

NASWA Summit

**RHYTHMS
OF RECOVERY**

PRESENTED BY
sagitec

Austin, Texas | #NASWASummit21



December 2021

Hello and welcome to Austin! I'm Rob Asaro-Angelo, Commissioner of the New Jersey Department of Labor & Workforce Development, and I'm honored to serve as this year's National Association of State Workforce Agencies (NASWA) Board Chair.

We are excited to be in here in Texas, and thrilled to be back gathering in person! I would like to thank Ed Serna, Executive Director of the Texas Workforce Commission, for graciously hosting and helping ensure the success of this year's Summit.

As we convene in the Live Music Capital of the World, the theme of year's conference, appropriately, is "Rhythms of Recovery." During one of the most challenging times our organizations have ever faced, our teams worked tirelessly to prop up those who relied on our Unemployment Insurance system, and now we all feel the weight of bringing our businesses back to a safer, fairer, and more equitable new economy. To say this conference is necessary, now more than ever, would be an understatement.

The Summit provides a great opportunity to learn from our peers – those who have shared in both our struggles and lesson learned in the past 21 months – as well as other partners who are graciously sharing their knowledge and expertise. I encourage you to take full advantage through professional development and networking, which are ways to help continually bring new ideas and solutions back home to your respective states.

Finally, we are striving to provide high-quality services and opportunities through the Summit and all our other NASWA products and services. Please visit with one of our NASWA staff or Board members, or email naswa@naswa.org, to share your concerns or ideas for improvement. We value your feedback and appreciate your continued participation and support.

I hope you have an enjoyable and educational conference experience in Austin!

Sincerely,

A handwritten signature in black ink that reads "Rob Asaro-Angelo". The signature is fluid and cursive, with a long horizontal stroke at the end.

Robert Asaro-Angelo
Board Chair, NASWA
Commissioner, New Jersey Department of Labor and Workforce





Visit Us at Our Booth

Innovative, Tailored, and Agile

- Learn more about Neosurance™, Sagitec's comprehensive Unemployment Insurance, Paid Family Medical Leave, and Disability Insurance tax, benefits, and appeals solution designed to significantly improve customer service, business process efficiency, and to avoid technology obsolescence.
- Learn how Sagitec's Neofraud™ solution detects and prevents fraud before it happens.
- View MOBIASTM, Sagitec's mobile application that helps claimants reenter the job market by allowing them to search and apply for jobs, upload resumes, and file unemployment insurance claims directly with the agency.

— Learn more by visiting sagitec.com —

Talk with Sagitec's Labor and Employment Practice Leaders, who have led successful implementations for multiple state agencies across the country.



NEIL ADCOX
Director



CHRIS PERETTO
Business Development Director



ENTER TO WIN

Bose Sport Earbuds – Stop by Our Booth to Enter

Our unemployment insurance team at Sagitec has lead UI modernization efforts for

22 YEARS
in the industry

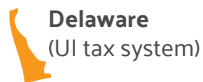
Our professionals have more UI technology and business experience than any other vendor, most with at least

10 YEARS
of UI modernization experience

This team has successfully designed and implemented

5 SYSTEMS
for UI tax & benefits

SAGITEC IS CURRENTLY WORKING ON PROJECTS IN



Delaware
(UI tax system)



Ohio
(UI tax & benefit system)

South Carolina
(UI tax system)



Texas
(UI tax & benefit system)



Washington D.C.
(UI tax system & paid family leave)

Maryland
(UI tax & benefit system)

North Carolina
(UI tax system)



Sagitec has successfully implemented the first cloud-based unemployment insurance tax system in the nation.

Read our South Carolina Department of Employment and Workforce (DEW) case study to know more.



Paper based wage processing has been reduced by 87%, and in the last quarter, 95% of wage filings were completed online through the Neosurance™ self-service portal.

Read our District of Columbia (DC) Department of Employment Services (DOES) case study.



Sagitec's Neosurance™ Paid Family Leave (PFL) solution took DC DOES from legislation to electronically accepting PFL contributions and payments in just 4 months, allowing DOES to begin funding the new program in anticipation of PFL claims in July 2020.

Read our DC DOES PFL case study to know more.



Visit our website, www.sagitec.com to learn more about Neosurance™, Neofraud™, and MOBIAS™.



REMINDER

MASKS ARE REQUIRED



AT ALL TIMES

THANK YOU!

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Professionals (NAWDP)

