

GATEWAY TO **INTEGRITY**



UI SIDES SEMINAR

APRIL 26-29, 2022 | ST. LOUIS, MO



Greetings!

Welcome to St Louis, Missouri – the Gateway to the West!
We are so excited that you are here for NASWA's 2022 SIDES Seminar!

This year's theme, "Gateway to Integrity," invites all attendees – state workforce staff, employers, and third-party administrators – to examine opportunities to understand the changes in unemployment insurance and how utilizing SIDES can enhance integrity measures, streamline claims processing and reduce operational costs. Through these sessions, you will have the opportunity to take advantage of networking and learn how others have used SIDES to improve program outcomes and operations.

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 resources 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 2022!

Let me convey my sincerest appreciation to our speakers, our agency coordinators, NASWA board members, and NASWA staff! Without their efforts, this wonderful program would not have become a reality. On behalf of my colleagues at the Missouri Department of Labor and Industrial Relations, we hope you enjoy the program and your visit to the Show-Me State!

Warm regards,

A handwritten signature in black ink that reads "Anna Hui".

Anna Hui
Director, Missouri Department of Labor and Industrial Relations
Former Board President, NASWA Board of Directors (2019-2020 Assoc. Year)

TUESDAY, APRIL 26

1:00p SIDES Pre-Seminar Plenary Session

Salon CDEFG

Stepping Through the SIDES Archway - Join the NASWA SIDES Team as we navigate the ins and outs of SIDES. During this session, we will explore the paths of SIDES, the work of the SIDES Operations Committee, and system advancements.

Jerry Pectol, SIDES Director, NASWA

Jamie Abbott, SIDES Operations Manager, NASWA

Christina Corbett, SIDES Program Specialist, NASWA

2:30p Networking Break

2:45p Concurrent SIDES Pre-Seminar Breakout Sessions

Delving into Improper Payments & Promising Practices

Salon CDEFG

Investigate improper payment trends with NASWA's Integrity Center Team. Then join us in an open discussion about how SIDES and the Integrity Data Hub (IDH) can assist with prevention and detection.

Evan Littrell, Director, State Engagement, NASWA

Jamie Abbott, SIDES Operations Manager, NASWA

Jerome Lord, Integrity Data Hub Senior Program Analyst, NASWA

Kendrah Gonzalez, Integrity Data Hub Program Analyst, NASWA

Mark Richmond, Integrity Data Hub Program Analyst, NASWA

Rebekah Roney, UI Subject Matter Expert, NASWA

Revealing SIDES Tools for Implementation

Gateway 2

Whether you are implementing SIDES for the first time or working on a modernization project, knowing how to access available tools and documentation is key to success. Join the NASWA SIDES and SIDES Support Teams as they pull back the curtains and showcase documentation, reports, and the SIDES Admin Site.

Christina Corbett, SIDES Program Specialist, NASWA

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

TUESDAY, APRIL 26

2:45p Concurrent SIDES Pre-Seminar Breakout Sessions (cont.)

Examining the Fundamentals of Unemployment Insurance

Salon AB

Understanding the basics of unemployment insurance is essential to helping combat improper payments. This session will help you understand how the UI program is administered, how it is funded, who benefits, how you can protect your rate, the role of SIDES, and more.

Julie Squire, Vice President, Policy and General Counsel, NASWA

Maridale Vanek, SIDES UI Subject Matter Expert, NASWA

5:00p End of Pre-Seminar

WEDNESDAY, APRIL 27

Begin Day 1

7:30a Breakfast

Walnut Foyer

Cash & Carry - Breakfast items will be available to SIDES attendees for purchase at per diem prices.

8:30a Opening Plenary Session

Salon CDEFG

SIDES Welcome

Michael Burke, SIDES Operations Committee Chair and Unemployment Compensation Bureau Director, New Hampshire Employment Security

Presentation of the Colors

Roosevelt High School Marine Corps Junior Reserve Officers' Training Corps

WEDNESDAY, APRIL 27

8:30a **Opening Plenary Session (cont.)** Salon CDEFG

Welcome from Your Hosts

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

Jorie Cummis, Chief Executive Officer, NSN Employer Services

Missouri Welcome

Anna Hui, Director, Missouri Department of Labor and Industrial Relations

NASWA Welcome

Scott B. Sanders, President and CEO, NASWA

USDOL Welcome & Update

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

9:15a **Plenary Session: Keynote Speaker, Jeff Koziatek** Salon CDEFG

Unshakable: Confidence in Uncertainty - Change and uncertainty can bring about feelings of frustration, anxiety, and lack of focus. It is difficult to make confident decisions, work as a team, gather self-motivation, or empower others when these emotions rock us. YET – we still need to get out of bed, the work must get done, and goals must be reached. To confidently step into the unknown, we need 3 keys. In this engaging, fun, and thought-provoking presentation, Jeff Koziatek will help you regain clarity and build a blueprint for confidence. Come to get equipped, encouraged, and inspired!

