index	Activity Label	System Activity Description	Actor Activity Description	Actor(s)
03.12.04	Contact PO/State Attorney	<p>The system will provide a mechanism for storing the Probation Officer or State Attorney associated with a particular case.</p> <p>The system will accept an updated review date to create a new Fail To Pay work item should payment not be received.</p>	<p>If the overpayment contains a record of a prior conviction and probation, the Examiner will contact the Probation Officer as listed in the case. The Probation will be informed that the Claimant is not making restitution as required. The Examiner will reset the review/pay-by date to a date one year from the date of contact with the Probation Officer.</p> <p>If the overpayment has been referred to a State Attorney but does not contain a final disposition, the State Attorney will be contacted for an update on the status. If the case is still pending, the review/pay-by date will be set to a date six months from the date of contact with the State Attorney.</p>	Examiner
03.12.05	File Police Report	<p>The system will provide supporting documentation as necessary.</p>	<p>If the overpayment is the result of a Death Match audit, the Examiner will file a Police Report with the Claimant's local Police Department. The overpayment case will be closed.</p>	Examiner
03.12.06	Refer To Collections Agency	<p>The system will transfer information about the case to the AWI-contracted collections agency. The overpayment will be updated with the necessary fees. No further payments will be accepted to satisfy the overpayment, however, the overpayment will still be eligible for offset payments.</p>	<p>If the overpayment is the result of a non-fraud determination below the system-defined threshold or if the case has been voluntarily dismissed from Civil Court due to a lack of process, the Examiner will mark the overpayment case to be referred to the AWI-contracted collection's agency.</p>	Examiner



Index	Activity Label	System Activity Description	Actor Activity Description	Actor(s)
03.12.07	Prepare Case	The system will provide supporting documentation as necessary.	If the overpayment is the result of fraudulent activity above a system-defined threshold or is the result of a bad check received for payment, then the Examiner will begin assembling a case file for submission to the relevant State Attorney. The Examiner may attempt to gain a confession or admission from the Claimant via a face-to-face meeting.	Examiner
03.12.08	Submit Case	The system will provide supporting documentation as necessary.	The Examiner will print out the necessary information and submit it to the relevant State Attorney for review.	Examiner
03.12.09	Review Case	The system will provide a mechanism to record the State Attorney's decision. If the State Attorney declines to prosecute, the case will be filed in Civil Court.	The State Attorney will review the case and accept it for possible prosecution or decline to prosecute.	State Attorney
03.12.10	Update Case	The system will close the work item.	If the State Attorney accepts the case, a review date will be entered for six months from the date of acceptance.	Examiner
03.12.11	Prepare Case	The system will provide supporting documentation as necessary.	If the overpayment is the result of fraudulent activity below a system-defined threshold, is the result of non-fraudulent activity above a system-defined threshold, or a State Attorney has declined to prosecute, then the Examiner will begin assembling a case file for submission to Civil Court. The Examiner may attempt to gain a stipulation from the Claimant.	Examiner
03.12.12	Submit Case	The system will provide supporting documentation as necessary.	The Examiner will print out the necessary information and submit it to the AWI Legal Office for review and signature.	Examiner
03.12.13	Review Case	The system will provide a mechanism to record the activities of AWI Legal.	AWI Legal Staff will review the case and sign the necessary documents.	AWI Legal

Index	Activity Label	System Activity Description	Actor Activity Description	Actor(s)
03.12.14	File Case	The system will provide supporting documentation as necessary. The system will provide a mechanism to record the relevant information (Case #, Hearing Date, Service, etc).	The Examiner will file the case with the Civil Court and request service of process.	Examiner
03.12.15	File Dismissal	The system will provide a mechanism to record the failure of service.	If at the time of the Hearing, service has not been received (i.e., the Claimant has not been notified of the case), the case will be referred to the AWI-contracted collections agency.	Examiner
03.12.16	Attend Hearing	-	If service is received on a Civil Case, the Examiner and AWI Legal will attend the hearing.	Examiner
03.12.17	Record Judgment	The system will provide a mechanism to record the result of the Hearing. The system will provide supporting documentation as necessary to file a judgment/lien with the appropriate court.	The Hearing will result in either a judgment or dismissal. If the matter is dismissed, the Overpayment review date will be set past the Statute of Limitations date as no further collections activity may occur. If the Hearing results in a judgment against the Claimant, the Examiner will enter that fact into the system.	Examiner
03.12.18	Prepare Case	The system will provide supporting documentation as necessary.	If the overpayment review is the result of a previously filed conditional judgment, the Examiner will file with the Court for Final Judgment.	Examiner
03.12.19	Review Case	The system will provide a mechanism to record the activities of AWI Legal.	AWI Legal Staff will review the case and sign the necessary documents.	AWI Legal
03.12.20	File Case	The system will provide a mechanism to record the result of the Final Judgment of the Court.	The Examiner will file the case with the Civil Court and request Final Judgment. The Examiner will then proceed to Record Judgment.	Examiner

## 12.4. CORRESPONDENCE

The table below lists any messages, such as the US mail, emails, faxes, phone calls and any other correspondence, *regularly used in the normal course* of this process.

Note: The Unemployment Compensation Claims and Benefits System (UCCBIS) will provide a self-service portal to allow users (claimants and employers) to “opt in” to electronic delivery of documents (e.g., messages, notices, and other correspondence). Documents will not be “sent” to users who elect electronic communications, rather, email notifications will be issued to inform users they have documents available for review. A user will log on to the account using their unique security credentials (created

when they initially set up their online account) to read the documents and will then undertake appropriate action(s). Unless otherwise precluded by law, any message listed in the following table may be delivered via the self-service portal once a user “opts in” for electronic delivery.