On Point Technology, LLC

Public Consulting Group

Resultant

Steady

Tata Consultancy Services

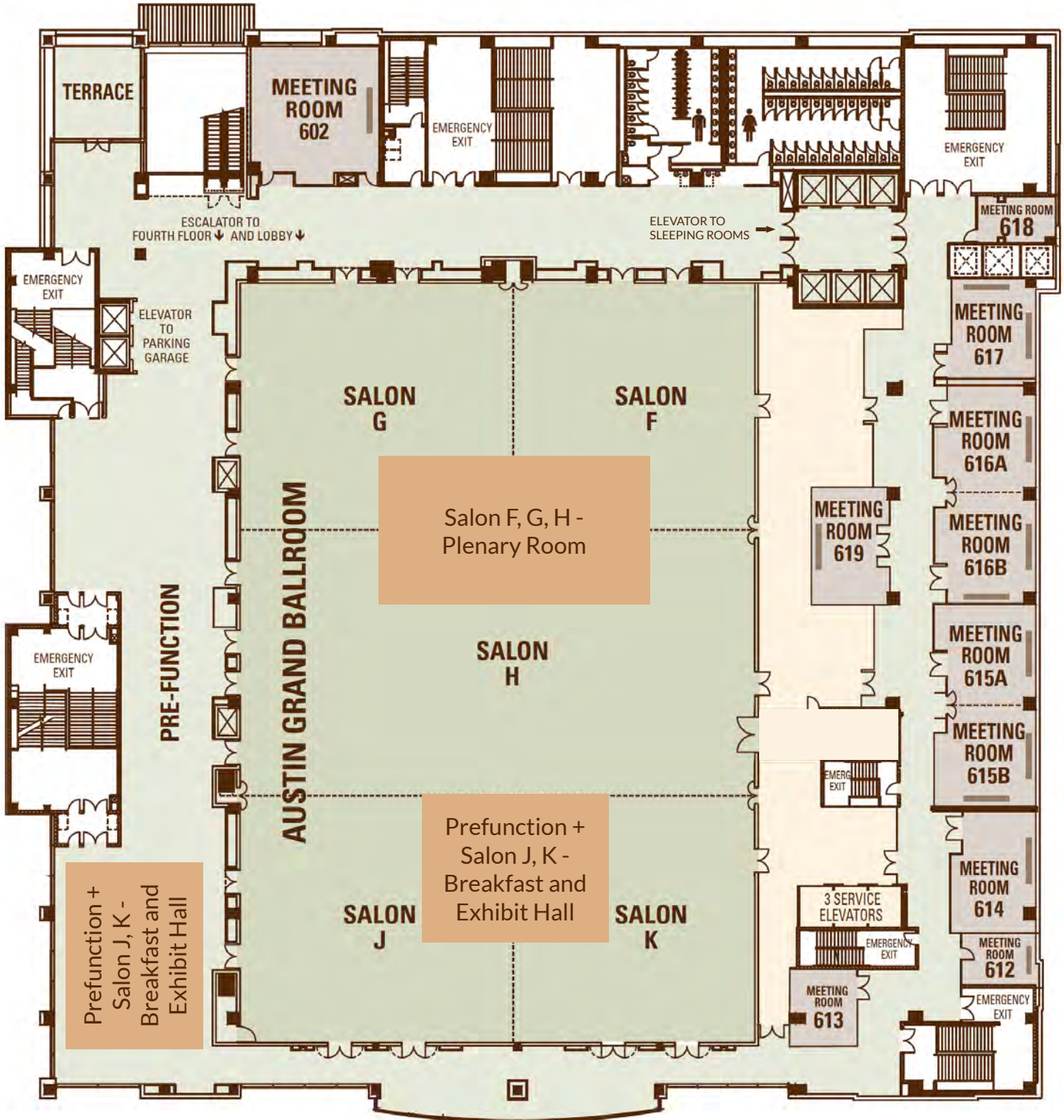
US Bank

Thomson Reuters

Tyler Technologies

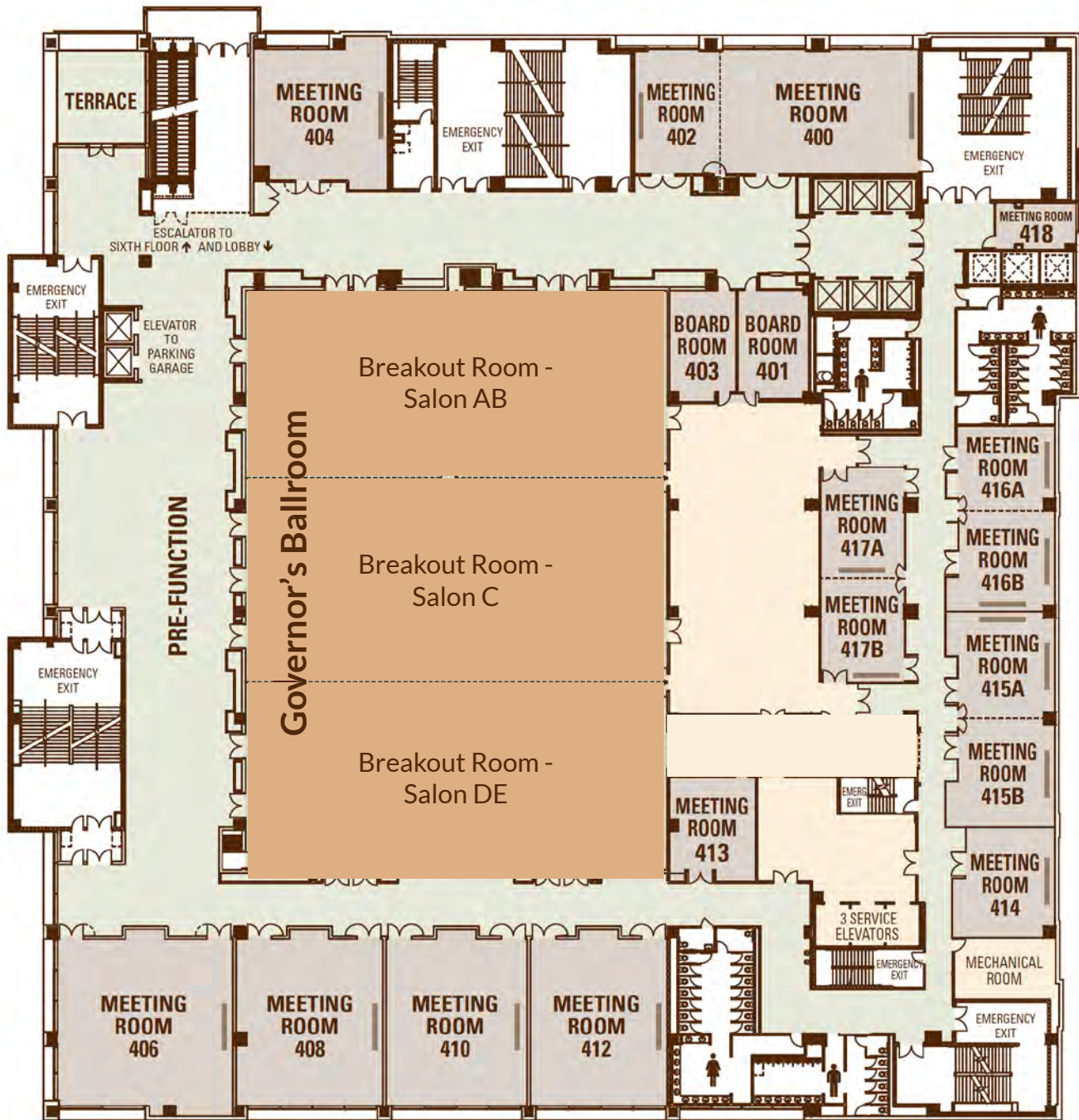
HOTEL MAP - PLENARY + EXHIBIT HALL

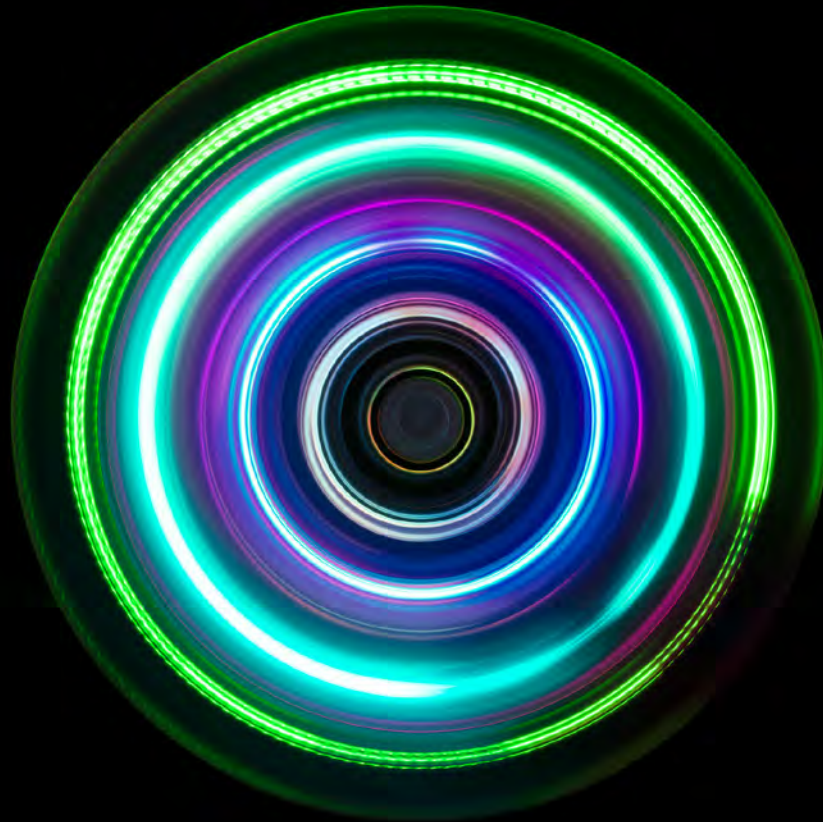
SIXTH FLOOR



HOTEL MAP - BREAKOUT ROOMS

FOURTH FLOOR





Driving innovation

For over 20 years, our professionals have partnered with Workforce, Unemployment Insurance, and Labor officials to optimize program performance and modernize service delivery by emphasizing the human experience. Featuring innovative user-centric design, fraud prevention and detection, predictive analytics and behavioral nudging, our integrated solutions have helped our clients realize superior results.

www.deloitte.com/us/labor-workforce-development

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PRE-CONFERENCE MEETINGS

Monday, December 6

1:30 pm - 5:00 pm Board of Directors Meeting Salon CDE - 4th Floor

Tuesday, December 7

9:00 am - 5:00 pm Board of Directors Meeting Salon CDE - 4th Floor

8:30 am - 5:00 pm Unemployment Insurance Committee Meeting Austin Grand Ballroom - 6th Floor

8:30 am - 4:30 pm Employment & Training Committee Meeting Salon AB - 4th Floor



Your trusted advisor in UI program modernization.

