



2020 NASWA  
**UI SIDES  
SEMINAR**

**Connecting the Dots**  
SIDES, Integrity, and You

---

Kansas City, Missouri  
March 3-6, 2020



Greetings!

Welcome to Kansas City, Missouri! We are so excited that you are here for NASWA's 2020 SIDES Seminar and the 2020 Interstate Benefits and Federal Programs Training!



This year's theme for the SIDES Seminar, "Connecting the Dots: SIDES, Integrity, and You," invites all attendees – state workforce staff, employers, and third-party administrators – to examine developing trends in unemployment and how utilizing SIDES can enhance integrity measures, streamline claims processing and reduce operational costs. Through these sessions, take advantage of networking and learning from others about how SIDES has been used to improve program outcomes and operations.

Whether you are new to this area or a subject matter expert, we hope that you will find "Improving your IB and Federal Program Vision in 2020" to be both enlightening and beneficial. Not only will there be an opportunity for basic skills training about interstate benefits and federal unemployment insurance benefit programs, but the sessions are also designed to promote cooperation among states in running and managing Interstate and Combined Wage Claims operations as well as the Unemployment Compensation for Federal Employees and the Unemployment Compensation for Ex-service members programs.

After seeing and hearing from experts from within and outside of the government, I think you will agree that their knowledge and innovative ideas are valuable takeaways to apply to the challenges and opportunities that you face in your programs. Providing such value to our NASWA members and partners remains a key priority for 2020!

Let me convey my sincerest appreciation to our sponsors, speakers, board members, and staff! For without their efforts, this wonderful program would not have become a reality. We hope you enjoy the program and your visit to the Show-Me state.

And if you are looking for a great reason to visit Kansas City again, please plan to join us for NASWA's 2020 Workforce Summit and UI Directors' Conference from September 22-25, 2020!

Warm regards,

A handwritten signature in black ink that reads "Anna". The script is fluid and cursive.

Anna Hui  
NASWA Board President  
Director, Missouri Department of Labor and Industrial Relations

# Agenda At-A-Glance

## Tuesday, March 3

10:00 am - 5:00 pm	<b>Registration/Info Desk</b>	Ballroom Foyer
1:00 pm - 2:00 pm	<b>Preconference Workshop</b>	Salon 1 A/B
2:00 pm - 2:10 pm	<b>Break/Transition</b>	
2:10 pm - 5:00 pm	<b>Concurrent Sessions</b>	See pages 3-4
5:00 pm - 6:00 pm	<b>Welcome Reception</b>	Rooftop Ballroom

## Wednesday, March 4

7:30 am - 5:00 pm	<b>Registration/Info Desk</b>	Ballroom Foyer
7:30 am - 8:30 am	<b>Breakfast</b>	Ballroom Foyer
8:30 am - 9:15 am	<b>Opening Plenary</b>	Salon 1 A/B
9:15 am - 10:30 am	<b>Keynote Speaker</b>	Salon 1 A/B
10:30 am - 10:45 am	<b>Break</b>	
10:45 am - 11:45 am	<b>Concurrent Sessions</b>	See pages 6-7
11:45 am - 1:00 pm	<b>Lunch</b>	Rooftop Ballroom/ Plaza Room
1:00 pm - 2:15 pm	<b>Concurrent Sessions</b>	See pages 8-9
2:15 pm - 2:30 pm	<b>Break</b>	
2:30 pm - 3:45 pm	<b>Concurrent Sessions</b>	See pages 10 - 12
3:45 pm - 4:00 pm	<b>Break</b>	
4:00 pm - 5:00 pm	<b>Roundtable Discussions</b>	Salon 1 A/B

