
PLAN FOR FLORIDA’S RECOVERY
This week, the state is opening 5 new walk-up testing sites. Each site can test 200 individuals per day:

- Sherbondy Park – Opa Locka
- Midtown Cultural and Educational Center – Daytona Beach
- North Lauderdale Elementary School – North Lauderdale
- Miramar Youth Enrichment Center – Miramar
- Robert L. Taylor Community Center – Sarasota
COVID-Like Illness Visits, Statewide

<table>
<thead>
<tr>
<th>Week</th>
<th>Number of Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/1</td>
<td>6,564</td>
</tr>
<tr>
<td>3/8</td>
<td>9,125</td>
</tr>
<tr>
<td>3/15</td>
<td>11,340</td>
</tr>
<tr>
<td>3/22</td>
<td>8,768</td>
</tr>
<tr>
<td>3/29</td>
<td>6,594</td>
</tr>
<tr>
<td>4/5</td>
<td>4,933</td>
</tr>
<tr>
<td>4/12</td>
<td>3,934</td>
</tr>
<tr>
<td>4/19</td>
<td>3,220</td>
</tr>
<tr>
<td>4/26</td>
<td>2,881</td>
</tr>
<tr>
<td>5/3</td>
<td>2,461</td>
</tr>
<tr>
<td>5/10</td>
<td>2,282</td>
</tr>
<tr>
<td>Week</td>
<td>Number of Visits</td>
</tr>
<tr>
<td>-------</td>
<td>-----------------</td>
</tr>
<tr>
<td>3/1</td>
<td>12,678</td>
</tr>
<tr>
<td>3/8</td>
<td>15,665</td>
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<tr>
<td>3/15</td>
<td>15,474</td>
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<tr>
<td>3/22</td>
<td>8,921</td>
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<tr>
<td>3/29</td>
<td>5,778</td>
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<tr>
<td>4/5</td>
<td>3,801</td>
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<tr>
<td>4/12</td>
<td>2,771</td>
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<tr>
<td>4/19</td>
<td>2,099</td>
</tr>
<tr>
<td>4/26</td>
<td>1,807</td>
</tr>
<tr>
<td>5/3</td>
<td>1,570</td>
</tr>
<tr>
<td>5/10</td>
<td>1,563</td>
</tr>
</tbody>
</table>
45-Day Total Tests, Statewide
REEMPLOYMENT ASSISTANCE UPDATE
Of the 999,643 unique, complete and eligible applicants, DEO has sent a payment to 975,656, or 97.6%.
<table>
<thead>
<tr>
<th>Calculation</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Claims</td>
<td>2,032,397</td>
</tr>
<tr>
<td>Duplicates/Errors or Incomplete</td>
<td>- 391,321</td>
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<tr>
<td>Total Unique Claims Received</td>
<td>1,641,076</td>
</tr>
<tr>
<td>In Verification Process</td>
<td>- 172,770</td>
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<tr>
<td>Total Processed</td>
<td>1,468,306</td>
</tr>
<tr>
<td>Ineligible*</td>
<td>- 468,663</td>
</tr>
<tr>
<td>Total Eligible</td>
<td>999,643</td>
</tr>
<tr>
<td>Total Paid (97.6%)</td>
<td>975,656</td>
</tr>
</tbody>
</table>

*370,982 ineligible for RA
97,681 eligible for PUA
Since March 15th, DEO has paid out $2,659,797,859.
DEO has paid out more in the last 10 weeks than it has in the last 5 years combined.
Since March 15th, DEO has received 2,032,397 applications for reemployment assistance.

391,321, or 19.3%, of those applications were duplicates, have errors or were incomplete.

That means, in total 1,641,076 unique claims have been received.
MOST COMMON REASONS AN APPLICATION CANNOT BE PROCESSED

- The claimant did not provide information for all required fields in the application
- The claimant’s identity cannot be verified/authenticated
- The claim has been locked for suspected fraudulent activity
- The claimant did not provide sufficient work history information
Of the 1,641,076 unique claims received, 468,663, or 28.6%, were deemed ineligible for State RA at some point during processing.
MOST COMMON REASONS AN APPLICATION IS DEEMED INELIGIBLE:

- The employment separation was deemed a discharge for misconduct
- The claimant voluntarily quit work without good cause
- The claimant received income for the week they were claiming unemployment
- The claimant was not able and available for work
PANDEMIC UNEMPLOYMENT ASSISTANCE

97,681 of the 468,663 State RA ineligible claims have already been deemed eligible for PUA.
CHALLENGES
CHALLENGE: *People could not access system to file claim.*

SOLUTIONS:
- Developed a mobile-friendly website
- Built an adapter to transfer data from the new mobile-friendly site to CONNECT
- Created paper application
- Arranged free printing and mailing of paper applications with FedEx
- Offered additional areas to pick up and submit applications through CareerSource Florida and local governments
**CHALLENGE:** People could not call DEO for assistance.

