

2022 NASWA SUMMIT

RECONNECT

Chicago, IL • September 20-22, 2022

PRESENTED BY
sagitec



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 MOBIAS™, 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



JAMIE SUBER
Director



ENTER TO WIN

Kindle Oasis – Stop by Our Booth to Enter

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

22 YEARS
in the industry

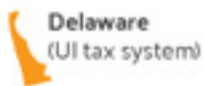
Our professionals have more UI technology and business experience than any other vendor, most with at least

10 YEARS
of UI modernization experience

Sagitec is working with 7 states to transform business processes and improve customer service using our cloud-based Neosurance solution.

7 SYSTEMS
for UI tax and 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. In South Carolina, 94% of wage reporting, 100% of employer registrations, 81% of tax payments, and 78% of account maintenance is completed by employers online through the self-service portal.

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



Sagitec has successfully implemented the first cloud-based unemployment insurance tax and benefits system in the nation. In Maryland, 99% of employers filed wages online through the self-service portal significantly reducing paper-based wage processing. In addition, more than 94% of weekly certifications filed online in the claimant self-service portal for all programs with more than 50% of claimants accessing benefits services using mobile phones and tablet devices to independently manage their accounts and file weekly certifications.

Read our Maryland Department of Labor case study to know more.



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





A single **AI Platform** to transform how States hire, develop and retain a **diverse workforce**.

Visit us at **TABLE #2**



Hello and welcome to the 2022 NASWA SUMMIT and 86th Annual Meeting, on behalf of the Board of the National Association of State Workforce Agencies!

We are excited to be in the great city of Chicago this year! I would like to extend a sincere thanks to the Illinois Department of Employment Security and Director Kristin Richards for graciously hosting and helping ensure to the success of this year's Workforce SUMMIT.

As we convene in the Windy City, the theme of year's conference is "Reconnect."

Over the past two-plus years our organizations and teams have worked tirelessly throughout the pandemic to overcome challenges that we never could have imagined we'd face.

Now is the time to reconnect. This is the time to learn and grow while understanding our important role in helping Americans secure quality jobs and careers.

The SUMMIT provides a great opportunity to learn from our peers – those who have shared in both our struggles and lessons learned over the past two years – 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 Chicago!

Sincerely,

A handwritten signature in black ink that reads "R. 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 Development





OFFICE OF THE GOVERNOR
207 STATE HOUSE
SPRINGFIELD, ILLINOIS 62706

JB PRITZKER
GOVERNOR

August 26, 2022

National Association of State Workforce Agencies
444 N Capitol St. NE
Washington, DC 20001

Greetings,

As Governor of the State of Illinois, I am pleased to welcome everyone gathered for the 2022 Workforce Summit hosted by the National Association of State Workforce Agencies (NASWA). This occasion offers an exciting opportunity for everyone in attendance to join fellow members of your association in generating ideas that implement solutions. I commend your organization's efficiency and commitment to building opportunities that promote leadership in the state workforce agencies.


The work NASWA does leaves a lasting impact on our communities. Illinois is proud to have enjoyed your service to our state. I am grateful for all the ways your organization has supported a strong future for Illinois.

On behalf of the people of Illinois, I offer my best wishes for your continued success on this enjoyable and memorable occasion.

Sincerely,

A handwritten signature in black ink, appearing to read "JB Pritzker".

Governor JB Pritzker

A large teal circular graphic with a white center, containing text and icons. It is overlaid on a background image of a smiling woman with curly hair wearing a light blue shirt and a tan blazer, sitting at a desk with a laptop and papers.

Improve delivery of services with automation and timely data



Help mitigate UI fraud risk



Identify return to work faster



Enhance workforce program measurement



Drive caseworker efficiency

Visit Equifax Booth #4
[equifax.com/government](https://www.equifax.com/government)

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DIAMOND



PLATINUM



GOLD



SILVER



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CONTRIBUTOR

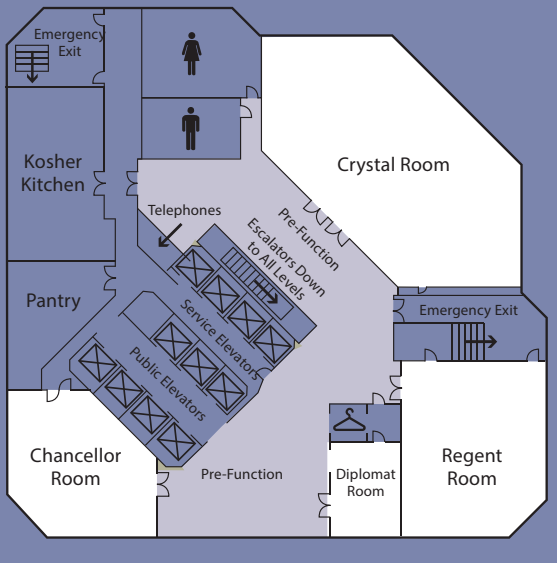
Change & Innovation Agency (CIA)
Future Work Systems