## Thursday, March 5

7:30 am - 5:00 pm	<b>Registration/Info Desk</b>	Ballroom Foyer
7:30 am - 8:30 am	<b>Breakfast</b>	Ballroom Foyer
8:30 am - 9:30 am	<b>NASWA Updates &amp; SIDES Awards</b>	Salon 1 A/B
9:30 am - 9:45 am	<b>Break</b>	
9:45 am - 10:45 am	<b>Concurrent Sessions</b>	See pages 12-14
10:45 am - 11:00 am	<b>Break</b>	
11:00 am - 12:00 pm	<b>Concurrent Sessions</b>	See pages 14-16
12:00 pm - 1:15 pm	<b>Lunch</b>	Rooftop Ballroom/ Plaza Room
1:15 pm - 2:30 pm	<b>Plenary</b>	Salon 1 A/B
2:30 pm - 2:45 pm	<b>Break</b>	
2:45 pm - 4:00 pm	<b>Roundtable Discussions</b>	Salon 1 A/B
4:00 pm - 5:00 pm	<b>Closing</b>	Salon 1 A/B

# Tuesday, March 3

---

10:00 am - 5:00 pm     **Registration/Information Desk**     Ballroom Foyer

---

1:00 pm - 2:00 pm     **Preconference Workshop**     Salon 1 A/B

---

## Learn from the Past, Think of the Future

Join the NASWA SIDES Team as we reflect on the growth of SIDES and its impact on the unemployment insurance program. Together, we will examine the path that SIDES has traveled to become what it is today and where the next journey will lead.

### Presenters

[Jerry Pectol](#), *Director, NASWA*

[Jamie Abbott](#), *Program Manager, NASWA*

---

2:00 pm - 2:10 pm     **Break/Transition**

---

2:10 pm - 5:00 pm     **Concurrent Session**     Salon 1 A/B

---

## State Technology Efforts & SIDES Overview

"Knowledge is power, knowledge shared is power multiplied!"

-Robert Noyce

Be a part of the discussion, as state representatives provide updates on current technology projects, promising practices and lessons learned.

Following state updates, NASWA staff will be sharing successful practices collected and implementation tips for new exchanges.

### Presenters

[Jerry Pectol](#), *Director, NASWA*

[Jamie Abbott](#), *Program Manager, NASWA*

---

2:10 pm - 5:00 pm     **Concurrent Session**     Pavilion 3

---

## SIDES Implementations from an IT Perspective

SIDES was designed for easy implementation, but there are a few key points that shouldn't be overlooked. This session is geared towards technical folks who want to better understand the SIDES

program, architecture, and development. We will focus on the SIDES Model Connector “post” and “pull” functionality, single sign-on (SSO), and installation of the model connector and certificates.

**Presenters**

[David Zemel](#), *SIDES Technical Manager, Atos IT Solutions & Services*

[Jason Holzbach](#), *SIDES Technical Architect, AEM Corporation*

[Rajesh Seth](#), *SIDES Support Engineer, Atos IT Solutions & Services*

---

2:10 pm -  
5:00 pm

**Concurrent Session**

Pavilion 1

---

**Connecting the Facts**

SIDES raised the bar on the quality of communication between states and the employer community. Together, they are working to improve the integrity of the unemployment program. Join us for an open discussion on the fundamentals of unemployment insurance and how your actions result in stopping improper payments.

**Presenter**

[Maridale Vanek](#), *UI Subject Matter Expert, NASWA*

---

5:00 pm -  
6:00 pm

**Welcome Reception**

Rooftop  
Ballroom

---

# Wednesday, March 4

---

7:30 am - 5:00 pm     **Registration/Information Desk**     Ballroom Foyer

---

7:30 am - 8:30 am     **Breakfast**     Ballroom Foyer

---

8:30 am - 9:15 am     **Opening Plenary**     Salon 1A/B

---

## **SIDES Welcome**

*Michael Burke, Unemployment Compensation Bureau Director, New Hampshire Employment Security*

## **Presentation of the Colors**

## **Emcee**

*Daniel John, Head, Initial Claims, Pennsylvania Department of Labor & Industry*

## **USDOL Welcome**

*Jim Garner, Deputy Administrator, Office of Unemployment Insurance, USDOL Employment & Training Administration*

## **Missouri Welcome**

*Anna Hui (MO), NASWA Board President*

## **NASWA Welcome**

*Ellen Golombek, Deputy Executive Director, NASWA*

## **SIDES Welcome**

*Jerry Pectol, Director, NASWA*

---

9:15 am - 10:30 am     **Keynote Speaker**     Salon 1 A/B

---

## **The Three Mindsets and How They Impact Change**

You've spent years developing your culture and vision; now the question is, "does your team have the right mindset to grow or are you just going through the routines of the daily job?"

