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NASWA's State Information Data Exchange System (SIDES) Announces Upgrades to Online System

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WASHINGTON - The National Association of State Workforce Agencies (NASWA) announced the launch of the modernized State Information Data Exchange System (SIDES) E-Response platform. This upgrade will enhance integrity and provide customers with an easier and more thorough experience.

SIDES is a quick, accurate, and secure way to automate responses to unemployment insurance claim notices from state workforce agencies and is currently operating in 47 states, the District of Columbia, and two U.S. territories. SIDES E-Response is a free website where employers and their representatives can quickly, accurately, and securely submit responses to unemployment insurance (UI) claims directly to state unemployment agencies.

"The collaboration between the state workforce agencies and employer partners to complete the enhancements should be commended," said Scott B. Sanders, NASWA President, and CEO. "The integrity of the UI system is everyone's business. We are confident these changes will assist employers in providing quality responses to state requests for information, resulting in a reduction of improper unemployment benefits."

The new system, which debuted March 23, has several modifications to help employers provide higher-quality responses to unemployment insurance requests which include:

- Fraud indicators alerting state workforce agencies that immediate action is needed
- New process to collect employment details from temporary staffing agencies
- Gathering better up-front information on employee separation to reduce follow-up time
- The ability to upload supporting information pertaining to human resource documentation

"Responding to claims using SIDES E-Response has saved my team numerous hours of both time and effort," said Lou Winnington, Human Resources Senior Specialist at Con Edison and NASWA Operations Committee member. "The system is much more efficient when compared to the paper resources while also being user-friendly and easier to train new employees."

Employers currently registered to receive and respond to UI claims electronically or who utilize a vendor for processing claims do not need to take action to continue participation. Employers receiving UI requests by paper, who are interested in joining the SIDES online claims system should contact their [state workforce agency](#).