

OFFICE OF STATE FINANCE

DCAR NEWSLETTER

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The last issue of the DCAR Newsletter, Volume 18, Number 1, was issued on August 10, 2007. The DCAR Newsletter is available on the OSF webpage at <http://www.osf.state.ok.us/comp-nl.html>.

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CORE Financial System Update

The Office of State Finance and the Department of Central Services have been working toward upgrading the current PeopleSoft/Oracle financial system from version 8.4 to 8.9. The upgrade will improve the performance and functionality of the current applications and will prepare the way for implementing the Phase 2 applications beginning early next year. These applications will include the additional functionality agencies need to account for federal grants and other programs in a more detailed manner than that which is currently available and to account for fixed assets and inventories.

In order to prepare for the Phase 2 implementation, we have sent a brief survey to the Communication Liaisons that will help to summarize the application needs of each agency. The survey is a basic set of questions about the current needs and systems that your agency has in place. Please fill out the survey and return the survey to Jeanie Robards at jeanie.robards@osf.ok.gov by Friday, October 12th.

CORE Website Phase 2 Survey Link: http://www.youoklahoma.com/coreoklahoma/phase2_survey.xls

A brief demonstration of the Phase 2 applications will be held in the Concourse Theater, Sequoyah Building, OKC on Wednesday, October 17th, from 9:00 AM to Noon. Also, at the same location a Business Process Flow Workshop will be held on Tuesday, October 23, 2007 from 9:00 AM to Noon to help each agency prepare for the transition to the new applications. Please plan to send appropriate representatives to these meetings from your agency.

The upgrade to 8.9 will specifically impact the General Ledger, Accounts Payable and Procurement functions. Training for the new features of the 8.9 upgrade will be provided in late October and early November through the CORE office. Communications liaisons should be looking for additional information as it is made available.

The upgrade is scheduled for mid-November, over the Veterans Day holiday weekend. As currently scheduled, the system will be unavailable on two working days, November 9th and 13th. Specifically, the upgrade will begin at 5:00 p.m. on Thursday, November 8th, and be completed by 7:00 a.m. on Wednesday, November 14th. If the upgrade is completed early, the system will be made available as soon as possible.

Accordingly, agencies should be planning transactions and budget revisions with those dates in mind. See specific deadline information below.

Early Deadlines for November Transactions

In planning your work for November, it is important to remember that Oklahoma Statehood Day, November 16th, is recognized as a state holiday this year to celebrate the Oklahoma Centennial, and that all state offices will be closed that day in addition to the Veterans Day and Thanksgiving holidays. In addition to the holidays, the CORE financial system upgrade is scheduled for mid-November, and it will not be available for two of the remaining working days, November 9th and 13th.

With those dates in mind agency staff should plan their work accordingly as follows:

Payrolls

CORE SUPPLEMENTALS: Monday, November 12th is Veterans Day holiday and the banks will be closed. Therefore, CORE supplemental payrolls will be set to pay on Friday, November 9th. Agencies should have these payrolls processed and paperwork forwarded to OSF no later than 3:00 pm on Wednesday, November 7th. This is the normal processing time and should not create any unusual effort at the agency level. However, earlier processing would be appreciated!

OTHER PAYROLLS: While the Financials systems will be down during the upgrade, the HRMS and ICS systems will still be available during that time. Therefore, agencies with payrolls due on November 15th or 16th should have all the payrolls finalized and paperwork submitted to OSF by 3:00 p.m. on November 13th, in order to facilitate special processing on November 14th. This is the normal processing time and should not create any unusual effort at the agency level. However, earlier processing would be appreciated!

Miscellaneous Payments

Any claims and/or payments due in mid-November should be processed during the first few days of November to avoid unexpected delays.

Deposits

The system will not be available for entering deposits during the shutdown period. Agencies may continue to take deposits to the bank and then enter the transactions when the system is operational on November 14th.

Lapsed Funds

Agencies are required to complete all transactions related to fiscal appropriations for FY'07 funding lines by the expiration/lapse date of November 15, 2007.

Although the funds are still valid and available through November 15th, due to the holidays and the CORE upgrade schedule, we are recommending that agencies complete all transactions related to the lapsing funds, including budget revisions, no later than November 8th or even better, Thursday, November 1st.