Coursera
Netacent

Dun & Bradstreet, Inc
Premier Virtual

Engage by Cell

Hotel Maps - Plenary and Exhibit Halls



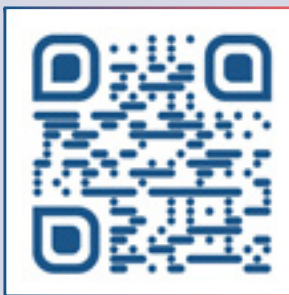
Level 3

- Breakout Rooms

Level 2

- Breakout Rooms
- Exhibit Hall - International Ballroom
- NASWA Swag Station

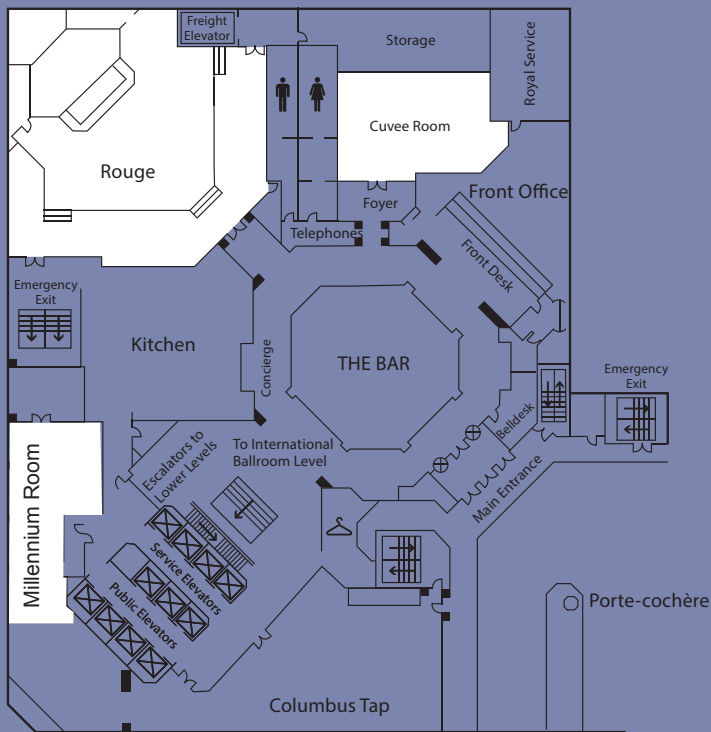
Scan the QR code to learn more about the Swag Station!



or visit naswa.org/conferences/2022-naswa-summit-swag-station for more info.



Hotel Maps - Plenary and Exhibit Halls

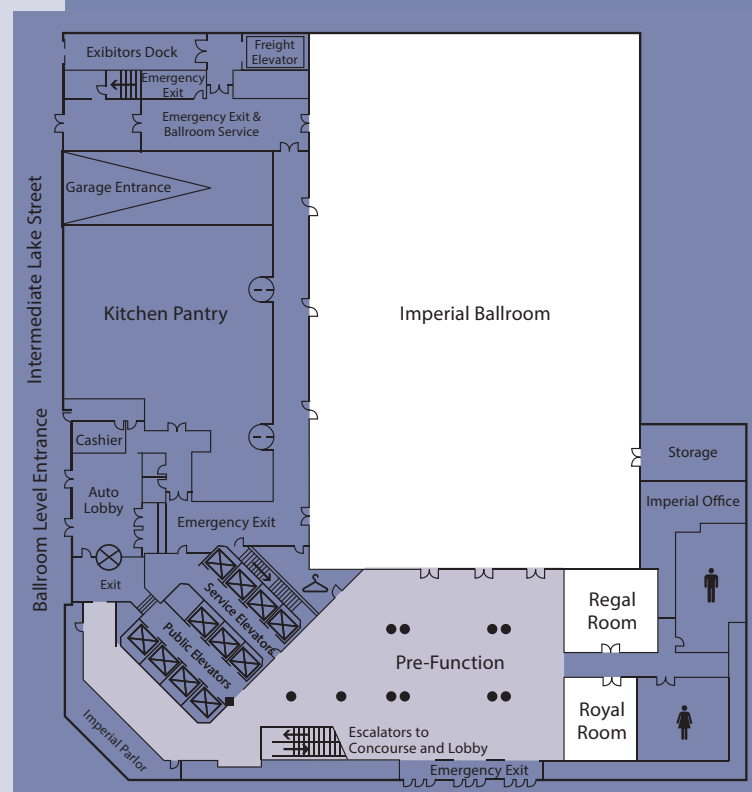


Lobby Level

- Grab-and-Go Lunch (SUMMIT attendees)

Level B2

- Plenary - Imperial Ballroom
- NASWA Services - Pre-function



Thanks to Our 2021-2022 Affiliates



NASWA

Services

Knowledge Exchange Library

The Knowledge Exchange Library is a managed collection of resources and information on Unemployment Insurance Integrity and Workforce Technology.