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.

<b>Index</b>	A number for use in referencing the activity.
<b>Activity Label</b>	A short name for that activity that is used to represent it in the detailed workflow diagram.
<b>Type</b>	Form – An official request for specific information based in a pre-defined format. Notice – Notice of an official Agency action or determination. Ad-Hoc – Requests for information, responses, and general communications. Normally used to validate or complete existing records. Memo - Internal communication for the purpose of sharing information.
<b>Purpose</b>	The intended purpose for sending the message.
<b>Recipient</b>	The organization or role of the intended recipient.
<b>Occasion</b>	Event or action that triggers the requirement to send the message

Index	Activity Label	Type	Purpose	Recipient	Occasion
03.12.05	File Police Report	Ad-Hoc	To inform the a local Police Department of an overpayment case to be investigated.	Police Department	When the Death Match overpayment has not been repaid.
03.12.11	Prepare Case	Form	To establish the complaint against the Claimant for filing in Civil Court	Leon County Civil Court	When a case is being prepared for filing in Civil Court.
03.12.11	Prepare Case	Form	To provide the Claimant notice of the Civil suit and summon the Claimant to the Hearing.	Leon County Civil Court	When a case is being prepared for filing in Civil Court.
03.12.15	File Dismissal	Form	To request dismissal of a Civil Court action against a Claimant due to a failure to serve notice.	Leon County Civil Court	When service of process has failed.
03.12.18	Prepare Case	Form	To serve notice to the Court that a Claimant has failed to uphold the Conditional Judgment issued by the Court and request a Final Judgment.	Leon County Civil Court	When a Claimant fails to uphold the terms of a Conditional Judgment.

## 12.5.PERFORMANCE METRICS

The table below lists any performance metrics that may be used to measure the outcome, accuracy or efficiency of this process.

<b>Title</b>	A description of the metric
<b>Metric</b>	Complete description of the performance measure
<b>Target</b>	Goal or Target to expected or N/A if not applicable
<b>Source</b>	The performance metric source (Florida Statutes, AWI policy, etc.).

Title	Metric	Target	Source
Collections Payments – Referred	The count, dollar amount total of overpayments, and amount recouped referred to Collections by Type daily and quarterly.	-	AWI
Civil Court – Referred	The count, dollar amount total of overpayments, and amount recouped referred to Civil Court by Type daily and quarterly.	-	AWI
State Attorney – Referred	The count, dollar amount total of overpayments, and amount recouped referred to States Attorney by Type daily and quarterly.	-	AWI

## 12.6. BUSINESS RULES

The table below lists any statutes or policies that govern the execution of this process. These business rules may be executed by the system or the user. The following is a description and definition of each of the columns in this table.

<b>Number</b>	The unique number assigned to the business rule.
<b>Conflict</b>	Y(Yes) if the current Statute, Administrative Code, or AWI Policy conflicts with the to-be process or N (No) if the current Statute, Administrative Code, or AWI Policy does not conflict with the to-be process.
<b>Description</b>	A full-text description of the business rule.

Number	Conflict	Description
BR03.12.01	N	Fla. Stat. § 443.171 (3) (2009) – Delegate power and authority for the effective administration of this chapter
BR03.12.02	N	Fla. Stat. § 443.171 (6, 7) (2009) – Ability to issue subpoenas to obtain records for court action.
BR03.12.03	N	Fla. Stat. § 443.071 (5, 6, 7, 8) (2009) – Items of evidence for prosecution.
BR03.12.04	N	Fla. Stat. § 443.151 (6) (a) (2009) – Allows for recovery and recoupment.
BR03.12.05	N	Fla. Stat. § 443.151 (6) (d) (2009) – Allows for collection through civil action.
BR03.12.06	N	Fla. Stat. § 17.0415 (2009) – Allows for transfer and assignment of claims in order to facilitate collection.
BR03.12.07	N	Fla. Stat. § 17.20 (2, 3) (2009) – Allows for assignment of claims to authorized collection agency.
BR03.12.08	N	Fla. Stat. § 832.06 (2009) – Allows for prosecution for worthless checks.
BR03.12.09	N	Fla. Stat. § 832.08 (2009) – Violations involving checks.
BR03.12.10	N	Fla. Stat. § 27.02 (2009) –State Attorney shall appear within judicial circuit to prosecute on behalf of the State.
BR03.12.11	N	Fla. Stat. § 47.011 (2009) – Civil action shall be brought in the county where the cause of action accrued.

## 12.7. TIME CONSTRAINTS

The table below lists any time constraints that are placed on activities within this process. Time constraints may be required completion times or required pauses in the process to allow for responses. The following is a description and definition of each of the columns in this table.

<b>Index</b>	A number for use in referencing the activity.
<b>Activity Label</b>	A short name for that activity that is used to represent it in the detailed workflow diagram.
<b>Source</b>	The source of the constraint (Florida Statutes, AWI policy, etc.).
<b>Constraint</b>	A full-text description of the constraint.

Index	Activity Label	Source	Constraint
03.12	Fail To Pay/Disposition	Fla. Stat. § 443.151 (6) (a)	Fraud overpayments must be collected within five (5) years of the date of the determination (Statute of Limitations).

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03.12	Fail To Pay/Disposition	Fla. Stat. § 443.151 (6) (b)	Nonfraud overpayments must be collected within three (3) years of the date of the determination (Statute of Limitations).
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