Through an engaging and inspiring presentation, leadership and life strategist Mike Rodriguez will share key strategies to identify what is holding you back from becoming the person and the organization that you and your clients deserve.



*Mike Rodriguez, Best-Selling Author, Business and Life Strategist, CEO - Mike Rodriguez International, LLC*

---

---

10:30 am - **Break**  
10:45 am

---

10:45 am - **Concurrent Session** Salon 1 A/B  
11:45 am

---

### Exploring the Improper Payment Rate & Promising Practices for Reduction

The NASWA Integrity Center has been traveling the United States to observe state efforts and provide valuable insights in reducing the improper payment rate. This panel will take a deep dive into understanding how the improper payment rate is calculated and promising practices aimed at reduction.

#### Presenters

[Evan Littrell](#), Project Manager, NASWA

[Wanda Burth](#), UI Training Administrator, NASWA

---

10:45 am - **Concurrent Session** Pavilion 1  
11:45 am

---

### Kick-Starting Modernization

Stepping off the project on the right foot is key to success. Join us as we hear from states about how they are approaching modernization and all the associated tasks.

#### Moderator

[Pete Shipman](#), Chief Information Officer - IT Division, Oklahoma Employment Security Division

#### Panelists

[Terri Warren](#), UI Communications and Outreach Manager, Texas Workforce Commission

[Erica Looney](#), UI System Support Section Manager, California Employment Development Department

[Lou Ansaldi](#), Technical Director, NASWA

---

10:45 am - **Concurrent Session** Pavilion 7  
11:45 am

---

### Texas Hold'em Down: Monetary & Potential Charges

Monetary & Potential Charges was designed to forecast potential charges to the employer's account. Learn first-hand how states & employers are utilizing this exchange to verify wages used to establish a claim and forecast the impact of charges to an employer's experience rate.

#### Moderator

[Michael Parker](#), Vice President of Regulatory Affairs, Thomas & Company

---

Continued on next page

# Wednesday, March 4

Continued from previous page

## Panelists

**Bill Bruggeman**, System Analyst, Wisconsin Department of Workforce Development

**Ofer Eckstein**, Partner, Personnel Planners

10:45 am -  
11:45 am

## Concurrent Session

Pavilion 6

### When an Employee Folds - Handling Voluntary Quits and Leave of Absence Claims

Join state representatives as they explore the ins and outs of voluntary quit claims. Review real-life cases and how quality responses enable states to make an informed eligibility determination.

#### Moderator

**Melanie Randolph**, Director of Operations, Employers Edge

#### Panelists

**Renee Carboni**, Program Specialist III, New Hampshire Employment Security

**Jerry Duvall**, Claims Program Manager, Missouri Department of Labor & Industrial Relations

10:45 am -  
11:45 am

## Concurrent Session

Pavilion 5

### IT Hands-on Lab - .NET

This workshop is geared to technical individuals who desire a hands-on experience working with certificates and installing the SIDES Model Connector using .NET. During this session you will:

- Learn how to combine your private key and public certificate for installation into the keystore
- Install keys into the keystore
- Configure the Model Connector
- Test Model Connector connectivity