The following steps should be started immediately to ensure completion before the lapse date:

1. Run the LAPSED FUNDS REPORT – APPROPRIATED FUNDS. The navigation is:
General Ledger > General Reports > Lapse Fund Adv Notice – Approp
2. Reconcile Requisition and PO balances to zero or positive amounts
3. Process any necessary Change Orders
4. Process any necessary Expenditure Corrections
5. Process final payments for goods and services encumbered on FY'07 funds
6. Finalize Voucher, Requisition and PO funding lines as appropriate
7. Process Budget Revisions and Carryover Budgets through OSF Budget Division

The LAPSED FUNDS REPORT APPROPRIATED FUNDS report shows all appropriated funding lines which will lapse within the next 60 days. If any lines have negative Encumbrances or Pre-Encumbrances on this report, these amounts need to be resolved. To determine the cause of the negative encumbrance/pre-encumbrance, run the outstanding encumbrances reports. Also, to assist agencies with the reconciliation, reports are being mailed which identify the requisitions and purchase orders with outstanding balances as of September 17, 2007, for the funds that are scheduled to lapse on November 15th.

If you are unable to resolve the differences, submit a case to the OSF Helpdesk. Be sure to specify the particular funding lines with negative balances. Please run this report and begin working it immediately as it could take several days to resolve any cases.

Accounts Payable

Budget Checking, Matching, and Recycle Errors

In order to experience a seamless transition in accounts payable during the upgrade all agencies are reminded to monitor and correct vouchers with budget checking, matching, and recycle errors daily. Vouchers in recycle status will be especially problematic when converting from version 8.4 to 8.9. All vouchers in recycle status must be corrected prior to the conversion date. Vouchers remaining in recycle status as of the conversion date **will be deleted**. The quickest way to determine if your agency has recycle vouchers is to use the navigation, Accounts Payable>Vouchers>Entry>Regular Entry>Find an Existing Value and search by Entry Status = Recycle. Resaving a recycled voucher will display a message of the reason for the status.

Payroll Withholding Vouchers

All payroll withholding vouchers will need to be built and cleared from the staging tables by November 8th. Use the query, OCP_Payroll_Vchr_Stage_Validatio to determine if payroll withholding data is in the staging tables. Some agencies have data in the tables dating back to 2005. Run the query now to determine if your agency has old data in the tables. Build the vouchers and delete them immediately if the withholding payment has already been made. Also run the query just prior to the conversion date to monitor then current activity.

Correction Vouchers Submission

When submitting “correction” vouchers prepared by OSF, but to be printed and signed by the agency, please do not fold these documents. They are not handled through the regular voucher process. These vouchers are combined with the OSF Form 77 which is the basis for the correction voucher. These documents are scanned into our Imaging System and it is easier when they are not folded.

Authorized Pay Groups

Please remember that the only 'pay groups' agencies should be using for voucher processing are MO, TU, WE, TH, FR and PC (p-card). Agencies should not be using the pay group SP without OSF authority and such authorization is only for one-time exceptions. This pay group is reserved for OSF use only, without such approval.

If granted the one-time approval, please write on the batch slip the name of the OSF – Transaction Processing contact who authorized the use of the SP pay group. Voucher auditors will verify the approval with appropriate OSF staff. Any voucher batches submitted using the SP pay group without said name listed, will be rejected back to the agency.

Federal IRS Notice of Levy

OSF often receives IRS Notice of Levy forms against vendors doing business with state agencies as identified through 1099 reporting. We determine the paying agency and forward the levy. When an agency receives such levy it should notify its vendor of said levy and warn that the next payment(s) due the vendor will be assigned to the United State Treasury as instructed by the levy notice. This will continue until the specified amount on the levy is paid or a release is received. If the particular IRS department on the levy is not an existing location under the appropriate United States Treasury vendor record, it must be added. Submit an OSF Form VEND with the pertinent department/address information as an address change. The IRS will not be required to complete the VEND form.

The voucher assignment procedure is to select the United States Treasury vendor id# as the Payee under the Payment Information. If the amount of the levy is less than the scheduled voucher payment, the first payee entry will remain the vendor and for the amount of the difference. Then an additional payee entry is added showing the United States Treasury vendor id# and the required amount. The total of these two payee amounts must equal the voucher gross amount. One warrant will be received for the vendor and one for the United States Treasury.

