TO: All South Carolina House Members

FROM: Mr. George Garcia

Sent: Tuesday, January 19, 2010 1:21 PM

Subject: ESC Antiquated Software

A very important issue that should be discussed and FIXED is the South Carolina Employment Securities Commission SOFTWARE.

It is so antiquated that it can't handle 21st Century events. It can't even print out a claim ticket on the folder for checks being distributed for the 20-week extension. Therefore, I have to drive a 26-mile trip EVERY Monday to deliver a piece of paper to claim my next week's check.

This could very easily be done ONLINE. If the State of Florida can be automated why can't the State of South Carolina follow suit? It would only take purchasing the same software that Florida has and customizing it to fit South Carolina. My unemployed friends in Florida can APPLY for unemployment benefits ONLINE, claims their weekly benefits ONLINE and even enter their job search data ONLINE.

I'm thinking that South Carolina doesn't want to do this because it would have to find work for about 80 to 90 percent of the people who currently work for SCESC. Automation replaces PEOPLE and thereby replacing human error. I can't tell you the horror stories about the SCESC in Greenville, SC. It's not the applicants who make the mistakes it's the employees.

I sat in the office for 5 hours one Monday just because one of the employees COULD NOT READ THE COMPUTER SCREEN IN FRONT OF HIM. And do you think I got an apology? Not even. It's as if I'm not human when I go to this office. Nonetheless, the software should be upgraded and it should be done ASAP.

I think you would have a more secure system and those people who got fired for "cause" would NOT be able to obtain benefits. This might save South Carolina a few hundred million dollars.

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