#### Facilitators

**David Zemel**, SIDES Technical Manager, Atos IT Solutions & Services

**Jason Holzbach**, SIDES Technical Architect, AEM Corporation

**Rajesh Seth**, SIDES Support Engineer, Atos IT Solutions & Services

**NOTE:** Pre-registration for this session is required. Check availability at the registration desk.



---

11:45 am -  
1:00 pm

**Lunch**

Rooftop Ballroom/  
Plaza Room

---

1:00 pm -  
2:15 pm

**Concurrent Session**

Salon 1 A/B

---

**The Integrity Data Hub - Connecting States to the Data They Need**

Utilization of the Integrity Data Hub (IDH) has proven to be a valuable tool for Workforce Agencies' efforts to detect and prevent UI fraud and improper payments. With the release of expanded capabilities such as Multi-State Cross-Matching and Fraud Alerting, the IDH is further connecting Workforce Agencies to the data they need (and to each other) in a national effort to combat UI fraud. Discover how the IDH is accomplishing this goal, and how your agency can participate with less effort than you might think.

**Presenters**

[James Cotter](#), *Project Manager, NASWA*

[Jerome Lord](#), *Program Analyst, NASWA*

---

1:00 pm -  
2:15 pm

**Concurrent Session**

Pavilion 1

---

**The Art of Gathering Business Requirements**

Understanding and documenting the business requirements needed to modernize a system or implement a new SIDES exchange are key to a successful implementation. Whether you are a business analyst, SME or IT professional, this session is for you! Join NASWA experts as we define the importance of requirements and learn to write for success.

**Presenters**

[Alan Alt](#), *Senior Business Analyst, NASWA*

[Marie Larson](#), *Project Manager, NASWA*

---

1:00 pm -  
2:15 pm

**Concurrent Session**

Pavilion 7

---

**Canasta You a Question: Additional Fact-Finding Overview**

Ready to take the next step in automating the lifecycle of a claim? This session will discuss how states and integrated partners are using the newest SIDES exchange to gather additional information. No phone calls required!

**Moderator**

[Justin Williams](#), *Chief of Benefits, Utah Department of Workforce Development*

*Continued on next page*

---

# Wednesday, March 4

---

Continued from previous page

## Panelists

[Lora McDaid](#), IT Contractor – Foundation First, LLC, Montana Department of Labor & Industry

[Thomas Vonderahe](#), VP of Client Service & Operations, Dunn Corporate Resources

[Trish Pesek](#), Unemployment Insurance SME, State of Wyoming Department of Workforce Services

[Jason Holzbach](#), SIDES Technical Architect, AEM Corporation

---

1:00 pm -  
2:15 pm

## Concurrent Session

Pavilion 6

### The Wild Card - Exploring Discharge & Suspension Claims

Continue our fact-finding adventure into the world of discharges and suspensions. Utilizing actual cases, states will demonstrate what is needed to make informed decisions.

#### Moderator

[Gretchen Strebeck](#), Senior Director, UC Operations, Equifax

#### Panelists

[Jennifer Bertrand](#), Claims Processing Manager, Montana Department of Labor & Industry

[Jerry Duvall](#), Claims Program Manager, Missouri Department of Labor & Industrial Relations

---

1:00 pm -  
2:15 pm

## Concurrent Session

Pavilion 5

### IT Hands-on Lab - JAVA

This workshop is geared to technical individuals who desire a hands-on experience working with certificates and installing the SIDES Model Connector using JAVA. During this session you will:

- Learn how to combine your private key and public certificate for installation into the keystore
- Install keys into the keystore
- Configure the Model Connector
- Test Model Connector connectivity

#### Facilitators

[David Zemel](#), SIDES Technical Manager, Atos IT Solutions & Services

[Rajesh Seth](#), SIDES Support Engineer, Atos IT Solutions & Services

**NOTE:** Pre-registration for this session is required. Check availability at the registration desk.

---

2:15 pm -  
2:30 pm      **Break**

---

2:30 pm -  
3:45 pm      **Concurrent Session**      Salon 1 A/B

---

### **Sharpen Your Pencil: Preparing for the Next Recession**

The next recession may be right around the corner, has your state started to prepare? Now is the time to design your plan for success. Join us as we discuss promising practices, automation, case load management and staff training.