If the levy will cover multiple payments, agency should make copies of the levy form and complete the required sections of the form to submit with the warrant. The levy also lists certain information the agency will need to write on the warrant, where it will not cover any printed data or the micr line. The warrant along with the completed levy information must be mailed to the address listed.

Federal Lodging Rate Increases

The federal lodging rates we use for travel have increased. The Standard CONUS lodging rate increased from \$60 to \$70 and many of the “higher rate” locations have also increased. All three rates within Oklahoma increased - the standard lodging rate, the special Oklahoma City rate increased from \$73 to \$81, and the Tulsa rate from \$68 to \$73. (The Oklahoma City rate includes locations within Oklahoma County and the Tulsa rate includes locations in Tulsa, Creek, Osage, and Rogers Counties.) Also, appropriate tax is reimbursed in addition to the above rates.

These changes are effective for October 1, 2007 (this is the Federal FY2008). It can be viewed or downloaded at the GSA website: www.gsa.gov/perdiem.

Note: The six tiers rates for Per Diem-Meals and Incidentals did not change.

Vendor Procedures

Following are important reminders of certain vendor procedures.

- * If a new Garnishment vendor is required, please use the Garnishment Vendor form found on the CORE website: http://www.youoklahoma.com/coreoklahoma/instr_vend.html. The OSF Vendor data entry staff must change the vendor classification from Supplier to HRMS for the integration to HRMS to take place.
- * Also, when an Employee vendor is required, please do not use the OSF Vendor Form, but instead use a spreadsheet type layout as demonstrated on the same website. The OSF Vendor data entry staff must change the vendor classification from Supplier to Employee.
- * It is the agency's responsibility to fill out the top part of the OSF Vend Form. Occasionally OSF Vendor data entry staff will have questions regarding the information on the vendor form and must rely on this portion of the vendor form to notify the appropriate person. Please do not use the fax cover sheet for this purpose as it can become separated from the form.
- * The 9 digit zip code is required. If your vendor does not supply it, please do this for us by using the website <http://zip4.usps.com/zip4/welcome.jsp>. This will help OSF staff in our effort to turn around the vendor form as quickly as possible for every state agency.

We are working hard to provide the best vendor data entry service possible with very limited resources. If you find persistent problems or concerns please contact the OSF Help Desk and we will address them.

“WIRE” Payments Only

The Office of State Finance (OSF) has set all locations for its Vendor ID # 0000000090 to process using the “wire” payment method in the Core system. Use of the wire payment allows for transfer of funds between agencies without a paper warrant being printed. OSF prefers receiving payments via the wire method since the money is deposited the same day the warrant is processed and there is no paper warrant to get lost in transit and it saves the State money. Please do not change the payment method from “wire” to “check” as OSF prefers to be paid via wire transfer.

Any other agency that would prefer this method, please contact the OSF Helpdesk. If an agency needs help identifying and reconciling receipts of the wire payments, please contact Riley Shaull 521-4775.

Instructions for Summary of Receipts and Disbursements:

The Summary of Receipts and Disbursements Report has been changed to omit pages with no activity, and to break out onto separate pages the Agency Special Accounts. The instructions for running the report have changed.

Summary of Receipts & Disb Report – OCP 0059 GL

Path: [General Ledger](#)>[General Reports](#)>[Summary of Receipts & Disb](#)

Run Control ID: Can use the same run control ID used in the past

Input Parameters have not changed.

Click the ‘Run’ button.

Verify that the proper values are set on the Process Scheduler Request page:

Server Name: ‘PSNT’

Type: ‘Web’

Format: ‘PDF’

Click the ‘OK’ button to submit the job.

After the process has run to success, click on the Process Name hyperlink and select the last process listed to view the report. Then link through the View Log/Trace hyperlink to the PDF file.

Review 1099 Reportable Transactions Report

Now that it is the beginning of October it is time to review 1099 reportable transactions for the first 3 quarters of the calendar year. All agencies should run and print the 1099 Transaction Report in the PeopleSoft system. The report path is:

Accounts Payable --> Reports --> Payments --> Misc. Tax Information Report
Specify your agency number and the date range as 01/01/2007 through 09/30/2007.