Specific Objectives Include:

- Identify your foundation cornerstone
- The 3 keys to clarity
- How to unlock your Pivot Prowess

Jeff Koziatek, Performance Coach with Core Authenticity

10:15a **Networking Break**

WEDNESDAY, APRIL 27

10:30a Concurrent Breakout Sessions

Expanding the Diversity of SIDES

Salon AB

The label says, "One Size Fits All", but does it really? There are always exceptions. Professional Employer Organizations (PEOs) and temporary staffing agencies have unique characteristics when it comes to unemployment. This panel will be discussing some of the features that make them unique and exploring the steps SIDES is taking to close the information gap.

Kim Buttelwerth, Unemployment Services, Sr. Claims Specialist, Vensure TPA, LLC

Rene Ayala, SIDES Admin, Texas Workforce Commission

Alice Sutherland, Subject Matter Expert, Illinois Department of Employment Security

Jorge Gonzalez, System Analyst, Texas Workforce Commission

Fiona Moran, Vice President, Unemployment Service & Delivery, Experian Employer Services

Amy Scola, Product Manager, Experian Employer Services

Understanding the Steps to Prevent an Improper Payment

Gateway 2

With improper payments under the microscope, what steps can employers take to avoid contributing to the issue? Listen in as the NASWA Integrity Center shares common employer mistakes that lead to improper UI payments and incorrect charges to employer experience accounts.

Evan Littrell, Director, State Engagement, NASWA

Heather Johnson, UI Subject Matter Expert, NASWA

Rebekah Roney, UI Subject Matter Expert, NASWA

Protecting the Integrity of UI Systems

Gateway 3

UI Systems are designed and updated with security, stability, and functionality in mind. Come learn from NASWA SMEs about measures taken to ensure peak performance. Topics will include cloud migration, disaster preparedness, penetration tests, and more.

Louis Ansaldi, Technical Director, NASWA

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

WEDNESDAY, APRIL 27

10:30a Concurrent Breakout Sessions (cont.)

IT Hands-on Lab - .NET

Grand Suites 1 & 2

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

Jason Holzbach, SIDES Technical Architect, AEM Corporation

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

11:30a Lunch

Walnut Foyer

Cash & Carry - Lunch items will be available to SIDES attendees for purchase at per diem prices.

12:45p Plenary Session

Salon CDEFG

NASWA Update & SIDES Awards

Join us in recognizing states and employers in their dedication to utilizing SIDES as they promote unemployment integrity.

Scott B. Sanders, President & CEO, NASWA

Jerry Pectol, SIDES Director, NASWA

Jamie Abbott, SIDES Operations Manager, NASWA

1:30p Concurrent Breakout Sessions

Separation Information Rewrite Wrap-Up

Salon CDEFG

Congratulations on the successful implementation of the SIDES Separation Information Rewrite project. Now that we have all had a moment to catch our breath, let's chat about promising practices and lessons learned as we wrap-up this project.

WEDNESDAY, APRIL 27

1:30p Concurrent Breakout Sessions (cont.)

Separation Information Rewrite Wrap-Up (cont.)

Salon CDEFG

Michael Burke, SIDES Operations Committee Chair and Unemployment Compensation Bureau Director, New Hampshire Employment Security

Jennifer Bertrand, SIDES Coordinator/Claims Processing Supervisor, Montana Department of Labor and Industry

Wanda Alexander, Program Analyst, Benefit Administration, North Carolina Department of Commerce – Employment Security

Andrea Frederick, Director of Operations , Unemployment Tracker

Jorie Cummis, Chief Executive Officer, NSN Employer Services

Gretchen Strebeck, Senior Director, UC Operations, Equifax Workforce Solutions

Jaime Abbott, SIDES Operations Manager, NASWA

A Look into Employer Caused Overpayments

Gateway 2

Join us as we explore real-life situations where the employer's response, or lack of response, resulted in an overpayment.