#### **Moderator**

*Cara Hill, Benefits Administrator, Florida Department of Economic Opportunity*

#### **Panelists**

*Inna Kaljuk, UI Operations and Policy Analyst, State of Oregon: Employment Department*

*Kris Bowen, Lead Policy Analyst, Washington Employment Security Department*

*Jerry Pectol, Director, NASWA*

---

2:30 pm -  
3:45 pm      **Concurrent Session**      Pavilion 1

---

### **Drawing a Straight Line: Process Improvements**

There is no question that the shortest distance between two points is a straight line. As you are preparing for modernization and program improvements, are you resolving workarounds and streamlining processes? This session will have you taking a second look at how you are approaching system improvements.

#### **Moderator**

*Julianne Whitney, Senior Business Analyst, Utah Department of Workforce Services*

#### **Panelists**

*Nsungwe Shamatutu, Director of UC Service Centers, Pennsylvania Office of Unemployment Compensation*

*Laketta Ware, ES Employment Specialist V, Mississippi Department of Employment Security*

*Christina Granderson, ES Employment Specialist IV, Mississippi Department of Employment Security*

*Allan Alt, Senior Business Analyst, NASWA*

*Marie Larson, Project Manager, NASWA*

---

# Wednesday, March 4

---

2:30 pm -  
3:45 pm

## Concurrent Session

Pavilion 7

---

### Uno What to Do: Determinations & Decisions

Looking to directly impact your bottom line? The Determinations & Decisions exchange is a “quick win” for sending determinations/decisions and receiving appeal requests electronically. Join this session to explore the benefits of this SIDES exchange from both the state and integrated partner perspectives.

#### Moderator

[Jorie Cummis](#), VP Client Services, NSN Employer Services

#### Panelists

[Bill Bruggeman](#), System Analyst, Wisconsin Department of Workforce Development

[Lora McDaid](#), IT Contractor – Foundation First, LLC, Montana Department of Labor & Industry

[Melissa Black](#), Training Coordinator, EY

---

2:30 pm -  
3:45 pm

## Concurrent Session

Pavilion 6

---

### Charges and Experience Rating - Understanding the Bottom Line

Do you know all the steps to protecting your bottom line against unnecessary charges? This session will be exploring how charges are determined and how your actions have a direct effect on your tax rate and your bottom line.

#### Moderator

[Janey Watkins-Sondrini](#), SIDES Program Director, Indiana Department of Workforce Development

#### Panelist

[Thomas Crowley](#), Director, Government Affairs, ADP

---

2:30 pm -  
3:45 pm

## Concurrent Session

Pavilion 5

---

### IT Hands-on Lab

Now is your chance to ask all those unanswered questions of the SIDES Support Team. Come prepared to discuss exchange standard formats, certificates, model connectors, single sign-on, or your favorite SIDES topic.

**NOTE:** Pre-registration for this session is required. Check availability at the registration desk.

## Facilitators

David Zemel, *SIDES Technical Manager, Atos IT Solutions & Services*  
Jason Holzbach, *SIDES Technical Architect, AEM Corporation*  
Rajesh Seth, *SIDES Support Engineer, Atos IT Solutions & Services*

**NOTE:** Pre-registration for this session is required. Check availability at the registration desk.

3:45 pm -  
4:00 pm

**Break**

4:00 pm -  
5:00 pm

**Roundtable Discussions**

Salon 1 A/B

# Thursday, March 5

7:30 am -  
5:00 pm

**Registration/Information Desk**

Ballroom Foyer

7:30 am -  
8:30 am

**Breakfast**

Ballroom Foyer

8:30 am -  
9:30 am

**NASWA Updates & SIDES Awards**

Salon 1A/B

## Presenters

Ellen Golombek, *Executive Deputy Director, NASWA*  
Jerry Pectol, *Director, NASWA*  
Jamie Abbott, *Program Manager, NASWA*

9:30 am -  
9:45 am

**Break**

9:45 am -  
10:45 am

**Concurrent Session**

Salon 1 A/B

## The Art of Employer Engagement

Streamlining processes and improving integrity are two parts of the ongoing partnership between state workforce agencies and employers. Discover how your actions today may impact your state's performance when unemployment claims start to rise.