CSG is a national leader in UI bringing experience from UI modernization projects in 17 states, including:

- ✓ Planning and Requirements
- ✓ UI Business Process Analysis
- ✓ Procurement Support
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- ✓ Application Testing
- ✓ Independent Verification and Validation
- ✓ Paid Family Medical Leave Integration



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AGENDA AT-A-GLANCE

Tuesday, December 7

5:00 - 6:30 pm **Welcome Reception with Sponsors & Exhibitors** Austin Grand Ballroom & Foyer

Wednesday, December 8

7:30 - 8:30 am **Breakfast** Austin Grand Ballroom

7:30 am - 4:00 pm **Exhibitor Showcase** Austin Grand Ballroom & Foyer

8:30 - 9:00 am **Opening Ceremonies** Austin Grand Ballroom

9:00 - 10:15 am **Opening Plenary** Austin Grand Ballroom

10:15 - 10:45 am **Networking Break** Austin Grand Ballroom & Foyer

10:45 am - 12:00 pm **Concurrent Workshops** See program pages 17-22

12:15 - 1:30 pm **Summit Luncheon** Austin Grand Ballroom

1:45 - 3:00 pm **Concurrent Workshops** See program pages 24-26

3:00 - 3:30 pm **Networking Break** Austin Grand Ballroom & Foyer

3:30 - 5:00 pm **Closing Plenary** Austin Grand Ballroom

6:00 - 7:30 pm **Summit Evening Networking Reception** Austin Grand Ballroom
Foyer & Terrace

WEDNESDAY, DECEMBER 8

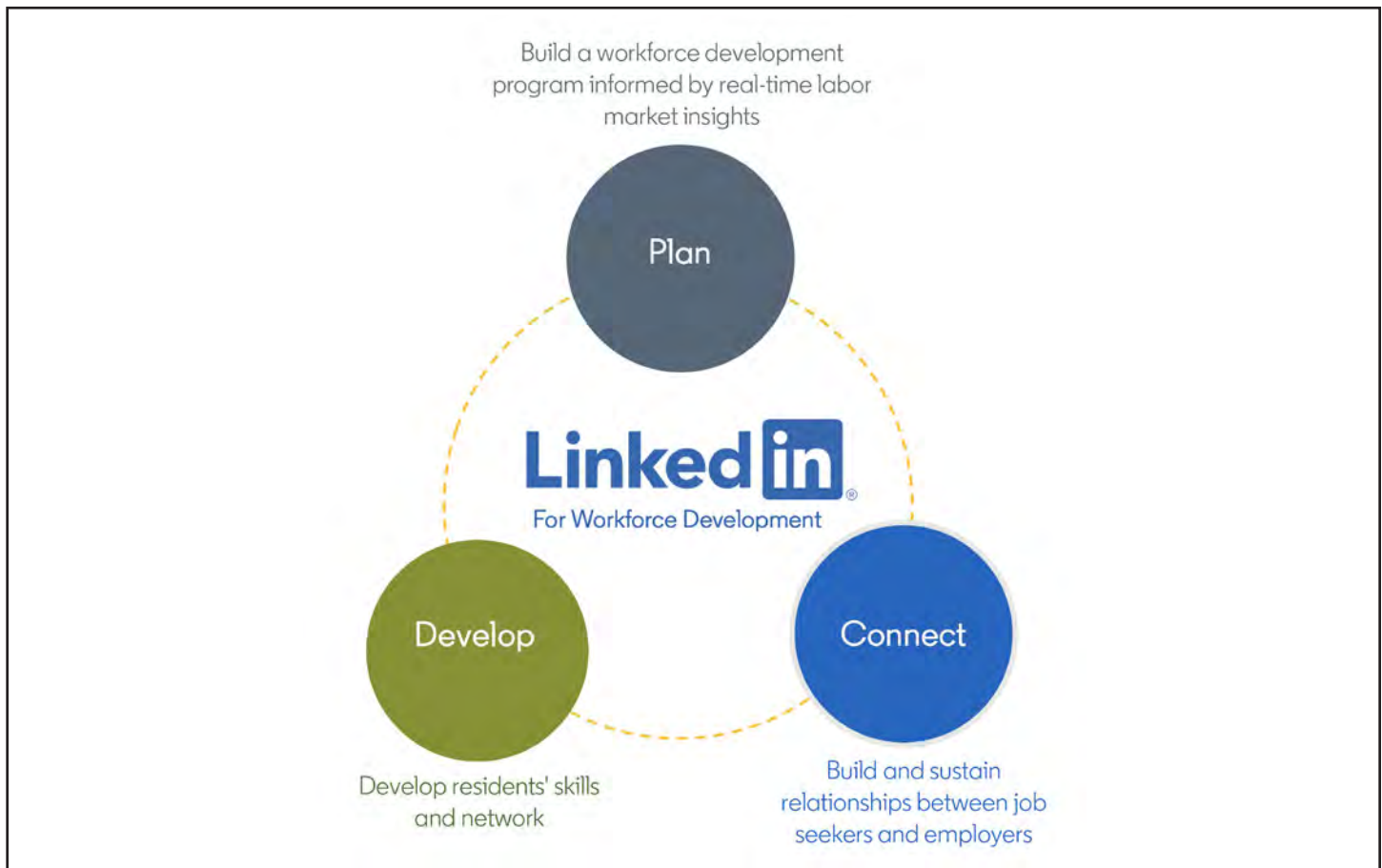
7:30 - 8:30 am	Breakfast	Austin Grand Ballroom - 6 th Floor
7:30 am - 4:00 pm	Exhibitor Showcase	Austin Grand Ballroom & Foyer - 6 th Floor
8:30 - 9:00 am	OPENING CEREMONIES	Austin Grand Ballroom - 6 th Floor

NASWA WELCOME

- Robert Asaro-Angelo** *NASWA Board of Directors Chair;
Commissioner, New Jersey Department of Labor and
Workforce Development*
- Scott B. Sanders** *President and CEO, NASWA*

PRESENTATION OF COLORS - the Austin Police Department

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serve a transformed
public?

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FAST
ENTERPRISES

WEDNESDAY, DECEMBER 8

TEXAS WELCOME

Ed Serna *Executive Director, Texas Workforce Commission*
Greg Abbott *Governor of Texas (invited)*

A WORD FROM OUR DIAMOND SPONSOR - SAGITEC

9:00 - 10:15 am

OPENING PLENARY

Austin Grand Ballroom - 6th Floor

FEATURED SPEAKER

Angela Hanks *Acting Assistant Secretary/Principal Deputy Assistant Secretary, Employment and Training Administration, U.S. Department of Labor*

RECOVERY: LEVERAGING LESSONS LEARNED FROM THE PANDEMIC AND MOVING FORWARD - FOUR LEADERS HIGHLIGHT RECOVERY PLANS IN THEIR STATES

Moderator & Presenter

Robert Asaro-Angelo *NASWA Board of Directors Chair; Commissioner, New Jersey Department of Labor and Workforce Development*

Presenters

Shelley Zumwalt *Executive Director, Oklahoma Employment Security Commission*

Dr. Tamika Ledbetter *NASWA Board of Directors Chair-Elect; Commissioner, Alaska Department of Labor and Workforce Development*

Fitzgerald Washington *NASWA Board of Directors Past-Chair; Secretary, Alabama Department of Labor*

A WORD FROM OUR PLATINUM SPONSORS - DELOITTE, EY, FAST ENTERPRISES, PAIRIN

States serving **>20%** of our nation's population trust PAIRIN to connect residents with career, education and social services.