Please review this report and provide any changes or additional vendor information with documentation to the Office of State Finance on or before **Friday, November 2, 2007**. The proper vendor name, TIN and 1099 address are our primary concerns. Vouchers are listed individually on the report with transaction amounts for you to verify with your payment records. All vendors that need to receive a 1099 should have a 'Y' in the 1099 Flag column. If it shows an 'N' please mark the change in your corrections. Please bear with us as we continue to have the 'X' status occasionally in this column. If you have submitted a correction for the 'X' in the past, it should be fixed and you may disregard making further changes in this column.

The preferred way of submitting any corrections to our office is to print the report and write the corrections on the report. We ask you to please use a color of ink other than black and that you return the register by mail or interagency mail. If there are just a few corrections they may be sent in via e-mail to Beth.Brox@osf.ok.gov or by fax to 405-521-3902. Your timely review and response to these listings will allow us to update the vendor file in order to have the best information possible for the final report which will be sent out the first week of January 2008.

Questions or comments regarding this matter should be directed to:

Beth Brox	522-1099	beth.brox@osf.ok.gov
Lisa Raihl	522-3258	lisa.raihl@osl.ok.gov

OSF Form 90 Revision

The OSF Form 90, DEC and IBM Systems Access Authorization Request, has been revised. We have had a problem with the approving signature not being an authorized 'Agency Approving Officer' for the agency. This should be a person with an OSF Form 13, Signature Card, on file at OSF. Therefore, we have added a notation of such under the signature field to remind the people attempting to sign the form.

Also, occasionally there will be a "special" type of access that may be requested using this form. We added a selection of "Other" and a place to put the access being requested.

A copy of the revised form is available from the State Comptroller's web page under Forms:
www.osf.state.ok.us/comptrol.html

H. B. 1804 Oklahoma Taxpayer and Citizen Protection Act of 2007

Employee Verification Rules – Effective November 1, 2007

H.B. 1804, section 7, paragraph A, states that “Every public employer shall register with and utilize a Status Verification System as described in subparagraphs a or b of paragraph 1 of Section 6 of this act to verify the federal employment authorization of all new employees.” H.B. 1804 will go into effect November 1, 2007. Every agencies should update its new hire checklists to include this procedure.

Each agency is responsible for performing verification procedures for its employees using the E-verify system which is administered by the U.S. Citizenship and Immigration Service, Verification Division. This requires the agency to register and to submit a Memorandum of Understanding (MOU) to participate in the program. The MOU provides the terms of agreement between the agency/employer, the between the Social Security Administration (SSA), the Department of Homeland Security (DHS). An employee with signature authority for the agency can sign the MOU. To register in E-Verify go to:

<https://www.vis-dhs.com/EmployerRegistration>

OPM memo 07-37, Implementation of House Bill 1804 - Employment Eligibility of New Hires, has been issued to assist agencies in meeting the requirements of H.B. 1804. OPM has arranged weekly training Webinars to demonstrate how to use the E-Verify system. Please go to the OPM website to obtain a copy of the memo as follows:

http://www.ok.gov/opm/All_Appointing_Authority_Memos/2007_AAA_Memos.html

Francine Hill, USCIS Verification Division, Outreach Branch will be in Oklahoma City on October 1, 2007, to conduct two *E-Verify* presentations and demo sessions. There is no requirement to sign up for the October 1st presentations which will be in the Concourse Theater. Presentations will be at 9:30 a.m. and 1:00 p.m. The presentations will be the same as the Webinar approach with an overview then actual queries in the live database. The Q&A period will be a good opportunity for those individuals that have already registered or started the process to follow up with questions.

Contractor Verification Rules

H.B. 1804, section 7, paragraph B, states, “After July 1, 2008, no public employer shall enter into a contract....unless the contractor registers and participates in the Status Verification System to verify the work eligibility of all new employees.” This applies to contracts entered into prior to the effective date of this section, July 1, 2008.

H.B. 1804, section 9, requires state income tax withholding at the top marginal income tax rate on individual independent contractors who fail to provide the agency documentation to verify the independent contractor’s employment authorization.

Please review H. B. 1804:

<http://www.sos.state.ok.us/documents/Legislation/51st/2007/1R/HB/1804.pdf>

Every agency is responsible for understanding and implementing all applicable sections of this bill.