Visit library.naswa.org

Learning

NASWA Learning provides courses and certifications custom designed for busy workforce development professionals. Learning opportunities are available on-demand and through scheduled virtual and in-person instructor-led training events.

Visit naswa.com/learning

UI IT Support Center (UI ITSC)

UI ITSC provides information, software tools and products, and advisory services to states in support of information technology (IT) systems for the Unemployment Insurance program. This assists states in their efforts to enhance efficiencies and promote sharing and replication of successful UI models and practices.

Visit naswa.org/services/uiitsc

UI Integrity Center

Designed to assist states in their efforts to improve integrity in the unemployment insurance program, the Integrity Center's mission is to be a resource for integrity strategies focusing particularly on the prevention, detection, and recovery of improper payments, fraud, and delinquent employer contributions.

The Integrity Center serves as your one-stop resource for integrity strategies. Integrity Services connects you to all of the UI Integrity Center's programs (Behavioral Insights, State Services, Integrity Data Hub, National Integrity Academy) in order to strengthen your state's skills and confidence in combating the improper payment rate while helping meet your workforce system needs

Visit naswa.org/integrity-center

UI Interstate Connection Network (ICON)

The system that allows State UI agencies to request and receive data for use in the filing and processing of combined wage claims, military and federal claims. The system provides for the exchange of data between State workforce agencies as well as federal partners.

Visit naswa.org/icon

UI State Information Data Exchange System (SIDES)

SIDES is a software tool that empowers states, employers, Third Party Administrators (TPAs) and Professional Employer Organizations (PEOs) to quickly, accurately, and securely respond to unemployment insurance requests.

Visit naswa.org/sides

Workforce IT Support Center (Workforce ITSC)

The Workforce IT Support Center (Workforce ITSC) is committed to supporting all workforce and education system partners as they work collaboratively to meet current and future customer needs through the effective use of data, technology, and digital age practices.

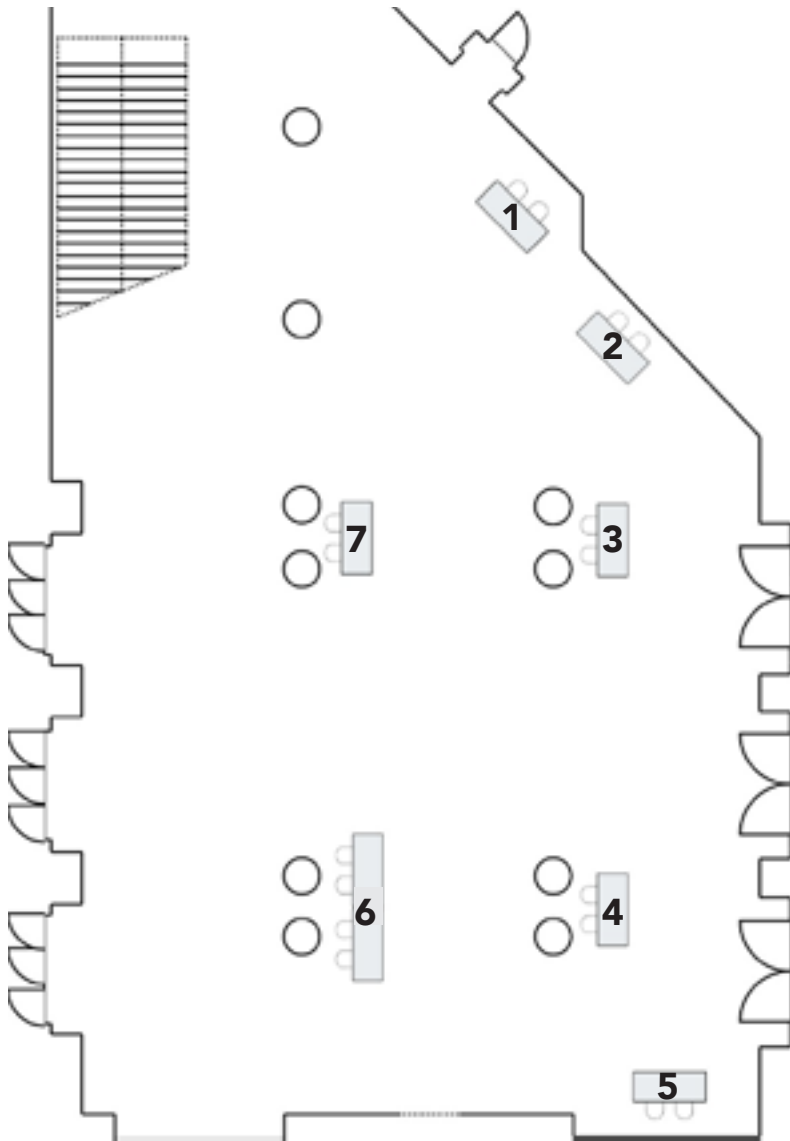
Visit naswa.org/witsc

National Labor Exchange (NLx)

The National Labor Exchange (NLx) is an electronic labor-exchange network, created in 2007 in a partnership agreement between NASWA and DirectEmployers Association (DirectEmployers). This is an unprecedented public-private partnership that leverages private non-profit-owned technology with existing state workforce agency resources.