PAIRIN integrates data and access to systems across multiple state agencies with:

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- Powerful case management tools
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Visit us in the **Exhibit Hall at Table #5** to learn how your state can quickly deploy My Journey and CommunityPro Suite to help those you serve.

Over \$1 Billion in UI Fraud Found

Meet CATCH in Exhibitor Hall

- Driving DOL
- Performance Improvement

Preventing Fraud, Waste, and Abuse

Automating UI Fraud Case Processes

Matching, Alerting and Scoring

Empowering Self-Service Intelligence

Optimizing Outcomes & Results

Why CATCH?

www.catchintelligence.com



Top-tier multidisciplinary teams that work seamlessly with yours



Guaranteed results*

Average DOL ROI with
CATCH is **22,211%**.



402.715.5800

catch@catchintelligence.com

Return-to-Work Services

Encouraging citizens to return to work in today's economy requires a different approach than we've seen in previous downturns. We can help you rethink and reinvent your program — supporting people in the ways they need now and helping them return to work faster.

- Equitable access to resources, education, and employment opportunity
- Virtual interactions and support
- Employer partnerships
- Re-skilling and up-skilling opportunities

MAXIMUS

Learn more:

maximus.com/naswa-welcome



WEDNESDAY, DECEMBER 8

10:15 - 10:45 am **Networking Break** Exhibit Hall in Austin Grand Ballroom & Foyer

10:45 am - 12:00 pm **CONCURRENT WORKSHOPS** 4th Floor

THE GREAT RESET: NEW BUSINESS MODELS FOR THE PUBLIC WORKFORCE DEVELOPMENT SYSTEM

Breakout Room 1: Salon AB

State leaders and other experts will react to a provocative brief authored for this Summit discussion. What roles should state workforce development systems play in this era of worker movement, labor shortages, rapid digitization, and a changing higher education landscape, including the acceleration of free college opportunities? What are the system's comparative advantages and how can they be marshalled toward a new business model through strategic partnerships with other state agencies and local workforce entities? What states are moving quickly to adapt to change and where are they heading?

Moderator

Maria Heidkamp *Director of Program Development, John J. Heldrich Center for Workforce Development, Rutgers University*

Presenter

Kathy Krepcio *Executive Director and Senior Researcher, John J. Heldrich Center for Workforce Development, Rutgers University*

Panelists

Dr. Mardy Leathers *Director of Workforce Development, Missouri Department of Higher Education and Workforce Development*

Deniece Thomas *Deputy Commissioner, Tennessee Department of Labor and Workforce Development*

Chris White *Associate Commissioner for the Future of Work, New York State Department of Labor*



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EXPERIENCE THE NEXT IN UI | TABLE 33



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- Experienced team of data scientists and subject matter experts

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WEDNESDAY, DECEMBER 8

10:45 am - 12:00 pm

CONCURRENT WORKSHOPS

4th Floor

UI OPERATIONS: LEVERAGING IMPROVEMENTS MADE DURING THE PANDEMIC

Breakout Room 2: Salon C

Designed for state UI Directors and senior UI management, this session provides an opportunity to focus on operational changes made during the COVID-19 crisis that will continue to assist and improve the program post-pandemic.

Moderator

Jamie D. Suber

*NASWA Unemployment Insurance Committee
Chair; Chief of Staff, Executive Office, South Carolina
Department of Employment and Workforce*

Panelists

Diana Harris

*Unemployment Insurance Client Services Director
Texas Workforce Commission*

Kelli Johnson

*Supervisor, Technical Training Consultants
Washington State Employment Security Department*

Gregg Kallajian

*Operations Coordinator
Connecticut Department of Labor*

Caroline Pratt

*Director, UI Integrity Division
Connecticut Department of Labor*

Suzan McKechnie

*Deputy UC Bureau Director
Maine Department of Labor*

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WEDNESDAY, DECEMBER 8

10:45 am - 12:00 pm

CONCURRENT WORKSHOPS

4th Floor

NEW PARTNERSHIPS, NEW OPPORTUNITIES

Breakout Room 3: Salon DE

NASWA is now partnering with both LinkedIn and Grow with Google to provide new employment resources to our members. Starting January 3, Google Career Certificate Program scholarships will be available to people in all 50 states, the District of Columbia and the territories. Come to this session to hear from the five states currently engaged in the project's soft launch, and to learn about no-cost training in IT Support, Data Analytics, Project Management, and User Experience (UX) Design available from Google. We'll also have exciting news about a new learning resource available to state agencies through LinkedIn's partnership with NASWA.

Moderators

Lori Adams *Director, Veterans Policy, NASWA*

Charlie Terrell *Director, NLx, NASWA*

Panelists

Efrem Bycer *Senior Manager, Public Policy & Economic Graph, LinkedIn*

Tom Colombo *Deputy Assistant Director, Division of Employment & Rehabilitation Services, Arizona Department of Economic Security*

Elizabeth Court *Program Integrity Manager, Washington State Employment Security Department*

Daryle Dudzinski *Deputy Commissioner, Connecticut Department of Labor*

Karlene Johnson *ESD Specialist III, Nevada Department of Employment, Training & Rehabilitation*

Colleen Malloy *Senior Business Development Manager, Government Partnerships, Coursera*

Lynda Parven *Administrator, Employment Security Division, Nevada Department of Employment, Training & Rehabilitation*

Jim Pfarrer *Director, Workforce Operations Division, Oregon Employment Department*

Denise Winkler *Strategic Business Executive, Public Sector, Labor, Google Cloud*

12:15 - 1:30 pm

SUMMIT LUNCHEON

Austin Grand Ballroom - 6th Floor

FEATURED LUNCHEON GUEST

Join us as we welcome Gay Gilbert and recognize her for her leadership and collaboration with NASWA and the state workforce agencies.

RECOGNITION OF 2020-2021 BOARD CHAIR, FITZGERALD WASHINGTON

HEARING NASWA UPDATES FROM OUR PRESIDENT AND CEO

Scott B. Sanders

President and CEO, NASWA

Public Consulting Group

Industry-leading management and technology consulting for the public sector since 1986

Experts in supporting UI system modernizations across 7 states and multiple vendors, including COTS and customized solutions.

- ✓ Project Management Office (PMO)
- ✓ Procurement and Planning
- ✓ Independent Verification and Validation (IV&V)
- ✓ Quality Assurance (QA)
- ✓ Identity Verification and Fraud Prevention
- ✓ Consortium and Multi-State expertise

Join us at Table 26 to discuss what PCG can do for you!
To learn more, visit www.publicconsultinggroup.com/technology-consulting or email us at services@pcgus.com.