New Payroll Account Code for Education Loan Reimbursement Incentives

Pursuant to Enrolled House Bill 1114, state agencies may make direct payments not to exceed \$5,000.00 in any 12-month period on behalf of an eligible employee to any private or public entity for qualified educational loan expenses. The cumulative total reimbursement cannot exceed \$15,000.00. Employees receiving this assistance are committed to a “required payback period” of 2,000 hours of full-time employment for each \$5,000.00 of qualified educational loan expenses paid for by the employing agency.

This payroll payment (grossed up loan repayment amount) represents an adjustment to the employee’s gross taxable wages and the amount is subject to federal employment tax and state unemployment, but not retirement or garnishments. The amount payable to the private or public entity will be withheld as a miscellaneous payroll deduction and a withholding claim voucher must then be processed to get a warrant payable to the entity.

A new earnings code, account/object code, deduction code, TRC code and a new vendor have been established for use with this permissible benefit. If you have specific question about these instructions, please contact Lisa Raihl at 405-521-3258. The HB 1114 instructions and new forms are at: <http://www.osf.ok.gov/comp-nl.html>

IMPORTANT NOTES for CORE Users:

These reimbursement payments should be done with the ON-CYCLE payrolls, not on off-cycles.

For specific navigation and processing instructions for the CORE PeopleSoft payroll system go to: http://www.ok.gov/coreoklahoma/areas_hr.html. If you have any questions, please contact the OSF Help Desk at 405 521-2444.

Account

<u>Code</u>	<u>Title and Definition</u>
511300	EDUCATION LOAN INCENTIVES

Payroll – Payment of educational loan incentives to eligible employees under a qualified educational loan expense program allowing payments by state agencies on behalf of eligible employees to any private or public entity for qualified educational loan expenses, not to exceed \$5,000.00 in any 12-month period and a cumulative total reimbursement not to exceed \$15,000.00. (Financial Reimbursement for Educational Expenses Act of 2007, per HB 1114, Second Regular Session of the 50th Legislature)

PeopleSoft Deduction/Trailer Codes

For insurance purposes calendar year 2008, please distribute this listing to Payroll and Human Resource Directors. Questions may be directed to Lisa Raihl at 405-521-3258 or lisa.raihl@osf.ok.gov.

<u>EBC Deductions</u>	<u>Pre-Tax</u>	<u>After-Tax</u>
Medical Reimbursement (HCA)	0221	
Dependent Care (DCA)	0222	
EE & DP Vision Service Plan (VSP)	0290	0490
EE & DP Primary Vision Care Services	0292	0492
EE & DP Spectera	0293	0493
EE & DP Comp Benefits	0294	0494
EE & DP Superior Vision	0296	0496
EE Community Care Standard	0512	0612
EE- Health Choice High	0513	0613
EE PacifiCare Standard	0514	0614
EE Global Health Standard	0520	0620
EE Aetna Standard	0521	0621
EE Aetna Alternative	0522	0622
EE Tricare Supplement	0523	0623
EE Health Choice S-Account (Beg 1/08)	0524	0624
EE HealthChoice Basic	0528	0628
EE PacifiCare Alternative	0529	0629
EE Community Care Alternative	0530	0630
EE HealthChoice USA	0531	0631
EE Global Health Alternative	0532	0632
DP Community Care Alternative	0537	0637
DP Community Care Standard	0538	0638
DP Global Health Alternative	0541	0641
DP PacifiCare Standard	0542	0642
DPGlobal Health Standard	0544	0644
DP Aetna Standard	0545	0645
DP Aetna Alternative	0546	0646
DP Tricare Supplement	0547	0647
DP HealthChoice USA	0549	0649
DP HealthChoice High	0550	0650
DP HealthChoice Basic	0551	0651
DP PacifiCare Health Alternative	0557	0657
DP Health Choice S-Account (Beg 1/08)	0558	0658
EE & DP Health Choice Dental	0560	0660
EE & DP Assurant Heritage Prepaid	0561	0661
EE & DP Assurant Freedom Preferred PPO	0562	0662
EE & DP CIGNA Prepaid Dental	0563	0663
EE & DP Delta's Choice PPO	0566	0666
EE & DP Delta Dental PPO - POS	0567	0667
EE & DP Assurant Heritage Secure Prepaid	0568	0668
EE Disability	0570	0670
EE Basic Life	0575	0675
EE Supp Life	0585	0685
DP Life Low		0690
DP Life High		0691
DP Life Premier		0692

Higher Education Deduction/Trailer Codes

For insurance purposes calendar year 2008, please distribute this listing to Payroll and Human Resource Directors. Questions may be directed to Lisa Raihl at 405-521-3258 or lisa.raihl@osf.ok.gov.