## Moderator

Tyler Smith, *UI Technical Services Specialist, Idaho Department of Labor*

Continued on next page

# Thursday, March 5

---

Continued from previous page

## Panelists

[Donna Njuki](#), *SIDES E-Response Specialist, Kansas Department of Labor*

[Daniel John](#), *Head, Initial Claims, Pennsylvania Department of Labor & Industry*

---

9:45 am -  
10:45 am

## Concurrent Session

Pavilion 1

---

### Cross Your T's and Dot Your I's During Modernization

Grab your modernization checklist! Together we will look at the most commonly missed items, interfaces. NASWA experts will be on-hand to share critical steps to certifying your new system for SIDES, verifying ICON interfaces and ensuring the Integrity Data Hub is ready to go.

## Presenters

[Jamie Abbott](#), *Program Manager, NASWA*

[David Zemel](#), *SIDES Technical Manager, Atos IT Solutions and Services*

[James Cotter](#), *Project Manager, NASWA*

[Judy Mattison](#), *Director, NASWA*

[Paul Murray](#), *Technical Lead, NASWA*

---

9:45 am -  
10:45 am

## Concurrent Session

Pavilion 7

---

### Nothing is FreeCell: Earnings Verification Overview

Cross-matches are essential to improving UI integrity. SIDES Earnings Verification is one of the top recommendations from the NASWA UI Integrity Center for reducing the benefit year earnings improper payment rate. Join us to hear how states are implementing and employers are benefiting.

## Moderator

[Heather Anthony](#), *Director of IT Services, Corporate Cost Control*

## Panelists

[Alex Britton](#), *Public Service Administrator, Illinois Department of Employment Security*

[Julie Mansfield](#), *Unemployment Claims Coordinator, O'Reilly Auto Parts*

[Sue McCormick](#), *Unemployment Division Manager, OneSource Employee Management*

---

### Panelists (continued)

[Cara Hill](#), Benefits Administrator, Florida Department of Economic Opportunity

[Evan Littrell](#), Program Manager, NASWA

---

9:45 am -  
10:45 am

### Concurrent Session

Pavilion 6

---

#### It's Your Call of Duty to Respond

Your response is vital to the integrity of the unemployment insurance program. Attend this session, as states and employers engage in an open discussion about the types of information needed to stop improper payments and prevent fraud.

#### Moderator

[James Barnes](#), Combined Benefits Team Leader, AEG/Applied Underwriters

#### Panelists

[Renee Carboni](#), Program Specialist III, New Hampshire Employment Security

[Kris Bowen](#), Lead Policy Analyst, Washington Employment Security Department

---

9:45 am -  
10:45 am

### Concurrent Session

Pavilion 5

---

#### E-Response Hands-on Lab

Gain first-hand knowledge of how an exchange works. Stop in and experience SIDES from the E-Response employers' perspective. The NASWA SIDES Team will be on-hand; ready to guide you through the different exchanges and answer all your questions.

#### Facilitators

[Maridale Vanek](#), UI Subject Matter Expert, NASWA

[Alyson McMillin](#), Program Specialist, NASWA

[Jason Holzbach](#), SIDES Technical Architect, AEM Corporation

---

10:45 am -  
11:00 am

### Break

---

11:00 am -  
12:00 pm

### Concurrent Session

Salon 1 A/B

---

#### Removing Barriers for Employers

Remember when faxes were busy, mail rooms were behind, and

# Thursday, March 5

---

employer calls were flooding the phone lines? The last recession put the need for automation in the spotlight. This session will highlight some of the barriers employers face and promising solutions.

## Moderator

[Lynsey Goins](#), Audit Manager, Arizona Department of Economic Security

## Panelists

[Karen Holett](#), Workforce Program Coordinator, Iowa Workforce Development

[Christopher Moore](#), Acting SIDES/MIRA Administrator, Maryland Department of Labor

---

11:00 am -  
12:00 pm

## Concurrent Session

Pavilion 1

---

### Deployment Complete: Hindsight is 2020

On your mark, get set, go! But what happens after deployment? Modernization teams had been focusing on requirements, development and testing; now they are working defects, conducting training, and transitioning back into the new norm. Join this session as states discuss promising practices and areas of opportunity after modernization.