By the Numbers:

5 UI System Modernizations

45M Workers provided with coverage

4.6M Unemployed workers provided with benefits

100+ IV&V Projects Guided to Completion

25+ Large, Complex PMO Projects Delivered



UI Program Support

While the immense wave of UI claims may be stabilizing, there's still much work to be done. We can support your agency's ongoing modernization efforts while helping you prepare for the next challenge.



MAXIMUS

Learn more:
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Build a Staff of Excellence

Certified Workforce Development Professional (CWDP) credential

Driving the Skills and Competencies for Success

Workforce Development Policies

Diversity and Inclusion

Labor Market Intelligence

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Customer Service

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WORKFORCE DEVELOPMENT PROFESSIONALS
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For more information
email: info@nawdp.org | website: www.nawdp.org

WEDNESDAY, DECEMBER 8

1:45 - 3:00 pm

CONCURRENT WORKSHOPS

4th Floor

WORKFORCE DEVELOPMENT TECHNOLOGY TOOLS EMERGING FROM THE COVID-19 PANDEMIC - IMPROVING SERVICE DELIVERY

Breakout Room 1: Salon AB

Technology can be used to anticipate customer needs, tailor business processes, provide virtual service delivery and improve productivity. The unknowable duration and impact of the pandemic combined with an already rapid acceleration of virtual service delivery both in the private and public sectors clearly indicate that virtual service delivery and remote work will be either permanent or significantly transformational. Find out how states are using technology services in impactful, efficient and cost-effective ways. The panel will discuss successful product implementations, along with lessons learned during the COVID-19 pandemic and the positive impact on service delivery to their internal and external staff and customers.

Moderator

Scott Eychner

*Administrator, Workforce Services Division, Montana
Department of Labor and Industry*

Panelists

Rob Cohan

Managing Director, Accenture

Heather Hall

CIO, Texas Workforce Commission

Amy Hiltunen

Project Manager, Workforce ITSC, NASWA

Tim Cummins

*Application Development Manager, New Mexico
Department of Workforce Solutions*

FOCUS ON UI INTEGRITY

Breakout Room 2: Salon C

The NASWA UI Integrity Center will outline lessons learned and new solutions developed to address fraud prevention, detection, and recovery challenges in UI.

Presenters

Jim Cotter

Director, Integrity Data Hub, UI Integrity Center, NASWA

Randy Gillespie

*Vice President, Finance and Integrity;
Director, UI Integrity Center, NASWA*

Evan Littrell

Director, State Engagement, UI Integrity Center, NASWA

Sara Hall-Phillips

UI Integrity Center, NASWA

Amy Smith

UI Integrity Center, NASWA



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- Account verification
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- Identity fraud layered defense

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FRAUD PREVENTED
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UI BENEFITS PROCESSED
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WEDNESDAY, DECEMBER 8

1:45 - 3:00 pm

CONCURRENT WORKSHOPS

4th Floor

UI IT MODERNIZATION IN A POST-PANDEMIC WORLD - LESSONS LEARNED AND MOVING FORWARD

Breakout Room 3: Salon DE

During the pandemic, UI IT Systems were challenged to be scalable and flexible in implementing new programs and technologies. In this session, states will share how the pandemic shifted their systems and modernization efforts to focus on improving service delivery, customer journey, fraud detection and prevention, and more. What were the lessons learned during the pandemic and what does modernization and sustainability look like moving forward?

Moderator

Ben Peirce

*Vice President, Technology Services and Programs,
NASWA*

Panelists

Renee Royston

Modernization Director, Oregon Employment Department

Prahalad Pateel

Director, BEACON, Maryland Department of Labor

Anthony Vaughan

*Business Services Manager, Division of Employment
Security, Missouri Department of Labor*

3:00 - 3:30 pm

Networking Break Exhibit Hall in Austin Grand Ballroom & Foyer

3:30 - 5:00 pm

CLOSING PLENARY

Austin Grand Ballroom - 6th Floor

A WORD FROM OUR GOLD SPONSORS - BANK OF AMERICA, CATCH INTELLIGENCE, COURSERA, CSG GOVERNMENT SOLUTIONS, LINKEDIN, TALKDESK

OHIO P3 MODEL

Bringing a private sector mindset into solving government problems. Ohio has partnered with a number of private sector resources during the pandemic to strategize and implement improvements in key areas including fraud prevention, detection and recovery, ID verification tools, Contact Center workflows and adjudication timeliness.

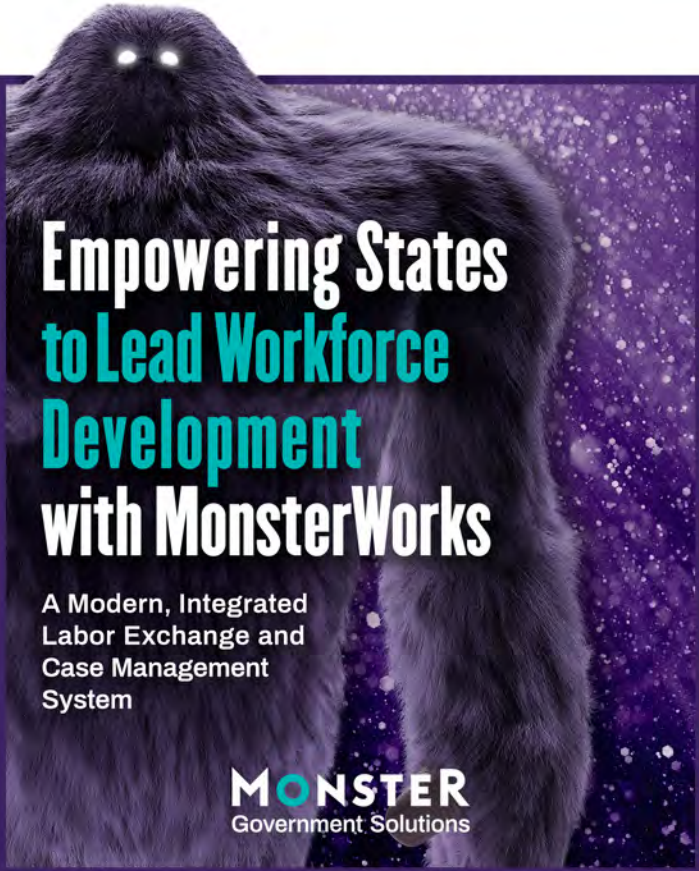
Presenters

Matt Damschroder

Director, Ohio Department of Job and Family Services

Jeff Ficke

Founder & Managing Partner, Russell Allen Partners



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A Modern, Integrated
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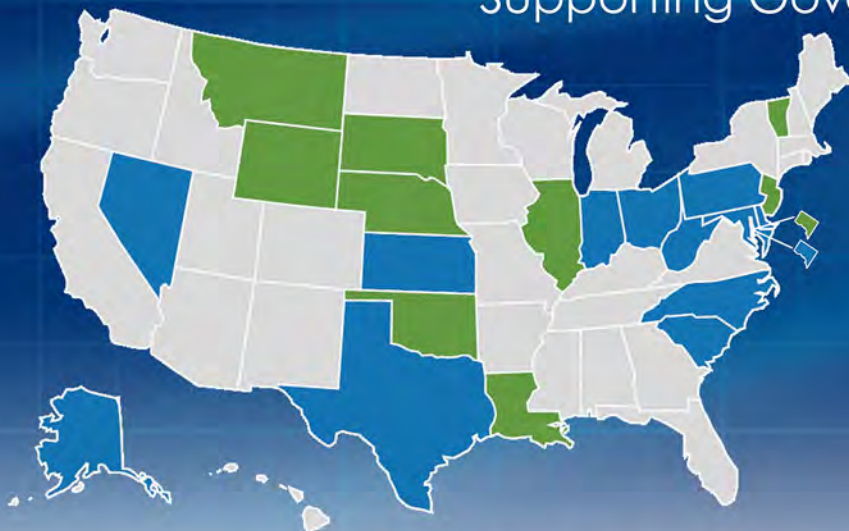


