



OKLAHOMA Employment Security Commission

FOR IMMEDIATE RELEASE

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OESC Provides Updates Ahead of July 1-2 Claim Processing Events

OKLAHOMA CITY — To better serve Oklahomans, the Oklahoma Employment Security Commission (OESC) will be hosting multiple days of in-person, socially-distanced claim processing events. The first of these events will take place in Oklahoma City at the Reed Conference Center (located at 5800 Will Rogers Road in Midwest City) on Wednesday, July 1 and Thursday, July 2 from 7 a.m. to 7 p.m. Events in Oklahoma City will also be held July 8-9. Details for additional claim processing events in Tulsa will be announced in the coming weeks.

In order to facilitate the Oklahoma City events on July 1 and 2, the Will Rogers Building and Oklahoma City Eastside locations will not be seeing in-person appointments on Tuesday, June 30 to transition all resources to Reed Center and provide additional training for staff ahead of the claims events.

Additionally, the Will Rogers Building, OKC Eastside and the Shawnee OESC locations will be closed July 1-2 to provide the staffing needed to serve claimants at Reed Center. OESC team members at these locations will be working from the Reed Center. All other statewide locations will continue to operate as usual.

“We recognize many of the claimants who have outstanding needs require in-person meetings with OESC staff and we want to resolve these issues as quickly as possible,” said OESC Interim Executive Director Shelley Zumwalt. “These upcoming events will increase our processing capacity significantly. We are committed to processing the remaining claims as quickly as possible, while keeping everyone safe and minimizing lines.”

OESC will be able to serve a total of 500 claimants per day at the Reed Center, a figure determined to accommodate staffing and social distancing needs for claimants and staff. There will be indoor, socially-distanced waiting areas for all claimants after they check in. Each day, once the first 500 claimants have received their ticket to hold their place in line, claimants who arrive after will be given a “front of the line” pass for the following available date.

OESC is encouraging claimants to begin lining up at 6 a.m. as lining up overnight is strictly prohibited by the city of Midwest City. Public transportation stops are located less than a mile from the Reed Center. More information on available routes can be found [here](#).

OESC will be able to process many types of claims at these events, including the following:

- PUA - Filed Once and Locked Out
- PUA - Never Filed
- Credit Card Never Received
- Fraudulent Claims
- Language or Technological Assistance
- UI
- Initial Claim Filing Assistance

Upon arrival, claimants will be divided into groups based on the above categories to better streamline the process and more efficiently serve attendees. Additionally, staff members from Conduent will be working with the OESC Fraud and Credit Card teams in-person to issue payment day-of for applicable cases.

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