## Moderator

[Wanda Alexander](#), System Business Analyst – SIDES Administrator, North Carolina Department of Commerce

## Panelists

[Kristi Burns](#), Director, Program Policy & Performance Division, Maine Department of Labor

[Trish Pesek](#), Unemployment Insurance SME, Wyoming Department of Workforce Services

[Tony Vaughn](#), Business Services Manager, Missouri Division of Employment Security

[Lou Ansaldi](#), Technical Director, NASWA

---

11:00 am -  
12:00 pm

## Concurrent Session

Pavilion 7

---

### Don't Let Them Drive You Crazy Eights: Benefit Charges Overview

Win with one of SIDES best kept secrets, the Benefit Charges exchange. Listen in as panelists dive into the details of final charge notices.



## Moderator

[Tim Walker](#), *Business Analyst Manager, Arizona Department of Economic Security*

## Panelists

[Polly McCall](#), *IT Manager, Kansas Department of Labor*

[Andrea Frederick](#), *Director of Operations, Unemployment Tracker*

[Maridale Vanek](#), *UI Subject Matter Expert, NASWA*

---

11:00 am -  
12:00 pm

## Concurrent Session

Pavilion 6

---

### Clue - You Can Help Solve the Mystery

You be the detective. Learn to ask the right questions and recognize the clues of fraud.

## Moderator

[Richard Siegel](#), *President, Unemployment Tax Management Corporation*

## Panelists

[Caleb Walker](#), *UC Specialist, Alabama Department of Labor*

[Sherneta Graham](#), *Chief of Benefits, Louisiana Workforce Development Commission*

---

11:00 am -  
12:00 pm

## Concurrent Session

Pavilion 5

---

### Hands-on Integrity Data HUB (IDH) Experience

In this hands-on lab you will be exposed to the capabilities and functionalities of the IDH. Using test data, you will be able to submit bad actor records and perform lookups, receiving and reviewing matches from IDH data bases such as the Suspicious Actor Repository (SAR), Multi-State Cross Match (MSCM), and Foreign IP Detection, just to name a few. You will also be able experience the functionalities of the Fraud Alerting system within the IDH.

## Facilitator

[Jerome Lord](#), *Project Analyst, NASWA*

---

12:00 pm -  
1:15 pm

## Lunch

Rooftop Ballroom/  
Plaza Room

---

1:15 pm -  
2:30 pm

## Plenary

Salon 1 A/B

---

### Modernization: It's SIDES Time

The SIDES Operations Committee is taking the Separation Information exchange to a new level. Ensure that you are in the

---

# Thursday, March 5

know, as we discuss the project timeline and requirements for SIDES modernization.

## Moderator

**Michael Burke**, *Unemployment Compensation Bureau Director, New Hampshire Employment Security*

## Panelists

**Pete Shipman**, *Chief Information Officer – IT Division, Oklahoma Employment Security Commission*

**Tyler Smith**, *UI Technical Services Specialist, Idaho Department of Labor*

**Julianne Whitney**, *Senior Business Analyst, Utah Department of Workforce Services*

**Jamie Abbott**, *Program Manager, NASWA*

---

2:30 pm - 2:45 pm	<b>Break</b>	
2:45 pm - 4:00 pm	<b>Roundtable Discussions</b>	Salon 1 A/B
4:00 pm - 5:00 pm	<b>Closing</b>	Salon 1 A/B

---

## NASWA Committees

### March 3

8:30 am - 5:00 pm	<b>Unemployment Insurance Committee</b>	Salon 2
----------------------	---	---------

### March 4

8:30 am - 5:00 pm	<b>UI Integrity Steering Committee</b>	Rooftop Meeting Space
----------------------	--	-----------------------------