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Paid Family Leave



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WEDNESDAY, DECEMBER 8

3:30 - 5:00 pm

CLOSING PLENARY

Austin Grand Ballroom - 6th Floor

LABOR SHORTAGES: CAUSES, CONSEQUENCES, AND STATE RESPONSES

Current labor shortages suggest labor is in high demand in some sectors and workers more discerning. Hear an economist speak on the myths and realities around labor shortages and other labor market issues. Three state workforce agencies will then share their strategies to support American workers and businesses. From talent pipeline and reemployment strategies to strategies that help businesses measure and improve job quality, to strategies addressing barriers that keep potential workers from diving (or diving more deeply) into the labor pool...we've got it covered.

Presenters

Peter Cappelli

George W. Taylor Professor of Management, Director - Center for Human Resources, The Wharton School, and Professor of Education, University of Pennsylvania

Moderator

Courtney Arbour

Director, Workforce Division, Texas Workforce Commission

Panelists

Robert Asaro-Angelo

NASWA Board of Directors Chair; Commissioner, New Jersey Department of Labor and Workforce Development

Jacqueline Buck

Director of Workforce Strategy and Employer Service, Minnesota Department of Employment and Economic Development

5:00 pm

CONFERENCE ADJOURNMENT

Austin Grand Ballroom - 6th Floor

Scott B. Sanders

President and CEO, NASWA

Robert Asaro-Angelo

NASWA Board of Directors Chair; Commissioner, New Jersey Department of Labor and Workforce Development

6:00 - 7:30 pm

SUMMIT EVENING NETWORKING RECEPTION

Austin Grand Ballroom
Foyer & Terrace

Resultant

ID.me

**27 State
Workforce Agencies
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Verify Identities Online**



ID.me:



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NIST 800-63-3 stops fraud: three states have attributed ID.me to stopping **\$205 billion** in fraudulent payouts



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Read how Arizona partnered with ID.me to prevent PUA fraud and save over \$75 billion > www.insights.id.me/Arizona

POST-CONFERENCE MEETINGS

Thursday, December 9

8:30 am - 5:00 pm	Equal Opportunity Committee Meeting	Salon C - 4 th Floor
8:30 am - 5:00 pm	SIDES Operations Committee Meeting	Salon H - 6 th Floor
8:30 am - 5:00 pm	Technology Committee Meeting	Salon F - 6 th Floor
8:30 am - 5:00 pm	UI Integrity Center Steering Committee Meeting	Salon DE - 4 th Floor
8:30 am - 5:30 pm	Veterans Affairs Committee Meeting	Salon G - 6 th Floor
8:30 am - 4:30 pm	Workforce & Labor Market Information Committee Meeting	Salon B - 4 th Floor
9:00 am - 5:00 pm	Communications Committee Meeting	Salon A - 4 th Floor

Friday, December 10

8:30 - 11:00 am	Equal Opportunity Committee Meeting	Salon C - 4 th Floor
8:30 - 11:00 am	Veterans Affairs Committee Meeting	Salon G - 6 th Floor
9:00 - 11:30 am	Communications Committee Meeting	Salon A - 4 th Floor

Continuous improvement.
Rapid results.

**Modern government drives
innovation and efficiency.**

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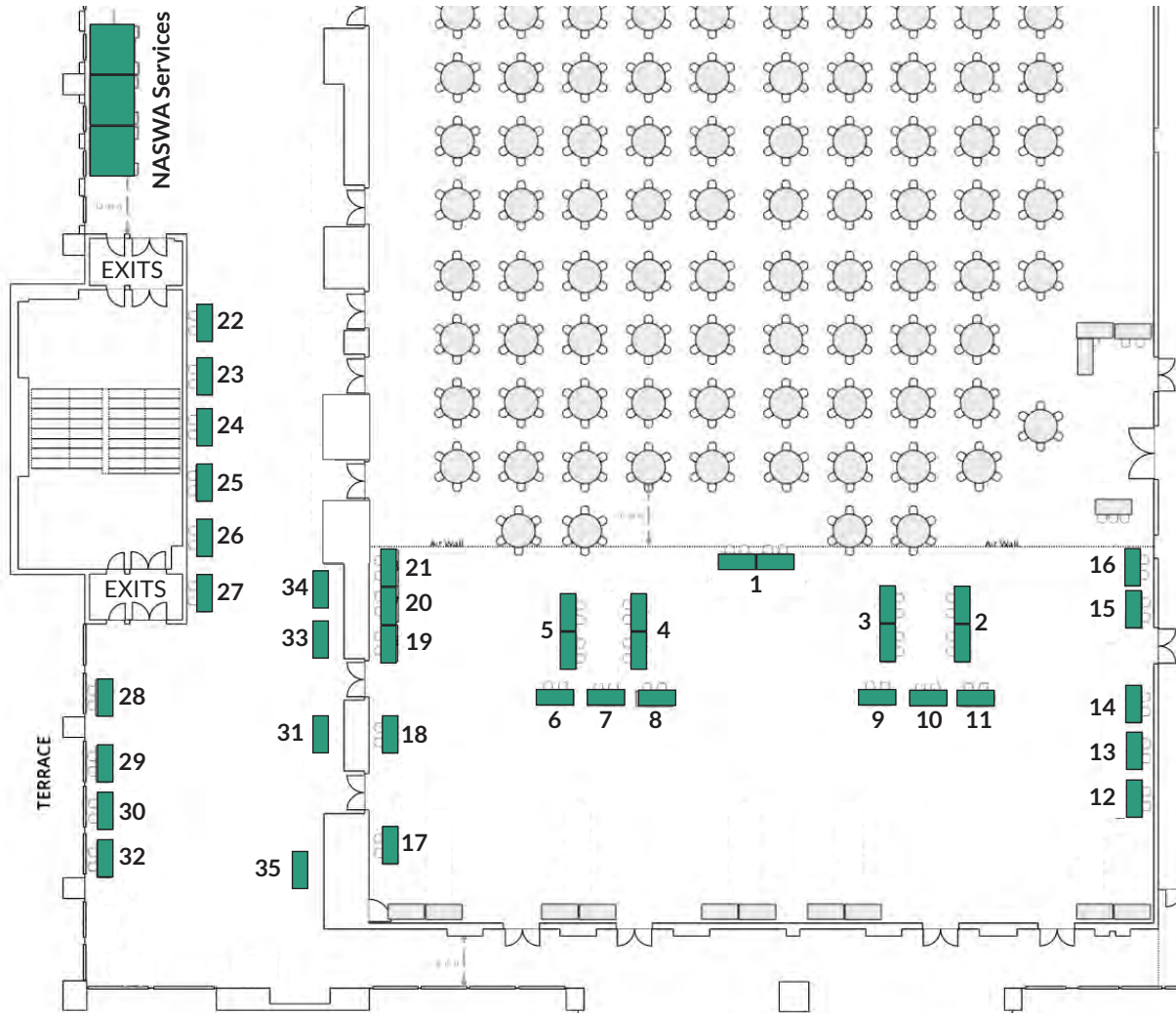
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DIAMOND SPONSOR

Sagitec | Table 1

Sagitec is a global IT provider of highly configurable UI and PFML tax and benefits COTS solutions for single-state and consortium modernization projects. Sagitec also has other value-added service offerings like Neofraud™, our comprehensive predictive fraud solution that identifies fraud trends and data anomalies before they occur and MOBIAS™, our mobile app that allows claimants to perform multiple UI and Re-employment activities from their smartphone.

