



Operational Period Title: AWI Emergency Alerts Archive - August 2008

Period: 8/1/2008 to 8/31/2008

Saturday, August 16, 2008

Alerts: 1

4:13:25 PM

Public Release

Christopher Cate

Governor Crist signs Executive Order 08-170 to declare a state of emergency for the entire State of Florida

On August 16, 2008, Governor Crist issued Executive Order 08-170 to declare a state of emergency due to the threat that Tropical Storm Fay imposes to the State of Florida and to ensure that timely precautions are taken to protect communities and the general welfare of the state. To view the executive order, click the link below:

[Executive Order 08-170](http://www.flgov.com/pdfs/orders/08-170-emergency.pdf)

Monday, August 18, 2008

Alerts: 3

3:56:24 PM

Public Release

Christopher Cate

On August 19, 2008, Early Learning Coalitions will be closed in the following counties:

Broward, Charlotte, Collier, DeSoto, Glades, Hardee, Highlands, Hillsborough, Lee, Manatee, Miami-Dade, Monroe, Osceola, Palm Beach, Pinellas, Polk, Sarasota, Seminole

4:04:08 PM

Public Release

Christopher Cate

The Miami/Dade County Unemployment Appeals Office closed at 1:00 PM on August 18, 2008 and will not reopen until regular office hours on Wednesday morning August 20, 2008.

All unemployment appeal hearings scheduled by the Miami Office of Appeals for 1:00 PM or later on August 18, 2008 and all hearings scheduled by that Office for August 19, 2008 have been cancelled and will be rescheduled at a later date.

4:05:18 PM

Public Release

Christopher Cate

The Ft. Lauderdale Unemployment Appeals Office closed at noon on August 18, 2008 and will not reopen until regular office hours on Wednesday morning August 20, 2008.

All unemployment hearings scheduled by the Ft. Lauderdale Office of Appeals for 12:00 PM or later on August 18, 2008 and all hearings scheduled for that office on August 19, 2008 have been cancelled and will be rescheduled at a later date.

12:37:47 PM

Public Release

Christopher Cate

EMAIL & VPN OUTAGES

Embarq is experiencing a major outage on one of their internet routers, which is causing sporadic email outages for an unknown number of residences, businesses and agencies. This same issue is also heavily impacting our remote users who rely on the Agency's VPN (virtual private network) services to connect into our systems. Embarq is aware of this issue and is working to resolve this problem. The origin of the problem is unknown at this time.

12:38:18 PM

Public Release

Christopher Cate

UNEMPLOYMENT COMPENSATION, ORLANDO CALL CENTER/HUB

The Orlando call center is one of our three main hubs, which receives in excess of 10,000 calls per day and houses more than 160 phone agents. At approximately 9:00 A.M. there was an outage at DMS (the Department of Management Services), during which the Orlando call center lost all network activity. The processes affected were email, internet, mainframe access and telephone service. The Tallahassee and Ft. Lauderdale hubs are functioning; however the Ft. Lauderdale call center has been closed due to Tropical Storm Fay. (Customers can still call the Ft. Lauderdale call center for self-certification through the IVR (interactive voice response) system, and all internet systems appear to be operating properly.) Shortly after 11:00 A.M. this morning, these systems were restored. DMS has not confirmed the source of the outage at this time.

12:38:43 PM

Public Release

Christopher Cate

NOTICE OF SYSTEM OUTAGES

The Agency for Workforce Innovation has had several technology issues today that have affected various Agency systems. The three main systems that have been experiencing outages today include:

1:44:33 PM

Public Release

JACQUELYN MCGILL

Emergency Hours for Florida's One-Stop Career Centers

To view a complete list of Florida's One-Stop Career Centers with updated emergency hours, please click the link below:

http://www.floridajobs.org/onestop/onestopdir/OneStopDirList.asp

2:32:12 PM

Public Release

Christopher Cate

Email and Virtual Private Network (VPN)

Yesterday morning, staff members were unable to use the VPN to log into our network from remote locations and were also unable to use internet email.

