

1 A bill to be entitled
 2 An act relating to online access to reemployment
 3 assistance program; amending s. 443.1113, F.S.;
 4 requiring the Department of Economic Opportunity to
 5 develop a mobile-optimized website to make the
 6 reemployment assistance program accessible to the
 7 public through mobile devices; providing requirements
 8 for the mobile-optimized website; providing a name for
 9 the mobile-optimized website implementation project;
 10 providing a timeline for the full operational status
 11 of the mobile-optimized website deployment; providing
 12 that the implementation of the mobile-optimized
 13 website is contingent upon legislative appropriation;
 14 providing governance structure for the project;
 15 providing an effective date.

16
 17 Be It Enacted by the Legislature of the State of Florida:

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 19 Section 1. Present subsection (5) of section 443.1113,
 20 Florida Statutes, is amended, a new subsection (5) is added to
 21 that section, and subsection (1) of that section is republished,
 22 to read:

23 443.1113 Reemployment Assistance Claims and Benefits
 24 Information System.—

25 (1) To the extent that funds are appropriated for each

26 | phase of the Reemployment Assistance Claims and Benefits
27 | Information System by the Legislature, the Department of
28 | Economic Opportunity shall replace and enhance the functionality
29 | provided in the following systems with an integrated Internet-
30 | based system that is known as the "Reemployment Assistance
31 | Claims and Benefits Information System":

- 32 | (a) Claims and benefit mainframe system.
33 | (b) Florida unemployment Internet direct.
34 | (c) Florida continued claim Internet directory.
35 | (d) Call center interactive voice response system.
36 | (e) Benefit overpayment screening system.
37 | (f) Internet and Intranet appeals system.
38 | (5) The Department of Economic Opportunity shall develop a
39 | mobile-optimized website to make the reemployment assistance
40 | program accessible to the public through mobile devices.

- 41 | (a) The mobile-optimized website must allow a claimant to:
42 | 1. File a reemployment assistance claim.
43 | 2. View all of the claim information in one convenient
44 | place, 24 hours a day, 7 days a week.
45 | 3. Update information anytime, including a change of
46 | address or telephone number.
47 | 4. Choose the manner to receive notification from the
48 | department, either electronically or by United States mail.
49 | 5. Establish or cancel payment by debit card or direct
50 | deposit.

51 6. Create or change a personal identification number
52 (PIN).

53 7. Get claim and payment information, request benefits,
54 and print tax forms.

55 8. Submit work search contacts.

56 (b) The project to implement the mobile-optimized website
57 may be cited as the "Modernization Project." The mobile-
58 optimized website shall be deployed to full operational status
59 no later than the end of fiscal year 2022-2023.

60 (c) This subsection is contingent upon appropriation by
61 the Legislature.

62 (6) ~~(5)~~ The Department of Economic Opportunity shall
63 implement the following project governance structure until ~~such~~
64 ~~time as~~ the Reemployment Assistance Claims and Benefits
65 Information System project and, upon appropriation by the
66 Legislature, the Modernization Project as described in
67 subsection (5) are ~~is~~ completed, suspended, or terminated:

68 (a) The ~~project~~ sponsor for the projects Reemployment
69 Assistance Claims and Benefits Information System project is the
70 department.

71 (b) The projects ~~project~~ shall be governed by an executive
72 steering committee composed of the following voting members or
73 their designees:

74 1. The executive director of the department.

75 2. The executive director of the Department of Revenue.

76 3. The director of the Division of Workforce Services
77 within the department.

78 4. The program director of the General Tax Administration
79 Program Office within the Department of Revenue.

80 5. The chief information officer of the department.

81 (c) The executive steering committee has the overall
82 responsibility for ensuring that the projects meet their ~~project~~
83 ~~meets its~~ primary objectives, and the committee is specifically
84 responsible for:

85 1. Providing management direction and support to the
86 project management team.

87 2. Assessing the projects' alignments ~~project's alignment~~
88 with the strategic goals of the department for administering the
89 reemployment assistance program.

90 3. Reviewing and approving or disapproving any changes to
91 the projects' scopes, schedules ~~project's scope, schedule,~~ and
92 costs.

93 4. Reviewing, approving or disapproving, and determining
94 whether to proceed with any major project deliverables.

95 5. Recommending suspension or termination of the projects
96 ~~project~~ to the Governor, the President of the Senate, and the
97 Speaker of the House of Representatives if it determines that
98 the primary objectives cannot be achieved.

99 (d) The project management team shall work under the
100 direction of the executive steering committee and shall be

101 minimally composed ~~comprised~~ of senior managers and stakeholders
102 from the department and the Department of Revenue. The project
103 management team is responsible for:

104 1. Providing daily planning, management, and oversight of
105 the projects ~~project~~.

106 2. Submitting ~~an~~ operational work plans ~~plan~~ and providing
107 quarterly updates to the plans ~~that plan~~ to the executive
108 steering committee. The plans ~~plan~~ must specify the projects'
109 ~~project~~ milestones, deliverables, and expenditures.

110 3. Submitting written monthly project status reports to
111 the executive steering committee which include:

112 a. The planned versus actual projects' ~~project~~ costs;

113 b. An assessment of the status of major milestones and
114 deliverables;

115 c. Identification of any issues requiring resolution, the
116 proposed resolution for these issues, and information regarding
117 the status of the resolution;

118 d. Identification of risks that must be managed; and

119 e. Identification of and recommendations regarding
120 necessary changes in the projects' scopes, schedules ~~project's~~
121 ~~scope, schedule,~~ or costs. All recommendations must be reviewed
122 by the projects' ~~project~~ stakeholders before submission to the
123 executive steering committee in order to ensure that the
124 recommendations meet required acceptance criteria.

125 Section 2. This act shall take effect July 1, 2021.