PLATINUM SPONSORS

Deloitte Consulting | Table 3

For over 20 years, our professionals have partnered with Workforce, Unemployment Insurance, and Labor officials to optimize program performance and modernize service delivery by emphasizing the human experience. Featuring innovative user-centric design, predictive analytics and behavioral nudging, our integrated solutions have helped our clients realize superior results.

EY | Table 2

EY supports our government in protecting the nation and serving the people, transforming programs and optimizing operations to achieve better outcomes.

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Fast Enterprises, LLC | Table 4

Fast Enterprises' FastUI software provides premier functionality for workforce agencies in Illinois, Michigan, Montana, California and Washington. In addition to providing CARES act support for our existing benefits clients in Michigan and Washington, FAST executed rapid implementations of standalone PUA systems in Massachusetts, Montana, Hawaii, Alaska and Puerto Rico. FastUI can handle your most complex processes, including fraud detection and prevention, on a flexible, upgradeable, configurable platform built for long-term, high quality service to UI claimants and employers.

PAIRIN | Table 5

PAIRIN is a social enterprise company that unifies the essential content and resources provided by workforce, government and educational organizations to make everyone's career journey relevant and equitable. PAIRIN's My Journey platform enables organizations to more effectively deliver career guidance, skills development and tailored community services through one easy-to-implement and easy-to-use solution.

GOLD SPONSORS

Bank of America | Table 11

Bank of America provides liquidity management, payments and receipts, trade and supply chain finance, foreign exchange and commercial card services to small businesses, middle-market companies, and to multinational corporations, financial institutions and governments around the world.

CATCH Intelligence | Table 9

We are a technology firm focused on delivering World Class UI Fraud solutions to provide clients with the latest software, tools, analysis, resources and insights necessary to identify, catch and utilize data that provides the greatest value to your organization – so you can truly Lead by Knowing.

Coursera | Table 10

Coursera is helping governments transform their workforces with the skills of the future. By connecting citizens and employees to world-class, online training from leading universities and companies, Coursera is providing in-demand skills and learning pathways for entire workforces to support reskilling whole economies in addition to reskilling internal government teams with digital readiness, data literacy and expertise in critical in-demand topics.

CSG Government Solutions | Table 6

CSG Government Solutions is a national leader in UI providing planning, Project Management Office, Independent Verification and Validation, Quality Assurance, Testing, and Organizational Change Management services for projects that modernize the IT and business processes of UI programs. Since 1997, we have applied our expertise and results-oriented mindset to the most complex program modernization projects of over 200 government organizations.

LinkedIn | Table 7

LinkedIn is the world's largest professional network. Our mission is to connect every member of the global workforce to economic opportunity. Our Economic Graph team works with policymakers around the globe to leverage LinkedIn's data to improve policymaking, programmatic design, and service delivery. You can learn more about our work at economicgraph.linkedin.com.

Talkdesk, Inc. | Table 8

Talkdesk® is a global customer experience leader for customer-obsessed organizations. Our contact center solution provides a better way for government entities and citizens to engage with one another. Our speed of innovation and global footprint reflect our commitment to ensure organizations everywhere can deliver better customer experiences through any channel. Talkdesk provides an end-to-end customer experience solution delivering everything needed to improve citizen relationships while optimizing operational efficiency, meeting resource constraints and focusing on your mission. Over 1,800 innovative companies around the world partner with Talkdesk to deliver a better way to great customer experiences. Learn more and request a demo at www.talkdesk.com/GovEdu

SILVER SPONSORS

Accenture | Table 16

Accenture is a global professional services company with leading capabilities in digital, cloud and security. Combining unmatched experience and specialized skills across more than 40 industries, we offer Strategy and Consulting, Interactive, Technology and Operations services—all powered by the world's largest network of Advanced Technology and Intelligent Operations centers. Our 537,000 people deliver on the promise of technology and human ingenuity every day, serving clients in more than 120 countries. We embrace the power of change to create value

SPONSOR & EXHIBITOR DIRECTORY

and shared success for our clients, people, shareholders, partners and communities.

Eightfold.ai | Table 19

Provide the right career for everyone in the world. Grounded in Equal Opportunity Algorithms, the Eightfold® Talent Intelligence Platform uses deep-learning AI to help each person understand their career potential, and each enterprise understand the potential of their workforce. Grounded in Equal Opportunity Algorithms, the Eightfold® Talent Intelligence Platform uses deep-learning AI to help each person understand their career potential, and each enterprise understand the potential of their workforce.

Equifax | Table 17

Equifax is an innovative, global information solutions company whose data assets, technology and analytics transform knowledge into insights. This knowledge empowers our customers to make better decisions and consumers to progress towards a better life. At Equifax, our purpose is helping people live their financial best. We serve as a consumer advocate, steward of financial literacy, and champion of economic advancement. From verification services to unemployment case management, our many best-in-class solutions for consumers, business and government are designed to deliver meaningful impact, including improved efficiency, reduced costs, mitigated risk, and unmatched security and compliance. Equifax is a trusted authority for meeting the evolving needs of our world. Every day and around the globe, we are Powering the World with Knowledge.

Geographic Solutions | Table 18

Geographic Solutions is the leading provider of integrated software for state and local workforce agencies in over 35 states and U.S. territories. The company's online solutions effectively manage all federally-funded partner programs under WIOA, labor exchange, job aggregation, labor market information, service and fund tracking, and unemployment insurance benefits.

JPMorgan Chase and Co. | Table 15

Maximus | Table 20

MAXIMUS has maintained a single focus on government service since 1975. We provide a full range of workforce capabilities, including operations management; case management; career planning, development and advancement; apprenticeships and work trials; and business services for employers. Our consulting services encompass

systems planning and oversight – including planning and procurement support, project and risk management – as well as program modernization.

Monster Government Solutions | Table 21

For 15 years, Monster Government Solutions has worked with state and local governments to match job seekers with opportunities and employers with the right talent in support of local workforce and economic development. Our dynamic, tailored solutions are purpose-built for state and local governments and are in line with Workforce Innovation and Opportunity Act (WIOA) core programs and hiring needs. In addition to fostering workforce development, MonsterGov also supports state and local government agencies with their own hiring needs through targeted recruitment for high quality, purpose-driven candidates fit for public sector.

Pipl, Inc

Pipl is the world's leading provider of online identity information. We create tools that allow organizations to verify identities during account opening, so they can reduce the risk of fraud.

Our identity resolution engine continuously collects, cross references, and connects identity records from the internet and numerous exclusive sources. The result is a searchable index of more than 3 billion online identities comprising over 2.6 billion phone numbers and 1.5 billion email addresses, with global coverage in more than 150 countries.

This index can be integrated into organizations' existing identity verification systems via our API, or accessed manually via our VERIFY and SEARCH user interfaces

SATRDE, LLC | Table 12

We create better customer experiences while giving your team the tools they need to succeed in delivering excellent customer service.