### March 6

8:30 am - 11:30 am	<b>UI SIDES Operations Committee</b>	Salon 3
-----------------------	--------------------------------------	---------

# Travel Reimbursement

## USDOL Travel Reimbursement

ETA recognizes the importance that states attend the SIDES Seminar. The National Association of State Workforce Agencies (NASWA), will provide up to \$2,000 to each participating state to help cover travel costs. Allowable travel costs include transportation, hotel lodging, per diem costs (consistent with the General Services Administration schedule or states' out-of-state per diem requirements, whichever is less), and minor incidental costs like parking. States will only be reimbursed for stays on the nights of March 2-6, 2020.

After the Seminar, members should promptly submit their travel expenses to their own state, following state policies and procedures for travel.

NASWA will issue one reimbursement check per state for all participants, upon receipt of a single invoice summarizing travel costs incurred. The invoice should include the name of the attendees, total travel expenses paid per attendee, total reimbursement amount being submitted, and copies of all corresponding receipts to support the reimbursement as required by that state's travel policy.

The invoice and documentation, including mailing instructions for the check must be scanned and emailed to

[accounting@naswa.org](mailto:accounting@naswa.org) no later than June 30, 2020.

Additional information is provided in TEN 15-19 -

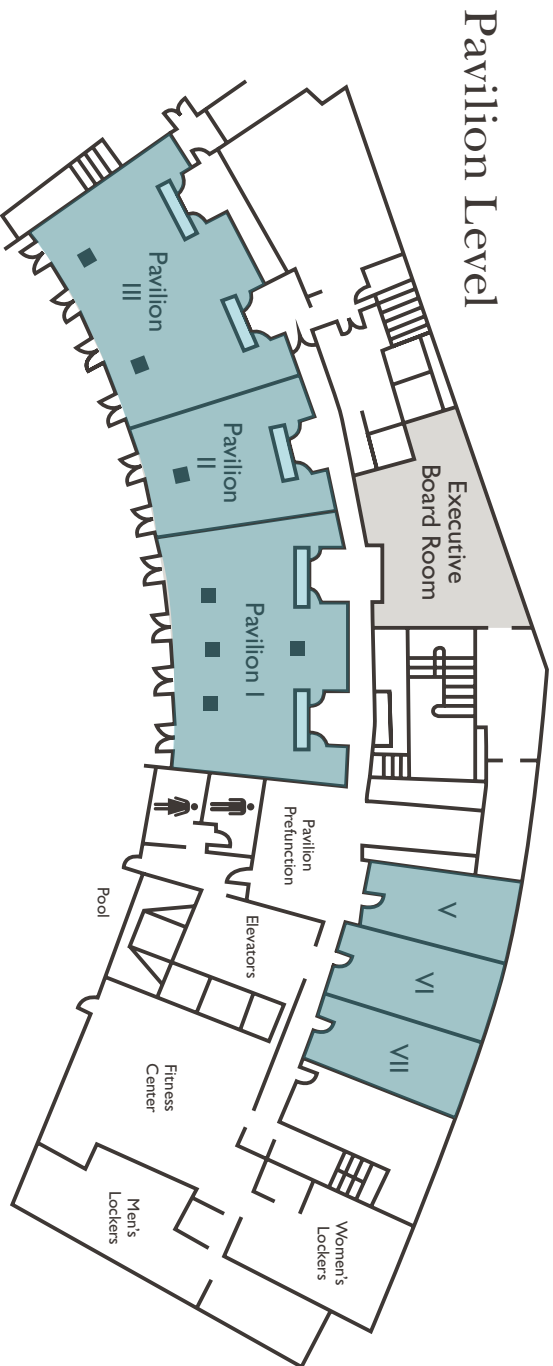
[https://wdr.doleta.gov/directives/corr\\_doc.cfm?docn=6574](https://wdr.doleta.gov/directives/corr_doc.cfm?docn=6574).

## Maps

For meeting room locations and area maps, see **MAPS** section on the following pages

# Hotel Maps

---



# Hotel Maps

