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NASWA Recognizes Four Employers for Outstanding Performance in Responding to UI Claims Electronically

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Washington, D.C. – NASWA’s State Information Data Exchange System (SIDES) division held their annual training conference in Kansas City, Missouri, this week and recognized four employers for their Outstanding Performance in implementing SIDES Web Services, which provides a direct link between employers and state workforce agencies for Unemployment Insurance (UI) benefit claims. This year the award goes to four employers: Personnel Planners, Inc., Dunn Corporate Resources, Employers Edge and Arizona Labor Force, Inc.

The Employer Outstanding Performance Award is presented to employers or third party administrators with outstanding performance scores that are based on timeliness of responses to UI claims. The responses can be to an unemployment insurance (UI) claim, to provide a response on a separation from an employee during the response and to submit changes to their original response.

“We are really happy to acknowledge the great work being done by these employers and their response to UI claims and the state agencies who oversee the UI programs,” said Jerry Pectol, director of NASWA’s SIDES division. “This helps build integrity in the UI system and ensures those truly in need of benefits receive them. Personnel Planners, Dunn Corporate Resources, Employers Edge and Arizona Labor Force, Inc. are good examples of how employers are critical to assisting the states with UI integrity.”

The goal established by SIDES for acceptable employer performance is 90 percent. This means the employer must perform quickly and accurately on 90 percent of their claims without late claims, non-responses, refusals to provide information and changes. Personnel Planners, Dunn Corporate Resources, Employers Edge and Arizona Labor Force, Inc. have all exceeded that goal in calendar year 2016 and obtained a 95 percent performance score or higher.