A local engineer explained that they had hardware issues the night before, and after those were repaired, they had ongoing issues with internet traffic not being able to pass reliably throughout the network, mainly within Florida. We had sporadic VPN and internet email throughout the morning. Service was completely restored by 1:19 pm yesterday.

The Agency's IT Operations is monitoring all related systems to ensure there are no further issues as a result of these outages. We are also working closely with the Department of Management Services (DMS), AT&T and Embarq to ensure these type circumstances do not occur again in the future.

2:32:50 PM

Public Release

Christopher Cate

Unemployment Compensation, Orlando Call Center/Hub

The Orlando Call Center lost all network connectivity to Tallahassee. It is believed that a technician disconnected our Orlando Call Center during the completion of an unrelated work order, resulting in a complete outage for that site.

While there was a two-hour period during which no calls were able to be received, most callers received a recording alerting them the main computer was down and instructed them to call back. Some callers may have also received a busy signal.

The final repairs were made yesterday at approximately 11:00 am and service to the Orlando Call Center site was restored shortly thereafter.

2:33:38 PM

Public Release

Christopher Cate

SUMMARY OF AWI OUTAGE AND REDUCED SERVICE

As reported yesterday, the Agency for Workforce Innovation had technology issues that affected three Agency systems – Email, VPN (Virtual Private Network) and the Orlando Call Center. Below is an update and summary of the outages:

9:26:29 AM

Public Release

Christopher Cate

The Jacksonville Unemployment Appeals Office closed at 11:00 a.m. on Wednesday August 20, 2008 and will remain closed all day August 21, 2008

Hearings are being convened remotely as scheduled. Parties may provide telephone numbers or request information regarding a hearing by calling (850) 921-3511.

Tropical Storm Fay Update - 4:00 Thursday

UPDATE Thursday, August 21, 2008 – 4:00 PM - As you have already been notified, several area school districts, including those in Gadsden, Jefferson, Leon, Taylor and Wakulla Counties, will be closed tomorrow, Friday, August 22, due to Tropical Storm Fay. Several private schools have reported they will be closed, as well.

For more information on Fay-related school closures, please visit the Florida Department of Education site at: <http://www.fldoe.org/fay.asp>, or the Tallahassee Democrat site at: <http://www.tallahassee.com/apps/pbcs.dll/article?AID=/20080821/BREAKINGNEWS/80821012&referrer=FRONTPAGECAROUSEL>

At this time, it is yet to be determined whether state offices, including the Agency for Workforce Innovation's Central Office in Tallahassee, will remain open.

We will continue to provide updates as they become available, through various sources. Please closely monitor:

- AWI Emergency Information Line (toll-free): 866-366-5528
- AWI Emergency Website: <http://www.awiemergency.com/>
- AWI Email, for those with remote access
- Local media sources

The safety of our employees and their families remains our highest priority. Please pay close attention to all official weather and safety warnings and be sure to have a plan in place. While this storm has been moving slowly, conditions may deteriorate rapidly. For more information about planning for emergencies, please visit: <http://www.floridadisaster.org/>.

Tropical Storm Fay UPDATE Thursday, August 21, 2008 – 4:30 PM

UPDATE Thursday, August 21, 2008 – 4:30 PM - As you have already been notified, several area school districts, including those in Gadsden, Jefferson, Leon, Taylor and Wakulla Counties, will be closed tomorrow, Friday, August 22, due to Tropical Storm Fay. Several private schools have reported they will be closed, as well. They include:

Leon County:

Annsworth Academy, Killearn
Annsworth Academy, Northhampton
Betton Hills Preparatory School
Betton Hills Preparatory School Preschool
Bethel Christian Academy
Christ Classical Academy
Covenant Academy Preparatory School
Epiphany Lutheran School
Florida State University School (Florida High)
Florida A&M Developmental Research School
Grassroots School
Holy Comforter Episcopal School
Imagine School at Evening Rose
John Paul II Catholic High School
Maclay School
Magnolia School
Maranatha Christian School
MLC Christian Academy
North Florida Christian School
Scottsdale Academy
Tallavana Christian School
Trinity Catholic School
Rose Academy
Woodland Hall Academy

Gadsden County:

Robert F. Munroe Day School in Quincy.