Visit naswa.org/partnerships/nlx

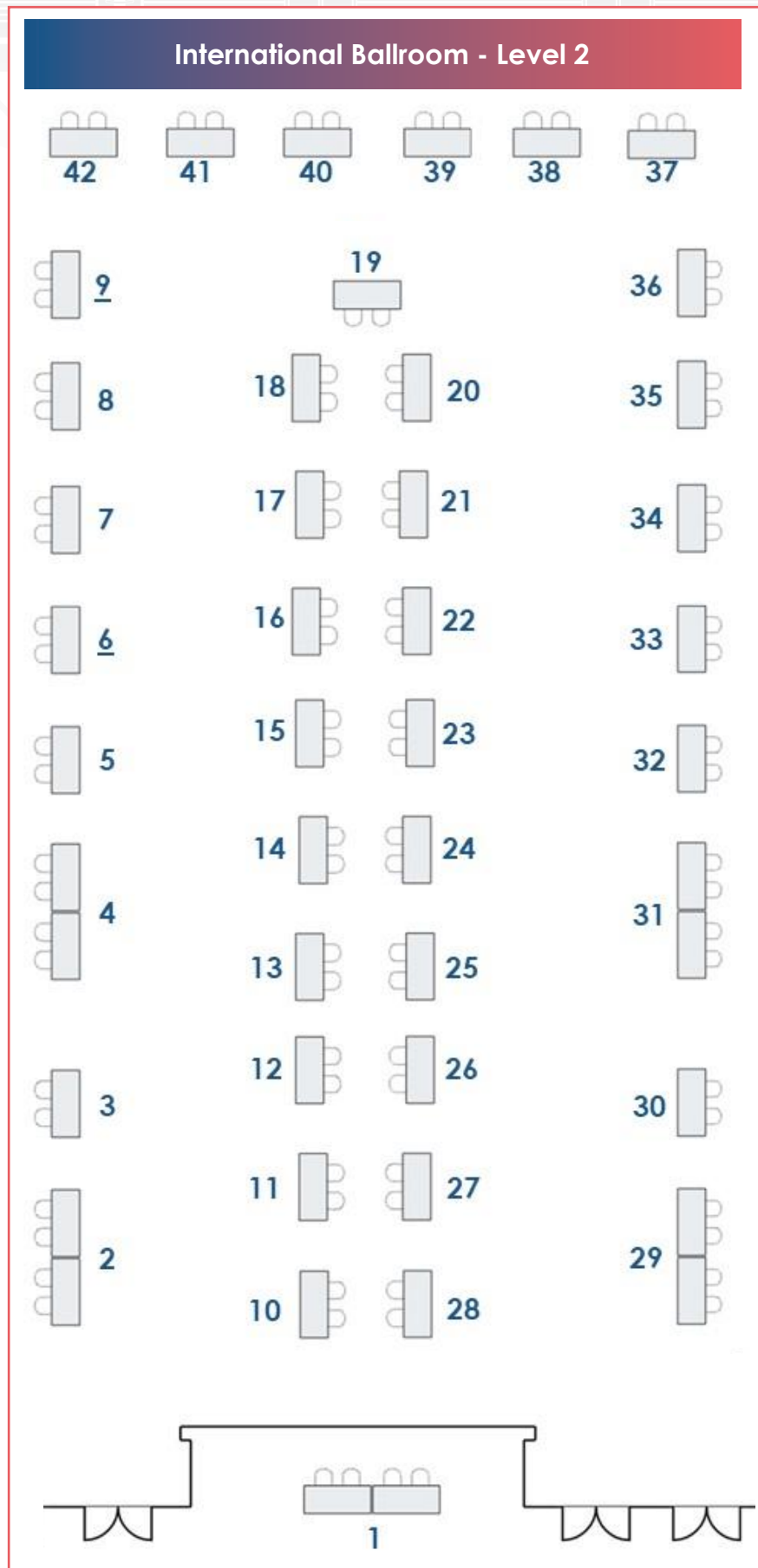
Imperial Ballroom Foyer



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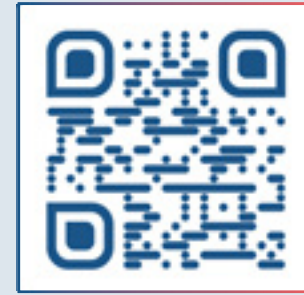


Introducing the NASWA Swag Station!

Visit sponsors, exhibitors, and NASWA Services tables to earn tickets, then redeem tickets at the NASWA Swag Station for snacks and fun, cool prizes.

