

CLAIM PROCESSING

During 2000 the Oklahoma Unclaimed Property Division was transferred from the Oklahoma Tax Commission to the Oklahoma State Treasurer. The Treasurer made great strides to advertise the Unclaimed Property Program and as a result the department had more than 12,000 claims to be processed. A decision was made to hire a temporary evening shift. This process has been very successful for Oklahoma. The Unclaimed Property Division is currently within the statutory time frame to process claims. In order to staff the evening shift Oklahoma contacted local colleges and posted the positions on the Treasurer's website.

I. Structure of the Evening Shift

- A. Six (6) temporary staff members work 25 hours per week.
 - i. The hours worked are 4:30 p.m. to 10:00 p.m. Monday –Thursday and 4:30 p.m. to 7:30 p.m. on Friday.
- B. One of the Oklahoma State Treasurer's permanent claim staff members serves as team leader for a week at a time on a rotation basis.
- C. Permanent staff receive incentive pay of \$100.00 per week for working the evening shift.
- D. The evening shift is assigned to a specific desk in order to dedicate a phone line for correspondence regarding claims. The Unclaimed Property daytime staff member seated at the desk takes/leaves phone messages for the evening shift staff member.
- E. Temporary shift members are paid \$10.00 per hour.

II. Benefits of the Evening Shift

- A. Temporary staff do not receive benefits such as annual leave, sick leave, insurance, etc.
- B. The Oklahoma State Treasurer does not have to acquire additional space or equipment.
- C. Temporary staff can be used as needed during peak seasons (demutualization, advertising, etc.).
- D. Temporary staff allow for reallocation of the permanent staff's labor to claim processing by performing such tasks as copying, opening mail, preparing documents for microfilming, etc.

III. Temporary staff provide a resource and opportunity for new full time employees.

- A. The Oklahoma State Treasurer has the advantage of observing the evening shift's skills and personalities, etc. to determine which person(s) may be a candidate for full time employment.
- B. Oklahoma State Treasurer has hired six (6) full time employees from the evening shift for the following positions:
 - i. Information Services Applications Specialist II
 - ii. Information Services Specialist II
 - iii. Information Systems Services Coordinator/Report Specialist
 - iv. Accountant II
 - v. Unclaimed Property Claims Auditor II
 - vi. Banking Operations - Accounting Tech I

IV. Items to Consider:

- A. The evening staff needs to adhere to the defined evening shift schedule. The Oklahoma State Treasurer made the mistake of allowing the evening shift to come in early when computers and work spaces were not occupied by full time staff. This process resulted in numerous calls during the day to check on availability of space and equipment and diminished the structure of the evening shift.
- B. According to Oklahoma statute, an individual can not work more than 1,000 hours in a year without receiving benefits from the State. Monitoring of total hours worked by temporary staff needs to be maintained to avoid benefit issues.
- C. Oklahoma's evening shift has created a bond. They work well together and are able to process a large amount of claims while there are no phone calls and interruptions. They even have a weekly "pot luck" supper routine which tends to foster communication and a good working relationship.
- D. The previous evening shift ended May 31, 2004. The current evening shift consists of four (4) members from the previous evening shift. Temporary staff members were already trained in the area of claims processing.

V. Questions and Answers: