

Oklahoma State Senate

2300 N. Lincoln • Oklahoma City, Oklahoma 73105 • (405) 524-0126
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THIRD REVISED MEETING NOTICE

October 19, 2020

Business, Commerce and Tourism

SUBJECT: THIRD REVISED Business, Commerce and Tourism Meeting

DATE: **Tuesday, October 20, 2020**

TIME: **08:30 AM**

LOCATION: Senate Room 230, State Capitol Building

AGENDA:

THIRD REVISED: Added Lisa Henley with Conduent as a speaker.

Time: 8:30 AM

IS-2020-03 A study on the state's use of debit cards to deliver state benefits and if it could be accomplished within the state of Oklahoma without having to use a company like Conduent. Requestors: Boren and Hall

1. Welcome and Introductions
2. Jason Boswell, Client Partner, Conduent Public Services
3. Paul Gates, General Manager, Conduent Public Services
4. Lisa Henley, Senior Director of Business Development, Conduent
5. Jay Doyle, Oklahoma Tax Commission, Director
6. Shelley Zumwalt, Oklahoma Employment Security Commission, Director
7. Randy McDaniel, State Treasurer
8. Justin Brown, Department of Human Services, Director
9. Additional Presenters

Lunch Break: 12:00 PM - 1:00 PM

Time: 1:00 PM

IS-2020-18 OESC and Unemployment: How do we learn from the Pandemic and how do we become better prepared?
Requestor: Leewright & Floyd

10. Welcome and Introductions

11. Presentation

Shelley Zumwalt, Director, Oklahoma Employment Security Commission

- FTE Count
- Trust Fund Balance
- Benefits Paid Out
- Total Annual Claims
- 5/39 Plan (previous technology improvement plan)
- Conditional Factors for Employer Rates
- Agency Leadership
- Questions and answers

Shelley Zumwalt continuation

- State/Federal Rules and Waivers
- Employer Benefit Wage Charge-Waiver
- New Federal Benefits Announced
- Claims volumes increase 1,000%
- Call Wait Times Increase 8-10 hours
- Federal Guidance for New Benefits Issued/Rescinded
- Identity Fraud Issues in Every State
- New Leadership at Agency
- Changes made to Call Center and Fraud Prevention
- Claims Fairs in OKC, Tulsa, Ardmore
- Improvement in Call Centers/Fraud
- Questions and answers

12. BREAK

Shelley Zumwalt continuation

- Transparent Relationship with Federal Department of Labor-5 day Engagement

- Technology/Business Process Transformation Plan- Modernization to Transformation
- OESC Awarded \$1.8M Grant from DOL for Funding to Aid in Fraud Prevention
- Employer Rate Notice for 2021
- Lost Wage Assistance (LWA) Benefits Paid Out
- Digital ID Verification Soft Launch for PUA
- Work Search/Registration and Waiting Period Reinstated
- CARES Funding Released to Trust Fund to Avoid \$25M Surcharge
- Technology/Business Process Transformation Complete- First Quarter 2022
- Questions and answers

13. Presentation

State Chamber of Oklahoma, Courtney Warmington, Attorney, Fuller Tubb Bickford Warmington and Panach

- Employer needs
- Questions and answers

14. Other business

Senator James Leewright, Chair
Senator Gary Stanislawski, Vice Chair

NOTE:

Senate committee meetings continue to be livestreamed at <https://oksenate.gov/live-proceedings>.

Due to the ongoing coronavirus pandemic, access restrictions are in place including appointment-only office visits, enforced social distancing, no loitering in common spaces, and masks are strongly recommended.

Public access to Senate committee rooms will be limited due to a maximum occupancy limit of one person per approximately 300 square feet, under [social distancing guidelines](#). In-person access to Senate committee meetings will be prioritized for Senators, staff, guests invited by the Chair for presentation to the committee and press.