The NASWA Swag Station is located at the hospitality desk on Level 2 in the International Ballroom Foyer.

Scan the QR code or visit naswa.org/conferences/2022-naswa-summit-swag-station for more info.



Swag Station Menu

Sponsor & Exhibitor Directory

DIAMOND

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

Eightfold.ai • Table 2

Eightfold delivers the Talent Intelligence Platform, the most effective way for companies to identify and engage talent, reach diversity hiring goals, and retain top performers. Eightfold's patented AI-based platform empowers enterprises turn talent management into a competitive advantage.

Equifax - Table 4

At Equifax (NYSE: EFX), we believe knowledge drives progress. Our unique blend of differentiated data, analytics, and cloud-native technology delivers digital efficiency and the insights that help organizations make critical decisions with greater confidence. With decades of experience serving the public sector, Equifax Government Solutions helps government agencies improve efficiency, make more informed decisions, and improve program integrity. Our award-winning Employer Services bring organizations the information, insights and solutions they need to help meet their compliance commitments and manage through the changes that impact their workforce.

FAST Enterprises - Table 29

Fast Enterprises (FAST) is a leading software consulting firm for governments worldwide. We partner with unemployment tax and benefits agencies to optimize operations and automate services, as well as enhance accessibility, usability, and equity. Our highly flexible FastUI® software provides complete functionality for managing the lifecycle of unemployment insurance (UI) cases. Our e-Services customer portal along with sophisticated data-matching and built-in reporting tools result in timelier issue resolution, streamlined regulatory compliance, and a superior customer experience. Since 1997, FAST has modernized systems for 85+ government agencies that administer UI, child support, motor vehicle registration, driver licensing, and tax services worldwide. FastUI is the proven solution for modern UI administration.

PAIRIN - Table 31

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

Deloitte - Table 10

For decades and through expansions and recessions, we have partnered with Workforce, Unemployment Insurance, and Labor officials to optimize program performance and service delivery by emphasizing the human experience. Featuring innovative human-centric design, fraud prevention and detection, predictive analytics and behavioral nudging, our integrated solutions have helped our clients realize superior results.

Sponsor & Exhibitor Directory

Geographic Solutions - Table 3

Geographic Solutions is the leading provider of integrated software for state and local workforce agencies in over 35 states and U.S. territories. For 30 years, the company has developed innovative online solutions for job seekers, employers, service providers, and agency staff that enhance service delivery and increase customer satisfaction. Geographic Solutions' custom software solutions effectively manage all federally-funded partner programs under the Workforce Innovation and Opportunity Act and have been designed specifically to meet the diverse needs of American Job Centers, economic development agencies, and educational institutions. Flagship products include Virtual OneStop®, Virtual LMI®, Virtual OneStop Reentry Employment Opportunities(VOS REO), America's Labor Market Analyzer (ALMA)®, America's Virtual OneStop®, Virtual Career Center, Reemployment Exchange®(REX), and the Geographic Solutions Unemployment System (GUS)®.

Infosys Public Services - Table 11

Infosys Public Services, a U.S. based subsidiary of Infosys (NYSE: INFY), is a leader in business consulting, technology solutions, and next-generation digital services. We enable public sector organizations in the US and Canada to navigate their digital transformation journey. We do this by combining:- 40+ years of cross-industry experience, adapted for the public sector- Public Sector technology solutions to automate operations and digitize service delivery- A Design Thinking framework and always-on learning to enable innovation - Proven and flexible delivery models for predictable, on-time, on-budget execution

Snowflake - Table 30

Leverage the Snowflake Data Cloud and platform to power IT modernization, improve citizen services, and drive innovation and efficiency. Snowflake delivers a FedRAMP-authorized, single, seamless experience across multiple public clouds. Learn more at [Snowflake.com/public-sector](https://www.snowflake.com/public-sector).

Tata Consultancy Services (TCS) - Table 28

As a leading provider of government transformative solutions, Tata Consultancy Services' (TCS) Public Services, utilizes broad experience, innovation, and partnerships to provide modern digital solutions that help government transform their agencies and help them operate more effectively and efficiently.

Thomson Reuters - Table 27

Thomson Reuters Risk and Fraud Solutions bring

industry-leading expertise to help government agencies with program integrity including risk, fraud and waste prevention. Our solutions combine innovative analytics platforms fueled by Thomson Reuters CLEAR® proprietary and public records data.

SILVER

Comcast NBCUniversal - Table 15

Comcast creates incredible technology and entertainment that connects millions of people to the moments and experiences that matter most. Recognized by the Military Times as a Military Friendly Employer, a top employer for veterans by Military Times in its Best for Vets, and a Military Spouse Friendly Employer for its commitment to hiring military spouses and providing opportunities for career advancement.

CSG Government Solutions - Table 12

CSG Government Solutions is a national leader in providing planning, project management, technical architecture, quality assurance, organizational change management, and testing 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.