Dianne Spears, UI Subject Matter Expert, NASWA

Heather Johnson, UI Subject Matter Expert, NASWA

Rebekah Roney, UI Subject Matter Expert, NASWA

Accessing SIDES Technical Resources

Gateway 3

SIDES was designed for easy implementation, but a few key points shouldn't be overlooked. Touch points and concepts will include the SIDES website (info.uisides.org), Training and Developers Guide, Model Connectors, SIDES Security and Certificates, Round-Trip testing, and SSO. This session is geared towards technical folks who want to understand the SIDES program and available resources better.

Jason Holzbach, SIDES Technical Architect, AEM Corporation

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

WEDNESDAY, APRIL 27

1:30p Concurrent Breakout Sessions (cont.)

E-Response Hands-on Lab

Grand Suites 1 & 2

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

Christina Corbett, SIDES Program Specialist, NASWA

Maridale Vanek, SIDES UI Subject Matter Expert, NASWA

2:30p Networking Break

2:45p Concurrent Breakout Sessions

Integrated Partner Roundtable Discussions

Salon CDEFG

SIDES Processing Strategies

Salon AB

State workforce agencies have a lot of decisions to make when developing SIDES processes. There are multiple points where automation can help streamline claim flow. During this session, we will get an inside perspective the how the processes can vary by state and the efficiencies gained by utilizing SIDES.

Donna Njuki, SIDES Coordinator, Kansas Department of Labor

Roger Schweppe, Applications Developer, Kansas Department of Labor

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

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

Nakia Thompson, Team Lead - Technical Services, South Carolina Department of Employment and Workforce

The Integrity Data Hub – Connecting States to the Data They Need

Gateway 2

Utilization of the Integrity Data Hub (IDH) has proven to be a vital tool for State Workforce Agencies' efforts to detect and prevent UI fraud and improper payments. The IDH continues to connect these agencies with the release of expanded capabilities such as Bank Account Verification, Identity Verification and IDH Results Management tools. Discover how the IDH and the UI community are working collectively to advance UI Integrity and how your agency can be a part of that critical effort.

WEDNESDAY, APRIL 27

2:45p Concurrent Breakout Sessions (cont.)

The Integrity Data Hub (cont.)

Gateway 2

James Cotter, IDH Project Director, NASWA

Jerome Lord, IDH Senior Program Analyst, NASWA

Implementing an Additional SIDES Exchange

Gateway 3

Whether you are implementing an additional exchange or starting a modernization project, there are steps you will need to navigate to ensure success. Join us in an open discussion as we highlight key project steps that led the SIDES partners to a successful data exchange rollout.

Andrea Frederick, Director of Operations, Unemployment Tracker

Wanda Alexander, Program Analyst, Benefits Administration, North Carolina Department of Commerce – Employment Security

Christina Corbett, SIDES Program Specialist, NASWA

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

IT Hands-on Lab - .NET

Grand Suites 1 & 2

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- Configure the Model Connector
- Test Model Connector connectivity

Jason Holzbach, SIDES Technical Architect, AEM Corporation

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

3:45p Networking Break

4:00p Roundtable Discussions

Salon CDEFG

5:00p End of Day 1

THURSDAY, APRIL 28

Begin Day 2

7:30a **Breakfast** Walnut Foyer

Cash & Carry - Breakfast items will be available to SIDES attendees for purchase at per diem prices.

8:30a **Plenary Session** Salon CDEFG

NASWA Services Update

Hear the latest updates regarding information, software tools and products and advisory services available from the various areas of NASWA Services. Our goal is to help you enhance efficiencies and promote sharing and replication of promising practices in the UI community.

Jerry Pectol, SIDES Director, NASWA

Brett Flachsbarth, UI ITSC Services Director, NASWA

Judy Mattinson, ICON Director, NASWA

Evan Littrell, State Engagement Director, NASWA

James Cotter, IDH Project Director, NASWA

Jamie Abbott, SIDES Operations Manager, NASWA

Christina Corbett, SIDES Program Specialist, NASWA

Maridale Vanek, UI Subject Matter Expert, NASWA

10:30a **Networking Break**

10:45a **Concurrent Breakout Sessions**

Breaking Down the Earnings Verification Exchange Salon AB

Quickly receiving the results to a crossmatch hit is key to detecting improper payments early. This session will break down the types of crossmatches being used by states to generate earnings verification requests. In addition, we will hear how employers utilize the exchange to respond quickly and what steps the states complete to process the responses.