Jefferson County:

Monticello Christian Academy
Aucilla Christian Academy
Care Charter School

According to the Tallahassee Democrat: parents with pre-school aged children will need to find out from their individual child-care center if school will be closed Friday. The decision to close will be up to the child-care center, said Rue Luttrell, community relations director at the Early Learning Coalition of the Big Bend Region. She said many follow the lead of the school districts they doing in their county.

"If their school districts close, they are more likely to choose to close," Luttrell said. "Each one is making the decision on their own."

She said parents can find out what their child-care centers are planning by calling or when they pick up their children today.

For more information on Tropical Storm Fay-related school closures, please visit the Florida Department of Education site at: <http://www.fldoe.org/fay.asp>, or the Tallahassee Democrat site at: <http://www.tallahassee.com/apps/pbcs.dll/article?AID=/20080821/BREAKINGNEWS/80821012&referrer=FRONTPAGECAROUSEL>

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6:33:57 PM

Public Release

MATTHEW CUNNINGHAM

August 21, 2008 UPDATE – 6:30 PM

We have just received confirmation that all state agencies and offices in Tallahassee are scheduled to be open and functioning as usual on Friday morning.

However, as Tropical Storm Fay moves west toward the Panhandle, the weather will be monitored closely to determine whether any office closures will be necessary.

Please continue to monitor the Agency for Workforce Innovation's Emergency Information Line at 866-366-5528, the Agency Emergency Website at <http://www.awiemergency.com/>, local media sources and your Agency email for updates on Agency facilities and partners across the state.

4:54:58 PM

Public Release

Christopher Cate

State Requests Emergency Workforce Funds

At the request of Governor Charlie Crist, the State of Florida's Agency for Workforce Innovation has submitted a National Emergency Grant (NEG) request in the amount of \$20 million to the U.S. Department of Labor.

"These funds will be critical in helping provide humanitarian relief for the millions of Floridians impacted by Tropical Storm Fay," said Monesia T. Brown, Director of the Agency for Workforce Innovation. "We will put this money to work immediately to help our citizens and to stimulate the local economies."

This grant will provide funding to assist with:

Local Humanitarian Assistance – NEG funds will be available to support disaster recovery centers and related community outreach in the affected areas. These type activities include distributing vital supplies such as food, water and shelter for citizens in affected areas.

Emergency Jobs Program – NEG funds will provide jobs for local citizens to help in the clearing of debris on public property and lands, and to address other clean-up issues related to Tropical Storm Fay. Regional Workforce Boards will operate the programs in the affected areas, where citizens will be able to apply directly for the jobs. The locations and dates pertaining to the start-up of these programs are forthcoming.

Small Capitalization Grants - The Agency has also requested through the NEG process a waiver under the Workforce Investment Act (WIA) that would allow small capitalization grants of up to \$5000 for disaster assistance critical to economic recovery. The Agency for Workforce Innovation will coordinate administration of these important funds with their partners at Workforce Florida, Inc. and those in the economic development community.

The Agency is also working closely with the U.S. Department of Labor to expedite the release of this critical funding and will continue to release updates as they become available.

Monday, August 25, 2008

Alerts: 3

7:22:39 AM

Public Release

Christopher Cate

MANY ROADS CLOSED DUE TO FLOODING

UPDATE – August 25, 2008 – 11:00 AM - To view accidents and road closures in your area, please visit the <http://www.flhsmv.gov/fhp/traffic/> Florida Highway Patrol website. Reports are updated every five minutes.