Fiserv - Table 24

Government Solutions from Fiserv makes it easier for agencies and organizations of all sizes to manage financial transactions and streamline operations. With more than 35 years of leadership in fintech and payments we offer government revenue collection solutions and disbursement of funds to citizens or businesses.

Google Cloud - Table 14

Google Cloud is helping state and local governments empower their workforce and improve the lives of their constituents with our secure interoperable intelligent platform. Whether your organization is looking to build new applications in the cloud or transform your current infrastructure we can help modernize service delivery.

Maximus - Table 13

At Maximus, we serve as the bridge between people and services. We are a leading provider of health and human services, including Unemployment Insurance and workforce support, SSI and SSDI benefits advocacy,

and alternative and flexible talent resources. We deliver innovation at speed and scale by designing operational and technical solutions that serve people. We operate with agility and impact, delivering high-performance outcomes and exceptional experiences, always. From technology infrastructure to program operations, our end-to-end solutions help agencies advance their vision for the future.

We are Maximus. We move people forward.

Monster Government Solutions - Table 5

As a wholly owned subsidiary of Monster Worldwide, Inc., Monster Government Solutions pioneered online hiring for the public sector nearly two decades ago and continues to develop and implement innovative workforce solutions and services to connect people to jobs. Visit MonsterGov.com to learn more.

MTW Solutions - Table 32

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 23

Salesforce - Table 26

Salesforce is the #1 CRM bringing the public sector and customers together in the digital age. The Salesforce Customer 360 for Public Sector is an integrated platform for public services - enabling relationship management case management collaboration integration analytics outreach and modern application development. For more information please visit: <http://www.salesforce.com/government>

SteadyIQ - Table 25

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.

BRONZE

American Institutes for Research® (AIR)

The American Institutes for Research® (AIR®) is a nonpartisan, not-for-profit organization that conducts behavioral and social science research and delivers technical assistance. Our experts in education, workforce, and human services helps policymakers make important decisions based on evidence, and we work with leaders, organizations, and communities to create more effective programs.

Accenture - Table 21

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, Technology and Operations services and Accenture Song—all powered by the world's largest network of Advanced Technology and Intelligent Operations centers. Our 710,000 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 and shared success for our clients, people, shareholders, partners and communities.

Amazon Web Services - Table 22

Amazon Web Services (AWS) Worldwide Public Sector helps government, education, and nonprofit customers deploy cloud services to reduce costs, drive efficiencies, and increase innovation across the globe. With AWS, you only pay for what you use, with no up-front physical infrastructure expenses or long-term commitments.

CATCH Intelligence - Table 9

CATCH Intelligence is a tech firm that helps organizations reduce costs while improving overall business performance. We help our customers, CATCH Intelligence, by turning their data into information. CATCH promises to deliver World Class BI systems that provide the greatest value to our clients and their organizations.

DirectEmployers Association (with NLx - see pg 13)

DirectEmployers is a nonprofit member-owned and managed association focused on providing its 900+ members with simple solutions for OFCCP compliance and online recruitment challenges. The Association's proprietary technology powers a federal contractor compliance solution that assists with the Office of Federal Contract Compliance Program's (OFCCP) VEVRAA mandatory listing requirements and Section 503 outreach requirements, while also offering recruitment marketing and creative services that help win the best

Sponsor & Exhibitor Directory

candidates with a combination of vivid recruitment videos, real-life photos and bold branding through its wholly owned subsidiary, Recruit Rooster.

EY - Table 36

We help states navigate their transformation journeys across unemployment insurance and workforce services. Our comprehensive capabilities flex to support states at their level of maturity, whether they need staff and call center support or are ready for full agency transformation.

ID.me - Table 6

ID.me simplifies how individuals prove and share their identities online. The ID.me secure digital identity network has more than 92 million users with over 62,000 new users joining daily, including 30 states, 10 federal agencies, and over 600 retail brands.

KPMG - Table 33

For more than 100 years KPMG LLP has worked with government organizations to create positive change that benefits government workers citizens and communities. KPMG supports state workforce agencies' unique modernization efforts helping agencies deliver more effective and efficient services drive equitable access to Unemployment Insurance benefits prepare job seekers for the future of work and achieve better outcomes.

Launchpad - Table 17

LexisNexis - Table 20

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

LinkedIn

LinkedIn vision is to connect every member of the global workforce to economic opportunity.

Navient BPO - Table 19

We are a leading provider of business processing solutions to education, healthcare, and government clients at the federal, state, and local levels. We help our clients and millions of Americans achieve financial success through technology-enabled, insight, compassion, personalization, and an unwavering focus on integrity and compliance.

Public Consulting Group - Table 7

Public Consulting Group LLC (PCG) is a leading public sector solutions implementation and operations improvement firm that partners with health, education, and human services agencies to improve lives. 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 publicconsultinggroup.com/technologyconsulting/.

Revelio Labs - Table 34

Revelio Labs is a workforce intelligence company. We index hundreds of millions of public employment records to create the world's first universal HR database. This allows us to understand the workforce dynamics of any company. Our customers include investors, corporate strategists, HR teams, and governments.

