Reemployment Services Support/Compliance Division

The Reemployment Services Support/Compliance Division is responsible Employment Service (ES) and Unemployment Insurance (UI) Technical support and training, administration of all Tax functions, processing of Federal Claims, technical assistant for all computer systems, and administration of   UI Integrity Division of Quality Control and BPC.

Benefits Administration

There are five major federal unemployment programs that although related to regular unemployment requires special handling and processing due to the requirements placed by the Federal government.

- UCFE (Unemployment for Federal Civilian Employees) and UCX (Unemployment for X-Military Personnel) - Civilian and military federal employees do not have wages on file. Wages must be requested and assigned to the state.

- TRA (Trade Readjustment Assistance) - This program provides additional benefits for those individuals whom had worked for a company that closed or laid off employees due to foreign imports.

- NAFTA/TRA - This is almost the same as TRA, except foreign competition is limited to Mexico or Canada.

- DUA (Disaster Unemployment Assistance) - Special Federal program to pay unemployment benefits to individuals who are out of work due to a federally declared disaster. Usually low volume but paper driven and extremely complex and coverage is mainly for those not eligible for regular UI.

The Combined Wage unit is responsible for the transferring of Oklahoma base period wages earned to other states for the purpose of combining wages. Staff also processes the transfer of wages into Oklahoma from other states for individuals fling interstate or combined wage claims. They bill other states and respond to bills from other states.

This unit also processes subpoena requests for documents and takes corrective action on wages. Money and payments are balanced with data from the State Treasurer's Office.

ES/UI Technical Support

This unit is the primary support unit for the UI Call Centers and Local Office UI Field Operations, Workforce Services staff assisting in resolving problems that affect the ES/ UI programs. This includes computer/system problems or other type technical problems.

They are responsible for updating computer and procedure manuals and for the design and implementation of new systems. They are also responsible for the resolution of issues and procedures in regard to the adjudication process which is handled in the designated local offices and service centers as well as evaluating the work performed by the adjudicators Unemployment Insurance. Training is also conducted by this unit to insure consistency in operations and procedures.

The UI Support team receives all documents pertaining to unemployment claims and converts them to electronic images in our document management system.

UI Tax Administration

The UI Tax Administration Department collects tax dollars from liable employers for deposit into the Unemployment Insurance Trust Fund; and processes quarterly wage reports from employers. The UI Tax Administration Department is supported by 6 sections:

Employer Compliance

This section determines employer liability; assigns employers tax numbers; maintains changes in business ownership, address, and liability status. Manages he employer tax accounts and tax accounting records and enforces continued employer compliance with tax filing and payment requirements. Investigates missing wages for claimants denied for insufficient wage credits.

Tax Rates

This section ensures the system has properly assigned the employer tax rate. Issues determination on Rate protests and represents the Agency at protest hearings on rate determinations.

Cashier/Data Entry Imaging

The Cashier Section receives and deposits collected taxes into the UI Trust Fund via the State Treasurer's office. This section also inputs tax information and supervises the Department of Correction contract for the input of worker wage information.

Wage Charging/Reimbursing Billing

This section adjudicates protests and issues determination regarding employer benefit wage charges and issues the reimbursing bill to reimbursing employers quarterly.

Collections

The Collections section executes legal collection activity. Files tax warrants and maintains accounts payable for county clerk fees. Supports the Legal Department in collection actions, determines waiver of interest and penalty, and represents the agency at appeal hearings.

Tax Enforcement

This section is responsible in dealing with employers concerning liability for UI taxes, auditing of payroll records to determine compliance and the collection of delinquent quarterly reports and taxes due. The unit also assists the legal division in hearings on assets both in gathering information to file and being available during the hearing to aid the employer in getting current on taxes and reports. The employer accounts are divided among Tax Enforcement Officers by zip code.   Misclassified workers (those classified as contractors who are actually employees) are a major concern of this unit. A tax enforcement officer will appear before the Assessment Board for most successor cases and all misclassified worker cases. Also, when a determination of a tax enforcement officer is pertinent in an Appeal Tribunal hearing the hearing officer may request testimony from the officer.

UI Integrity Division

UI Integrity Division is the Benefit Payment Control and Quality Control Division

Quality Control (BAM)

QC audits unemployment claimants to assess the timeliness and accuracy of State administration of the UC program. It is designed to identify errors in claims processes, analyze causes, and support the initiation of corrective action.

Benefit Payment Control

Benefit Payment Control (commonly referred to as Investigations and Collections) is responsible for investigating abuse of the unemployment benefits system and the collections process to recover overpayments. They establish overpayments and/or disqualify individuals for fraud as well as work with other Division staff in establishing cases for prosecution.

Performance Measures
Government Performance and Results Act Goals (GPRA)
Performance measures set by USDOL to ensure program integrity and compliance

Federal Emphasis and GPRA Goals National Priorities: Improved Prevention, Detection and Recovery of Improper Payments, Improving Program Performance

Nationally, Reemployment of UI Claimants, Data Validation of Federal Report information, and Employer Audits to detect Worker Misclassification Percentages below the Acceptable Level of Performance require states to submit quarterly Corrective Action Plans or Narrative statements on efforts to improve performance.

Oklahoma Measures to be Addressed in the FY 2013 SQSI

	ALPs 2012	Performance 2012
Core Measures (to be addressed in CAPs)		
First Payment Promptness	87.0%	87.7%
Nonmonetary Determination Time Lapse	80.0%	81.2%
Nonmonetary Determination Quality – Separations	75.0%	83.7%
Nonmonetary Determination Quality – Nonseparations	75.0%	86.0%
Detection of Overpayments*	50%-95%	55.4%
New Employer Status Determinations Time Lapse	70-%	84.4%
Tax Performance System	Audits 13 tax functions	Two functions failed audit review
Facilitate Reemployment	56.0%	52.1%
Data Validation	Federal Report verification	Benefit/Tax still working to correct data extraction for verification of data

PY12 Performance Goals for Labor Exchange (LE)
Performance is acceptable if we meet 80% of negotiated measure.

	PY 2012 Negotiated Measures	PY 2012 Attained Measures
Wagner-Peyser Act Entered Employment Rate	50%	52%
Wagner-Peyser Act Employment Retention Rate	83%	80%
Wagner-Peyser Act Average Six-Month Earnings ($)	$11,200	$12,800