7:24:28 AM

Public Release

MATTHEW CUNNINGHAM

Gadsden County Schools Closed - Ochlocknee River in Flood Stage (August 25, 2008 – 7:20 AM)

UPDATE – August 25, 2008 – 7:20 AM - The Ochlocknee River, near Havana in Gadsden County, may reach record flood stage this morning. The following is a press release from Leon County EOC. Gadsden County Schools are closed today, Gadsden County has not announced office closures at this time, but may roads in this area may be impassable, preventing some staff from reporting:

The National Weather Service has issued a flood warning stating that the Ochlocknee River is expected to peak around 8 a.m. August 25, 2008 and an additional eight feet of flooding is expected overnight rapidly along the river banks. Based on the forecast this will be a record flood level for the Ochlocknee River.

The Ochlocknee River near Havana affecting Gadsden and Leon counties has already experienced moderate flooding and major flooding is forecasted in the next twelve hours. The Leon and Gadsden County Sheriff's Offices is making every effort to notify residents in the affected area. Major roads and bridges including the U.S. 27 North Bridge will be monitored throughout the night for flooding.

The National Weather Service is advising that all persons with interest along the river should monitor the latest forecasts and be prepared to take the necessary precautions to protect life and property. The American Red Cross Capital Area is providing shelter to residents at Forest Heights Baptist Church located at 1200 W. Tharpe Street.

Residents are reminded not to drive or attempt to walk through floodwaters. For more information or assistance contact the Leon County Emergency Operation Center at 850-488-5921.

7:47:22 AM

Public Release

MATTHEW CUNNINGHAM

More Rain from Fay Expected in Big Bend (August 25, 2008)

Rain bands from the remnants of Tropical Storm Fay appear to be making a turn and coming back in our direction. It is expected that this may result in 2 to 3 more inches of rainfall for the Big Bend area.

This will add to the current flooding situation being experienced in the area. The areas of highest concern at this time are: Concord, Havana and Bloxham.

The state is also monitoring the following roads near the Ochlocknee River for possible flooding: Highway 27, Highway 90, areas on the north side of Lake Talquin and all areas around the Ochlocknee River.

Please use extreme caution when approaching these areas and report any flooding to your local law enforcement authority.

Tuesday, August 26, 2008

Alerts: 1

1:19:02 PM

Public Release

Christopher Cate

Florida Emergency Information Line Deactivated

The Florida Emergency Information Line has been deactivated as of today (August 26, 2008). Residents should contact their local emergency management office for questions regarding Tropical Depression Fay

12:42:09 PM

Public Release

Christopher Cate

Disaster Unemployment Compensation (DUA) Benefits

Due to the damages caused by Tropical Storm Fay, President Bush declared several counties in Florida as disaster areas. Individual assistance has been approved for Brevard, Volusia, Okeechobee, St. Lucie and Hendry counties.

DUA is a federally funded program that assists individuals who become unemployed as a direct result of a declared disaster and who do not qualify for regular unemployment compensation benefits. The program also covers self-employed individuals, owners and workers of farms and ranches, as well as fishers and others who are not normally covered by state unemployment compensation.

Although workers will be covered by the regular unemployment compensation program, those not covered may apply for DUA. Applicants must file for disaster benefits within 30 days of the date of public notification. Therefore, DUA applications must be filed no later than September 27, 2008.

To be eligible for either the regular state unemployment compensation benefits program or DUA, the individual must be a legal Florida resident. To be eligible for DUA benefits, an individual must have exhausted all entitlement to any regular state unemployment benefits and must have been working in or residing in a county for which the disaster has been officially declared. DUA benefits are available to unemployed individuals for up to 26 weeks from the date of the disaster declaration.

All individuals applying for DUA should be encouraged to file by internet at www.fluidnow.com or by calling 800-204-2418, Monday – Friday, 8:00 AM to 5:00 PM. EST.