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MEMORANDUM HR15-18

TO: Agency Administrators
FROM: Carolyn Horwich, Esq., Director of Human Resources
THROUGH: Rip Colvin, Executive Director
SUBJECT: Reemployment Assistance Updates and Reminders
DATE: May 16, 2018

The last memorandum on Reemployment Assistance and the CONNECT System from the Justice Administrative Commission (JAC) was issued February 5, 2014 (it is still available on our public website). As there have been many personnel changes in the Judicial-Related Offices (JRO) served by JAC, we felt it would be helpful to provide an update and remind folks about the different areas that make up the program.

CONNECT

By this time, the majority of our JRO's have had a chance since 2016, when the Department of Economic Opportunity (DEO) provided training on how to use the CONNECT system, to log in to the system and respond to Reemployment Assistance claims. For those that have not and have been forwarded UCB-412 Claims from JAC you have seen within the body of the email that DEO is no longer receiving or accepting faxes for reemployment assistance responses. The primary method for Reemployment Assistance to receive information is through the CONNECT system. If you do not have a username and password to use CONNECT, please contact Keita Bryant at DEO for assistance. Ms. Bryant's email is Keita.Bryant@deo.myflorida.com.

If you have questions or need a refresher on how to use the CONNECT system, you can find the CONNECT Training PowerPoint on the HR website under Reemployment Assistance & CONNECT. You may also want to email the CONNECT training group at CONNECT-TrainingTeam@deo.myflorida.com or contact the Employer Call Center at 1(877)846-8770. The

DEO training group has assured JAC that they are willing and able to assist your office with any issues that arise with using the system and are willing to provide individual training.

As has been stated before, the JROs need to work directly with DEO on any issues related to the CONNECT system as JAC HR staff do not have access to individual accounts and therefore are unable to assist you. Each JRO has been set-up with their own account

Fraudulent Claims

Fraudulent claims have decreased significantly since 2014-2015 when the whole state was being hit with such claims. During that period, JAC asked DEO's Fraud Unit for instructions as to what to do when fraud is suspected. At that time, DEO provided the following instructions for use if you receive a UCB-412 claim form for a claimant who is currently employed with your office.

Step One -- Please contact the employee and ensure that they have not filed the claim and have not received any monetary benefits.

Step Two -- Once you have verified that the employee has not filed a claim, please have the employee draft a letter stating that they have not filed for Reemployment Assistance, and have not received any benefits. The employee will need to include their home address and a telephone number where they can be reached. Please fax the letter to the DEO Fraud Unit/Attention - FIRRE at 1(877)934-1504 and contact the Fraud Unit Tip Hotline at 1(800)342-9909. DEO will flag the claim and investigate. At this point monetary benefits will cease for this claim. Please also send a copy of the letter to Monica Thomas at monica.thomas@justiceadmin.org and Andy Snuggs at andy.snuggs@justiceadmin.org. Once JAC receives the letter, we will contact the Department of Revenue to confirm that they flag the claim as well. Since the claim will be flagged, if monetary benefits do show up on the next quarterly invoice, the JRO will not have to reimburse the amount that shows for that claim to the Unemployment Compensation Trust Fund.

Step Three – You will still need to respond to the UCB-412 Claim form through CONNECT. Please include the following language in your response: **“This employee is currently employed and has indicated that they did not file a reemployment assistance claim for benefits. We request to not be held liable for any benefits paid associated with this claim.”**

Additionally, we recommend that the employee contact local law enforcement and file a report of identity theft. DEO would like to be provided with a copy of the police report. It can be faxed to their Fraud Unit at 1(877) 934-1504, which is a confidential line. The employee should include their name, correct mailing address, telephone number, and the last four digits of their Social Security number. The employee may also wish to contact all consumer credit bureaus and the Internal Revenue Service and alert them of identity theft.

Invoices

Prior to the summer of 2016, JAC would receive invoices with all of the SAs on one invoice and all of the PDs on one invoice and so on and so forth. DEO and the Department of Revenue worked with JAC staff so that each JRO would receive its own invoice using its own, individual RT Account number. This has resulted in a few lingering cases where JRO's have received two invoices, one for the old RT Account number and the other for the new RT Account number. Invoices with the old RT Account number should end soon because if we do receive them, it is usually for a "credit". Please note that the use of the CONNECT system is for claims only; it is not the same for invoices because they come from DOR. JAC has and will continue to receive the quarterly Reemployment Assistance invoices and will distribute them to the affected JRO's and process them for payment.

Please feel free to contact Andy Snuggs at Andy.Snuggs@justiceadmin.org or Monica.Thomas@justiceadmin.org if you have any questions or concerns.

Thank you.