Oklahoma Employment Security Commission

AGENCY MISSION STATEMENT:

Mission:

Enhance Oklahoma's economy by:

- **Matching jobs and workers** to increase the efficiency of local labor markets;
- **Providing Unemployment Compensation** to support unemployed workers and their communities;
- **Preparing a skilled workforce** to enhance and align their skills to meet local labor market needs; and,
- **Gathering, analyzing, and disseminating information** about the labor force to improve local economic decisions.

LEAD ADMINISTRATOR:

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GOVERNANCE:

The Oklahoma Employment Security Commission is the controlling body of the agency. It consists of five Commissioners. Two represent labor, two represent employers and the chairman represents the public. The Governor appoints the commissioners to staggered six year terms. Each Commissioner must be approved by the Senate. The Commissioners are not compensated and are responsible for hiring the Executive Director who is the person who controls the day to day operations of the agency. The Executive Director serves at the pleasure of the Commission. The current members of the Commission are:

Chair – Rachel Hutchings
Commissioner – Dr. Douglas R. Major
Commissioner – Rev. Mike Wester
Commissioner – Shannon Davies
Commissioner – Christopher Tytanic

GOVERNANCE ACCOUNTABILITY:

There is no attendance policy for Commissioners, but the current Commissioners take their jobs seriously and make every effort to attend all meetings.

MODERNIZATION EFFORTS:

Benefit Payment Control Project

The Benefit Payment Control (BPC) unit is a department within the Oklahoma Employment Security Commission (OESC.) BPC helps protect the Unemployment Insurance trust fund and ensure fund solvency by monitoring claimant payments. The purpose of the BPC unit is to identify, investigate, and collect on overpaid claims. The potentially overpaid claims are identified by cross-match audits of new hire, wage, and incarceration records along with tips and leads.   The BPC Investigators review potential overpayment cases to determine which cases need to be set up for collection of overpaid money. The BPC collectors work with the claimant and possible employers through multiple collection techniques in order to facilitate the collection of claimant overpayments.

OESC is in the final stages of implementing a new BPC system to replace the 30 year old payment control system currently being used by the Agency. The new system will not only automate the many current manual processes associated with investigating and collecting claimant overpayments, but will also increase OESC audit capabilities to improve identification of potential overpaid claims earlier. The new system includes a case management feature that will enable OESC to more efficiently manage the investigation and collection of these overpayments. The case management features will allow OESC to automate and expand collection activities for interception of state and federal taxes, identifying overpaid claimants working in Oklahoma, and take advantage of skip trace functions designed to identify overpaid claimants working in other states.

OKJobMatch System

Oklahoma plans to procure a technology solution that will improve our present electronic, workforce system. The current OKJobMatch system has shown to be functionally untenable and fiscally cost prohibitive. The solution will replace our existing web based workforce system and make it the global, integrated solution for all of Oklahoma's workforce system stakeholders.

The Oklahoma Employment Security Commission and the Oklahoma Department of Commerce are collaboratively researching and assembling the necessary components of a successful, electronic, workforce system for Oklahoma. The solution for Oklahoma must support state Workforce Investment Board and business needs, as well as the employment and training needs of Oklahoma citizens.

The solution for a new OKJobMatch system will be a fully integrated, vendor hosted system that supports:

1) Labor exchange for employers and job seekers;
2) Case management for program requirements;
3) Training providers and approved programs;
4) Robust reporting capability for all required federal, system, and activity reports, and interfaces with Unemployment Insurance; and,
5) The system solution must take advantage of any new technologies to increase efficiency and streamline processes across programs for all participants.

Workflow and Imaging Project

The Oklahoma Employment Security Commission intends to procure and implement a technology based solution that will enhance document imaging, workflow and case management functionality. The solution will replace the existing document imaging and management solution and make it the overall solution for the agency. In addition, the solution will use an integrated approach to advance OESC's workflow and case management capabilities. OESC went through a significant process reengineering planning effort and the solution will include components important to leading the process reengineering effort. The solution is designed with the new processes in mind to help maximize process efficiencies across the agency.

OESC divisions currently collect and archive millions of documents a year for operational and regulatory requirements. These documents are stored in a variety of ways, such as, server drives, software programs and individual work stations. The current document imaging and management solution is an aging system and it is used across the agency for various purposes, some of which it was not originally designed to handle. In addition, current workflow and case management functionality and integration need improvement. OESC seeks to improve and integrate its current processes across document imaging, workflow and case management to maximize efficiency across the agency. The overall business objective is to reengineer processes to increase efficiency and streamline interaction across the agency. OESC plans to leverage new technology and have the solution lead the process transformation. The end goal is to utilize the solution's functionality to drive process improvements that will increase efficiency throughout the agency.

Strategic Roadmap

Finally, OESC partnered with The Persimmon Group, a consulting firm, to develop a strategic roadmap in preparation for the procurement and implementation of a replacement unemployment insurance system. The Persimmon Group has reviewed the vision, goals and initiatives of the agency and developed a strategic roadmap that defines high-level business needs, identifies and mitigates risk, and prioritizes technological

investments to ensure maximum value for the State. The Persimmon Group is providing services in connection the above referenced projects that include project management and assistance with the RFP process. Upon completion of the current projects, The Persimmon Group will continue to provide guidance as OESC tackles future projects to modernize its IT systems and business processes so that it may provide the best possible service to employers, job seekers, and other customers.

CORE MISSION:

The OESC is entirely funded by federal grants from the US Department of Labor. Each grant has a specific purpose and the OESC is routinely audited by state and federal auditors to ensure that the grant money is being spent according to the provisions of the grant document. If the OESC were to engage in activities outside of its core missions, the cost to perform those services would be disallowed and the portion of the grant funds used to pay for the services would have to be repaid to the federal government using money drawn from state revenue. The OESC is unaware of any services being performed outside of its core mission or grant rules. The OESC is unaware of any service it provides which is duplicated or replicated by another agency.

PRIVATE ALTERNATIVES:

There are no private sector firms that perform the core services of the OESC, with the partial exception of employment services provided by OESC. It is a partial exception because the private firms that conduct job matching services have major differences from the OESC in the delivery of their service. First, the OESC charges neither the employer nor the job seeker for its services, where the private firms charge either one or both depending on the firm's business model. Second, most private firms limit their services to certain educational levels, skill levels or industry types, where the OESC provides across the board services to all employers and job seekers. Third, the private firms do not maintain a statewide system of offices and free access to the Internet to allow customers to search any job matching site or follow up on any job prospect, regardless of the source. Fourth, no other job matching entity has the longevity of the OESC in Oklahoma communities.   The OESC has not been approached by any foundation, for profit, or not for profit corporations to inquire about privatizing any of the functions of the agency.