SolidState Operations, Inc. | Table 13

Solid State Operations, Inc. builds and hosts solutions for government agencies at the state and federal level. While Solid State has been modernizing unemployment insurance systems for state agencies since its inception, Solid State's Mission is to revolutionize state and federal government software delivery by providing a cloud platform to increase choice, quality, cost savings and speed of implementation.

TransUnion | Table 14

Whether federal, state or local agency, public safety or

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educational organization, TransUnion's suite of mission-critical solutions provides the public sector with vital information and an unmatched combination of credit and non-credit data to help ensure citizen safety, manage compliance and boost services for constituents served. Visit <https://www.transunion.com/industry/public-sector> for more information.

CONTRIBUTORS

Dun & Bradstreet | Table 29

Dun & Bradstreet, a leading global provider of B2B data, insights, and AI-driven platforms, helps agencies around the world to grow and thrive. Our solutions, powered by the Dun & Bradstreet Data Cloud, enable intelligent actions that foster healthy workforces – actions that impact layoff aversion strategies, business education and training opportunities, and commerce and trade expansion.

ID.me | Table 25

ID.me simplifies how individuals prove and share their identity online. The ID.me secure digital identity network has over 61 million members with over 80,000 new subscribers joining daily, as well as partnerships with 27 states, multiple federal agencies, and over 400 name brand retailers. The company provides identity proofing, authentication and group affiliation verification for organizations across sectors. The company's technology meets the highest federal standards for consumer authentication. ID.me is approved as a NIST 800-63-3 IAL2 / AAL2 conformant credential service provider by the Kantara Initiative and has achieved FedRAMP Moderate authorization. ID.me is the only provider with video chat and is committed to "No Identity Left Behind" to enable all people to have a secure digital identity.

Infosys Public Services, Inc. | Table 33

Infosys Public Services offers business consulting, technology solutions, and next-generation digital services to help public sector organizations accelerate their digital transformation. We adapt 40+ years of cross-industry experience for the public sector and combine it with technology solutions to digitalize service delivery, Design Thinking framework and always-on learning to enable innovation, and a flexible delivery models for predictable, on-time, on-budget execution.

KPMG, LLP | Table 30

For more than 100 years, KPMG LLP has worked with

government organizations to create positive change that benefits government workers, citizens, and communities. We help state workforce agencies transform their unemployment insurance processes and technology, improve program integrity, modernize learning and development to enhance learner engagement and outcomes, drive evidence-based decision making, and deliver more effective and efficient services.

Kroll Government Solutions, LLC | Table 23

Kroll Government Solutions is a recognized leader in providing a range of data-driven regulatory compliance services to U.S. state-agencies, including implementing fraud detection and prevention solutions. We leverage our data analytics and AI-based technology, legal and forensic capabilities to help states identify fraudulent unemployment insurance claims and validate legitimate applications. We provide state workforce agencies with turn-key fraud detection solutions.

LexisNexis Risk Solutions | Table 32

LexisNexis® Risk Solutions harnesses the power of data and advanced analytics to provide insights that help businesses and governmental entities reduce risk and improve decisions to benefit people around the globe. Headquartered in Georgia and part of RELX, a global provider of information-based analytics and decision tools. www.risk.lexisnexis.com/ government.

MTW Solutions, LLC

MTW Solutions is a software company focused exclusively on providing robust solutions to the U.S. state government sector since 2005. We currently have three software product lines: COMPAS™ a Compliance Audit tool supporting the auditing of employers for UI Tax compliance (12 states), Paid Family Leave Tax compliance (Washington D.C.), and UI Claim BAM investigations (Alaska); secondly our Grant Management System currently implemented in 10 states; and finally our brand new Harvest™ online Child Nutrition Management System.

On Point Technology, LLC | Table 22

Founded by former state and federal agency staff and executives, On Point provides superior, modern, and efficient solutions to streamline benefits agencies' workflow. Designed with an eye towards the future—and a deep understanding of the past—all our products are built to maximize ROI and improve efficiency. With the largest footprint in the UI industry, over half the states trust our products and services above all others.

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Public Consulting Group | Table 26

Public Consulting Group LLC (PCG) offers a full spectrum of quality Information Technology (IT) services to help state and local government agencies at every stage of the IT life cycle. Through its specialized technology services, PCG finds cost-effective ways to help agency partners deliver successful IT systems that enhance the lives of the user base. To learn more, visit <http://www.publicconsultinggroup.com/technologyconsulting/>.

Resultant

Resultant takes a radically different approach to solving problems. We don't consult. We partner. We don't solve problems for clients. We solve problems with them. We don't find a solution. We find the solution. We don't strive for the end—we continuously strive for the best outcome. Our empathetic approach to problem-solving is driven by data analytics, technology, and management consulting. It's also rooted in our values, focused on our clients, and for the good of our communities. This makes a difference. Our solutions are meaningful, transformative, and forward-thinking. In an ever-changing world of technology, our insatiable curiosity and hunger to learn keeps us on the leading edge. Our team is bold, daring, and honest, with the confidence to face any problem, and the courage to challenge each other to keep improving. We don't back down when the odds are against us, nor are we afraid of breaking new ground to reach our goals. We're Resultant. Partner with us to see a difference. Join us to make one.

Steady | Table 31

Steady's Automated 1099 and Mixed Earner Income Verification serves programs such as UI, Medicaid, SNAP, DUA, TANF, and more. Our data comes directly from employers, payroll providers, and financial institutions, includes built-in fraud protection, works for initial and ongoing qualification, and updates within hours of new income - reducing reliance on older tax filings and manual document uploads from self-employed workers.

Tata Consultancy Services | Table 34

Delivering meaningful modernization and transformative initiatives takes more than linear, technology discussions. It takes a clearly defined vision, targeted outcomes, and a comprehensive action plan to achieve meaningful change and impact. Let's get started today towards helping the government better serve its constituents and introduce you to the TCS experience of delivering with certainty, innovation, and purpose.

Thomson Reuters | Table 28

Thomson Reuters is one of the world's most trusted providers of answers, helping professionals make confident decisions and run better businesses. Our customers operate in complex arenas that move society forward — law, tax, compliance, government, and media – and face increasing complexity as regulation and technology disrupts every industry.

We help them reinvent the way they work. Our team of experts brings together information, innovation and authoritative insight to unravel complex situations, and our worldwide network of journalists and editors keep customers up to speed on global developments that are relevant to them.

Tyler Technologies | Table 27

Tyler Technologies (NYSE: TYL) provides integrated software and technology services to the public sector. Tyler's end-to-end solutions empower state government entities to operate more efficiently and connect more transparently with their constituents and with each other. By connecting data and processes across disparate systems, Tyler's solutions are transforming how clients gain actionable insights that solve problems in their communities.

US Bank | Table 24

The U.S. Bank ReliaCard serves all levels of government agencies. We offer prepaid solutions designed to reduce check printing costs and empower recipients with modern payment tools. Our product offers a feature-rich experience, a simplified cardholder fee schedule and a secure, low-cost disbursement option to the cardholder.

NASWA SERVICES

Visit the NASWA Services table at the front of the Exhibit Hall to learn more about:

- Knowledge Exchange Library
- Learning
- National Labor Exchange (NLx)
- UI IT Support Center
- UI Integrity Center
- UI ICON
- UI SIDES
- Workforce IT Support Center

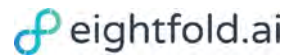
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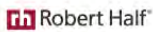
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