Socure

Socure is the leading platform for digital identity verification and trust. Its predictive analytics platform applies artificial intelligence and machine learning techniques with trusted online/offline data intelligence from email, phone, address, IP, device, velocity, and the broader internet to verify identities in real time. The company has more than 1,000 customers across the financial services, gaming, healthcare, telecom, e-commerce, and public sector industries, including four of the top five banks, seven of the top 10 card issuers, three of the top MSBs, the top payroll provider, the top credit bureau, the top online gaming operator, the top Buy Now, Pay Later (BNPL) providers, top government agencies, and over 250 of the largest fintechs. Socure is also backed by the leading investors in the world, including Accel, T. Rowe Price, Bain Capital Ventures, Tiger Global, Capital One Ventures, Citi Ventures, Wells Fargo Strategic Capital, and others.

Talkdesk - Table 16

Talkdesk® is a global cloud contact center leader for customer-obsessed companies. Our automation-first customer experience solutions optimize our customers' most critical customer service processes. Our speed of innovation, vertical expertise, and global footprint reflect our commitment to ensuring that businesses can deliver better experiences across any industry and through any channel, resulting in higher customer satisfaction and accelerated business outcomes.

TransUnion - Table 8

TransUnion's public sector business supports federal, state and local agencies by providing mission-critical solutions to help improve citizen safety, reduce fraud, bolster program integrity and enhance services for constituents. By delivering constituent data insights, fraud prevention solutions and advanced analytics services, we enable public sector agencies to succeed in their missions.

UI Professional Services

UI Professional Services provides technology solutions that support the mission of Unemployment Insurance: giving people between jobs the support and resources they need to get back into the labor force. UIPS produces systems that are resilient, scalable, secure, and adaptable to future legislative and policy changes. UIPS is currently working with NASWA to move the ICON hub from the mainframe to the cloud and provide states with a simple, modernized way to connect.

US Bank - Table 35

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

CONTRIBUTOR

Change & Innovation Agency (C!A) - Table 41

Change & Innovation Agency (C!A) helps agencies increase capacity so they can do more good. With our proven capacity-building approaches and our cutting-edge SaaS service delivery platform we have transformed safety net service delivery for 50% of the states, allowing safety net programs, including unemployment insurance, Medicaid, child welfare, child care, and child support, to consistently serve at least 40% more customers 70% faster.

Coursera - Table 38

Launched in 2012 by two Stanford professors, Andrew Ng and Daphne Koller, Coursera is now one of the largest online learning platforms in the world, with 102 million registered learners. Our mission is to provide universal access to world-class learning. We partner with over 250 leading university and industry partners to offer a broad catalog of content and credentials, including courses, Specializations, Professional Certificates, Guided Projects, and bachelor's and master's degrees. Institutions around the world use Coursera to upskill and reskill their employees, citizens, and students in fields such as data science, technology, and business.

Coursera became a B Corp in February 2021.

Dun & Brandstreet, Inc. - Table 39

From the largest state agencies to the smallest municipal jurisdictions, the Dun & Bradstreet Public Sector team works with agencies in every facet of government operations providing timely and critical information to support vendor management, improve government engagement with businesses, drive economic growth, and reduce fraud, waste, and abuse.

Engage by Cell - Table 18

Engage by Cell is a mobile technology software company located in San Francisco, CA that was founded in 2006. The company provides a hosted SaaS set of software solutions to help organizations engage, communicate, and train their audience to ultimately place more people in jobs..

FutureWork Systems - Table 40

FutureWork Systems provides cloud-based, self-service Business Intelligence applications specifically designed for State and local Workforce Development Boards to help them intuitively access WIOA data to inform program and policy decisions. With a 20-year history of success in implementing Business Intelligence applications across 15 states and over 180 Workforce Boards, the company's FutureWorks BI is a proven Business Intelligence application service that combines the latest in Business Intelligence technology with expert technical assistance. Get the most information from the data you collect.

Netacent - Table 37

Netacent's Data Station™ solution is the leading comprehensive Unemployment Insurance solution built exclusively for Labor Agencies. Data Station is a fully-scalable, cloud-based, Software-as-a-Service UI solution providing complete, customizable and comprehensive tools for state UI benefits, tax, and appeals administration. In addition, the system includes built in self-service web portals, accounting, federal reporting, UIDV, fraud scoring, and daily reconciliations.

Premier Virtual - Table 42

Premier Virtual currently works with almost 200 Workforce Boards. The platform is designed to facilitate hiring and create virtual and hybrid environments. From career fairs to workshops to mock interviews, virtual events can bridge the gap between technology and human interaction.

