

c) A DESCRIPTION OF THE STATE AGENCY'S PERFORMANCE GOALS;

Claims

1. Review all claims within 90-day statute requirement. Approve, deny or respond to claimant requesting additional documentation within 90-days of receipt of documentation.
2. Handle a monthly average of 80% (or greater) of calls offered on the Division's claim hotline.

Compliance

1. Deposit holder checks within 2 weeks of receipt. November 1<sup>st</sup> is when the majority of reporting occurs. Holders should be identified and their reports credited within 2 weeks. Approximately 4,000 checks are received on or around November 1<sup>st</sup>.
2. Reconcile 50% of new holder reports within 3 months of receipt.

Audit

1. Send out documentation for 40 desk audits. (Not all will result in on-site audits) Complete the review of reporting for these holders to confirm proper reporting of unclaimed property.
2. Authorize 40 third-party audits. Manage and partner with these contractors for successful reporting of Unclaimed Property.

(d) A PERFORMANCE EVALUATION OF THE STATE AGENCY'S MAJOR PROGRAMS, INCLUDING AN IDENTIFICATION OF PROGRAMS THAT MAY NOT BE MEETING THE PROGRAM OBJECTIVES OR PERFORMANCE GOALS, AND A RECOMMENDATION ON STRATEGIES TO IMPROVE PERFORMANCE;

Claims recommendation – process within 90 days- brings the Division in compliance with current statute.

(e) A DESCRIPTION OF ANTICIPATED TRENDS, CONDITIONS, OR EVENTS THAT COULD IMPACT THE ABILITY OF THE STATE AGENCY TO MEET ITS GOALS AND OBJECTIVES; AND

Unclaimed property reporting by holders may decrease during times of economic downturn. None our goals are based upon the amount of property holders report.

If holder reporting increases, then the percentage of reconciled reports within 3 months would decrease unless additional staff is added. Positive economic times may cause increased holder reporting.

(f) A DESCRIPTION OF ANY PROGRAMS CURRENTLY FUNDED IN WHOLE OR IN PART WITH FEDERAL FUNDS OR GIFTS, GRANTS, OR DONATIONS THAT THE DEPARTMENT ANTICIPATES WILL DECREASE IN THE FUTURE AND, THEREFORE, MAY REQUIRE STATE MONEY AS A BACKFILL.

The Revised Uniform Unclaimed Property Act will go into effect 7/1/20. This will require that the Division retain shares for 3 years rather than 1. The tourism fund would not receive funds from the sale of shares for FY 21 and 22. There would then be a catch-up in FY 23.