**SOLUTIONS:**

- Developed 5 customer service centers with nearly 6,000 trained customer service representatives
- Created training for customer service representatives in a matter of days
- Streamlined intensive training from 4 weeks to 2 weeks
CHALLENGE: There are no jobs available for people who are out of work.

SOLUTIONS:

- Suspended work search requirements
**CHALLENGE:** The system was overwhelmed, and people could not sign on to CONNECT to recertify their weeks.

**SOLUTIONS:**

- Suspended bi-weekly recertification requirement
- Added 72 virtual servers to exponentially boost the number of concurrent users on CONNECT
- Added sophisticated hardware like a new SAN system, boosting transfer speeds from 300 MB/s to over 3,000 MB/s
- Completed hundreds of software optimizations to improve the overall stability and performance of the CONNECT system
**CHALLENGE:** It was taking too long to get paid.

**SOLUTIONS:**

- Issued an Executive Order to suspend the “waiting week”
- Call to action to all state agency staff to help with filing and processing claims – over 2,000 answered the call
- Continue making hardware and software improvements to CONNECT system
- Brought in Florida Department of Highway Safety and Motor Vehicles to help verify identities
1. FILE YOUR CLAIM

- To file or complete your Reemployment Assistance application, visit FloridaJobs.org and click “File A Claim.”

- As an alternative, you can file and submit a paper application by mail. Please visit FloridaJobs.org/COVID-19 for instructions on how to submit a paper application.

- Once you complete your paper or online application, DEO will send you a notification by email or mail with directions explaining how to log on to CONNECT and proceed with your claim.
2. VERIFICATION

- During the verification process, DEO will confirm your identity and investigate whether you have received wages from your previous employer. DEO will also check whether you filed an unemployment claim in another state.

*A claim is “verified” when DEO has confirmed an individual’s identity through the Social Security Administration and verified that the claimant (a) has received wages in Florida and (b) is not receiving wages in or from any other state.*
FLORIDA’S REEMPLOYMENT ASSISTANCE: Steps to Receive Payment

3. MONETARY DETERMINATION

- Once your information is correct and DEO has verified your claim, DEO will determine if you are eligible to receive benefits and the amount you qualify to receive.

- DEO will notify you of your eligibility status and the amount of benefits you qualify to receive.

- In addition to DEO’s notification, the CONNECT Inbox will provide information about DEO’s determination on claimant eligibility.

- If a claimant or employer disagrees with DEO’s determination of the employee’s eligibility, the claimant or employer may appeal.
4. RECEIVE PAYMENT

- You will receive your payment by direct deposit or prepaid card based on your selection.
CLAIM NUMBERS
Number of Confirmed Unique Claims Received | March 15 - May 18

1,641,076

Confirmed Unique Claims Received
REEMPLOYMENT ASSISTANCE CLAIMS
Claims Processed (Cumulative) | Daily March 15, 2020 to May 18, 2020

1,468,306
TOTAL CLAIMS PROCESSED

Total Claims Processed

1600K
1400K
1200K
1000K
800K
600K
400K
200K

March 12  March 22  April 1  April 11  April 21  May 1  May 11  May 21

5,256  104,764
PAYMENTS MADE
Total Claimants vs. Claimants Paid | March 15, 2020 - May 18, 2020

999,643 Claims Eligible
975,656 Claimants Paid
97.6% of Eligible Claimants Paid
$2,659,797,859
Paid To Claimants
Florida is one of the most transparent states in the nation when it comes to unemployment compensation.

The dashboard reflecting the number of claimants processed is updated daily.
ULTIMATE GOAL

GETTING ELIGIBLE FLORIDIANS PAID AS QUICKLY AS POSSIBLE