Adjustments to IRS Section 125

Code	Description
0101	Group Term Life
0102	Gratuity Tips
0103	Students (Higher Education)
0104	Vehicle Usage
0105	Miscellaneous (other taxable fringe benefits)
0106	Moving Expense
0107	Cash Tips
0108	Charge Tips
0121	Medical Reimbursement
0122	Dependent Care
0123	Visual Care
0131	Medical Reimbursement/other Cafeteria Plans
0132	Dependent Care/other Cafeteria Plans
0135	Other Section 125 Refunds (other than 131 and 132)
0155	Group Cafeteria - Other authorized adjustments

Codes for Other Cafeteria

CODE	DESCRIPTION
0321	Medical Reimbursement
0322	Dependent Care
0325	Other Section 125
0326	Parking – pretax

Correction to Schedule of FY 2008 Biweekly Pay Periods for Higher Education

In the June 7, 2007 DCAR Newsletter, there was a misprint of the B19 Pay Period Begin Date. The date listed of 03-29 is incorrect. Please update your records to show the B19 Pay Period Begin Date as 03-09.

Employee Health Savings Account Information

Health Choice is offering a new plan for 2008, the HealthChoice S-Account. This is a High Deductible Health Plan that will allow an employee to use a Health Savings Account (HSA). The HSA will be a self-directed account by the employee.

The Health Savings Account is not included in the State's Cafeteria Plan and is not a pre-tax item. If the employee chooses to have a voluntary payroll deduction going to their HSA, the amount will come out of the paycheck as an after tax item. There will be no required reporting on the employee's Form W-2, Wage and Tax Statement since there will be no employer contributions to the HSA.

Please direct employees to their Benefits Coordinator for additional information such as eligibility, contribution limits, and qualified expenses. An employee with an HSA should seek advice from their tax accountant regarding deductions from taxable income related to their personal tax returns.

Benchmarking Data Collection Period Ending

The Office of State Finance on behalf of the State of Oklahoma has been leading the Oklahoma Benchmark Project over the past few weeks. The data collection period was extended to accommodate agencies that did not meet the initial deadline. Only a few agencies are still working on the project.

Benchmarking is being used in the private sector and now in the public sector as a tool to support operational changes and process improvement resulting in increased efficiency and reduced administrative costs. OSF would like to thank the agencies that worked so diligently during the data collection period. At least 8 other states have already completed all or parts of the Benchmark Project. A common database will be developed to allow for reports, comparisons and opportunities to implement improvements.

Oklahoma Employer Advisory Council - Tulsa Division created

The Oklahoma Employer Advisory Council (OEAC) is in the process of creating a Tulsa Division to assist Oklahoma's employers as they strive to incorporate legislative initiatives with other business obligations in the areas of child support enforcement and New Hire Reporting. The council is an advisory and information-sharing partnership with the Oklahoma Child Support Enforcement Division and will be comprised of individuals representing government entities, educational institutions, and various businesses in the Tulsa area along with representatives of Oklahoma Child Support Enforcement.

The Oklahoma City area Advisory Council was formed two years ago and has quarterly meetings at various Oklahoma City restaurants. Past topics have included electronic reporting of new hires, local, state and national child support updates, development of an extensive Child Support Enforcement Handbook for Employers, presentations on medical support notices as they impact employers, and other employer issues regarding child support enforcement processes.

The Tulsa Council will provide the same programs as the Oklahoma City Council. The meetings will take place at one of the Tulsa restaurants during the noon hour and will meet quarterly. If you are interested in joining the Council or have any questions or comments, please contact the following by email or phone: Sue Ann Floyd, sue.floyd@okdhs.org, 866/553-2368.

Oklahoma Child Support Enforcement Employer Handbook

The Oklahoma Department of Human Services has issued a new Oklahoma Child Support Enforcement Employer Handbook. The handbook is a useful reference tool for HR and payroll personnel including information on medical order support, income assignment, reporting terminations, and related laws and contacts. If you have not already received the new book, please contact the DHS Employer Help Desk at 1-866-553-2368.
