



# Florida Legislative Black Caucus

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June 17, 2020

## Florida Unemployment Compensation Questions & Responses

Why haven't some persons received benefits?

*There are multiple reasons why an individual would not be receiving benefits. Prior to the COVID-19 epidemic, Department of Labor best practices indicated a 21-day time period for claims processing (assuming there were no issues with the claim). DEO is working diligently to process claims as quickly as possible, but must still ensure the claim is valid and eligible to receive benefits.*

*Additionally, claimants must log into their CONNECT account to claim their weeks on a regular basis. Benefits are paid only after weeks are claimed. [Here](#) is a step-by-step guide to assist claimants in claiming their weeks.*

What is the status of repairing and correcting the problems with the Unemployment Claims System?

*On April 6, 2020, DEO added an additional 72 servers to exponentially boost the number of concurrent users on the CONNECT system. Following this initial investment, additional hardware measures like a new SAN system, boosting transfer speeds from 300 MB/s to over 3,000 MB/s were added to enhance the processing capabilities of CONNECT. During this time, DEO also completed hundreds of software optimizations to improve the overall stability and performance of the CONNECT system. In an effort to create a better user experience, DEO continues to make improvements to the CONNECT system.*

*On March 31, 2020, DEO announced the use of paper applications as an alternative way for Floridians to apply for Reemployment Assistance. CareerSource locations across the state began providing paper applications and assisting Floridians with submitting their Reemployment Assistance applications. DEO also partnered with FedEx, who offered free printing and mailing of Reemployment Assistance paper applications at over 100 storefronts across the state.*

*On April 8, 2020, DEO launched a mobile-friendly online website, where Floridians could apply for Reemployment Assistance without entering the CONNECT system. This website platform is mobile friendly and can be accessed via a laptop, desktop or mobile device.*

*On April 20, the agency launched the [Reemployment Assistance Claims Dashboard](#), which reflects the total number of Reemployment Assistance Claims submitted, verified, processed, and paid.*

*On May 27, DEO, in partnership with the Florida Department of Highway Safety and Motor Vehicles, launched a website to verify the identity of claimants who have been locked out of their CONNECT account, the online system for processing Reemployment Assistance claims.*

After submitting Spreadsheet information to DEO, there is no response to the Staff or Constituent.

*Our agency has received tens of thousands of requests. We are working diligently to follow up with these individuals as quickly as possible. The majority of eligible constituents who have been submitted to our team are now receiving payments.*



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Difficulty in entering original PIN number, which the claimant does not have or claimant attempts to enter Social Security Number and that function does not work.

*Please refer claimants to the [PIN reset step by step guide](#) to get assistance with resetting their PIN, or they can call the Reemployment Assistance Customer Service Center for additional assistance by a live person. 1-833-FL-APPLY.*

No consistency regarding how or when \$600 PUA will be issued, and whether it will be a separate check or on a Debit card.

*If we do not have a bank account on file for a claimant to facilitate an electronic payment, the claimant's state Reemployment Assistance benefits will be issued through a Way2Go debit card. The Department has also issued initial \$600 FPUC (Federal Pandemic Unemployment Compensation) payments by check in order to pay claimants as quickly as possible. Direct Deposit is the fastest way for claimants to receive their payments. Click [here](#) for step-by-step guide for claimants to switch to direct deposit.*

Why does it take 2 weeks to receive status on some claims, if any response?

*The claim eligibility review requires multiple steps in order to comply with Federal and State laws. A majority of the eligible constituents who have been sent from legislative offices have received payment.*

How can we determine if Constituents are receiving response?

*Claimants should log-in to CONNECT and view their inbox for messages from DEO. Additionally, DEO sends both email communications and calls individual claimants on specific issues.*

People are still having issues with incorrect filing dates, unable to change data on the claim.

*Filers are able to modify their claim date at [claimdate.myflorida.com](http://claimdate.myflorida.com) until July 6.*

Receiving State benefits but not receiving Federal benefits when qualified for both. Questions as to why Federal benefits stop?

*In an effort to ensure claimants are paid as quickly as possible, FPUC payments are being made outside of CONNECT and may not be issued the same days as state RA, PUA or PEUC benefits.*

Unable to speak with Customer Service Agents – lines still busy or dropped calls

*On a typical day, the Department has been receiving in excess of 500,000 phone calls per day. While we have increased the number of our customer service representatives, the volume of calls creates difficulties in responding to all calls received.*

People are not receiving Continuance payments

*As noted below, claimants must claim weeks in order for payments to process.*

Unable to reach anyone by phone

*As referenced above, DEO is responding to calls as quickly as possible.*

Constituents have to provide work search to claim weeks, but System will not allow

*Please provide a Claimant ID for this to be investigated further. It is important to note that claimants must verify that they are able and available for work.*

Claimants are having difficulty reporting additional weeks and verifying Unemployment.

*Please provide a Claimant ID for this to be investigated further.*