THURSDAY, APRIL 28

10:45a Concurrent Breakout Sessions (cont.)

Breaking Down the Earnings Verification Exchange (cont.)

Salon AB

Wanda Alexander, Program Analyst, Benefits Administration, North Carolina Department of Commerce – Employment Security

Bill Brueggeman, Analyst, Wisconsin Department of Workforce Development

Abbi Rotter, Business Analyst, Montana Department of Labor and Industry, Unemployment Insurance Division

Heather Clutterbuck, Unemployment Claims Team Lead, The Matrix Companies

Understanding the Effects of Identity Theft on UI

Gateway 2

No one could have predicted the increased number of fraudulent claims filed during the pandemic. Attackers stole the identity of thousands and filed claims maliciously nationwide. Join the NASWA Integrity Center as they share promising practices for preventing and detecting identity theft in the UI program.

Dianne Spears, UI Subject Matter Expert, NASWA

Evan Littrell, Director, State Engagement, NASWA

Technical Roundtable Discussions

Gateway 3

Hands-on Integrity Data Hub (IDH) Experience

Grand Suites 1 & 2

In this hands-on lab you will actively participate in reviewing and prioritizing IDH results for potential investigation. You will use a combination of best practices and integrated IDH prioritization and scoring tools and understand how those tools can be customized to best support your organizations specific needs. You will also consider how new IDH resources and capabilities such as IDH Result Sorting and Filtering can be applied in your agency.

Mark Richmond, IDH Project Analyst, NASWA

Kendrah Gonzalez, IDH Project Analyst, NASWA

12:00p Lunch

Walnut Foyer

Cash & Carry - Lunch items will be available to SIDES attendees for purchase at per diem prices.

THURSDAY, APRIL 28

1:30p Concurrent Breakout Sessions

State Modernization Efforts

Salon CDEFG

The pandemic recession put a spotlight on the need for state systems to incorporate automated processes and flexibility when working on a modernization project. Join the panel as they discuss what is happening in the areas of modernization and their different approaches to streamlining SIDES processes during modernization.

Louis Ansaldi, Technical Director, NASWA

Milynda Posey, UC Senior Specialist, Alabama Department of Labor

Caleb Walker, Business Analyst, Netacent, Inc.

Caroline Pratt, Unit Director, Connecticut Department of Labor

Christopher Moore, SIDES Administrator, Maryland Department of Labor

Saul Rodriguez, Programs and Services Coordinator, Connecticut Dept. of Labor

Gregg Kallajian, Operations Coordinator, Connecticut Dept. of Labor

Misclassified Workers

Salon AB

Join in the conversation as we talk about the national implications of the misclassification of employees. Representatives from three states discuss their processes specific to unemployment insurance as well as coordination of other state agencies.

Lauren N. Mann, Client Services Manager, SEDGWICK

Julie Squire, Vice President, Policy and General Counsel, NASWA

Racquel Robinson, Chief, UI Policy and Procedures Section, Georgia Dept. of Labor

Alice Sutherland, Public Service Administrator, Illinois Dept. of Employment Security

Bill Brueggeman, Analyst, Wisconsin Department of Workforce Development

Delving into the Ramifications of Identity Fraud

Gateway 2

Join us as we explore the real-life outcomes of identity fraud on the individual, employer, and state workforce agencies.

Dianne Spears, UI Subject Matter Expert, NASWA

Heather Johnson, UI Subject Matter Expert, NASWA

Rebekah Roney, UI Subject Matter Expert, NASWA

THURSDAY, APRIL 28

1:30p Concurrent Breakout Sessions (cont.)

IT Hands-on Lab - JAVA

Grand Suites 1 & 2

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Jason Holzbach, SIDES Technical Architect, AEM Corporation

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

2:30p Networking Break

2:45p Roundtable Discussions

Salon CDEFG

4:00p Plenary: Closing

Salon CDEFG

5:00p End of Seminar

FRIDAY, APRIL 29

8:30a-12:00p SIDES Operations Committee Meeting

Gateway 2 & 3

Conference & Event Rooms