FASTUI[®]

FOR THE
MODERN
UI AGENCY

ALL-IN-ONE SOFTWARE FOR UI

- ✓ Tax
- ✓ Benefit
- ✓ Appeals

85+
agencies worldwide
using solutions
built on **FastCore**
platform

FastUI
in production
since
2009



BUILT FOR YOUR AGENCY

- ▶ A flexible, secure solution
- ▶ Automated workflow tools
- ▶ Modern approaches to meeting your customers' needs

INTUITIVE AND EQUITABLE

- ▶ Easy-to-navigate customer experience
- ▶ Real-time, secure data dashboards
- ▶ Scalable to agency growth

FastEnterprises.com

AGENDA AT-A-GLANCE

Tuesday, September 20

7:30 am - 12:00 pm	Exhibitor Set-Up	International Ballroom
8:30 am - 11:30 am	Board Meeting & Committee Meetings	See page 23
11:00 am - 5:00 pm	Hospitality Desk & NASWA Swag Station	International Foyer
11:30 am - 1:00 pm	Hosted Grab-and-Go Lunch	Millennium Room (Lobby Level)
12:00 pm - 5:00 pm	Sponsor & Exhibitor Showcase	International Ballroom
1:15 pm - 3:00 pm	Opening Ceremonies	Imperial Ballroom
3:00 pm - 3:15 pm	Networking Break	International Ballroom
3:15 pm - 5:15 pm	Opening Plenary	Imperial Ballroom
5:30 pm - 7:00 pm	Welcome Reception with Sponsors & Exhibitors	International Ballroom

Wednesday, September 21

7:00 am - 8:00 am	Breakfast with Sponsors and Exhibitors	International Ballroom
7:00 am - 5:00 pm	Hospitality Desk & NASWA Swag Station	International Foyer
7:00 am - 5:00 pm	Sponsor & Exhibitor Showcase	International Ballroom
8:00 am - 9:15 am	86 th Annual Membership Meeting	Imperial Ballroom
8:00 am - 9:15 am	Concurrent Breakout Sessions	See pages 31-34
9:15 am - 9:30 am	Networking & Transition	
9:30 am - 10:45 am	Concurrent Breakout Sessions	See pages 35-38
10:45 am - 11:15 am	Networking & Refreshments	International Ballroom
11:15 am - 12:30 pm	Concurrent Breakout Sessions	See pages 39-41
12:30 pm - 1:45 pm	Hosted Summit Luncheon	Imperial Ballroom
1:45 pm - 2:00 pm	Networking & Transition	
2:00 pm - 3:15 pm	Concurrent Breakout Sessions	See pages 42-44
3:15 pm - 3:45 pm	Networking & Refreshments	International Ballroom
3:45 pm - 5:00 pm	Plenary Session	Imperial Ballroom
5:00 pm - 6:15 pm	Bus Transportation to Wrigley Field	Depart from Level B2 (see pg 46)
6:00 pm - 8:30 pm	Wrigley Field Event	Wrigley Field (see page 46)

Thursday, September 22

7:30 am - 8:30 am	Breakfast with Sponsors & Exhibitors	International Ballroom
7:30 am - 11:00 am	Sponsor & Exhibitor Showcase	International Ballroom
7:30 am - 12:30 pm	Hospitality Desk & NASWA Swag Station	International Foyer
8:30 am - 10:00 am	Plenary Session	Imperial Ballroom
10:00 am - 10:30 am	Coffee & Networking	International Ballroom
11:00 am - 12:00 pm	Closing Plenary & Adjournment	Imperial Ballroom



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Visit us in the **Exhibit Hall at Table 31** to learn how your state can implement My Journey to help those you serve.



PRE-CONFERENCE AGENDA



Monday, September 19

12:00 pm – 1:30 pm **Hosted Lunch for Board & Committee Attendees**

1:30 pm – 5:00 pm **Board & Committee Meetings**

Administration & Finance Committee Regent Room | Level 3

Board of Directors Gold Room | Level 2
(All state agency leaders are encouraged to attend)

Communications Committee Chancellor Room | Level 3

Technology Committee State Room | Level 2

Workforce & Labor Market Information Committee Ambassador Room | Level 2

5:00 pm – 6:00 pm **Networking Reception for Board & Committee Members**



Tuesday, September 20

7:30 am – 8:30 am **Hosted Breakfast for Board & Committee Attendees**

8:30 am – 11:30 am **Board & Committee Meetings**

Administration & Finance Committee Regent Room | Level 3

Board of Directors Gold Room | Level 2
(All state agency leaders are encouraged to attend)

Communications Committee Chancellor Room | Level 3

Technology Committee State Room | Level 2

Unemployment Insurance Committee Crystal Room | Level 3

Workforce & Labor Market Information Committee Ambassador Room | Level 2

SUMMIT BREAKOUT SESSION TRACKS

Key & Descriptions

Track	Description
 Administrators	Administrators
 Comms	Communications
 Tech	Information Technology
 Legal	Legal/Attorneys
 UI	Unemployment Insurance
 E&T	Employment & Training
 WLMi	Workforce & Labor Market Information



Administrators



Comms



Tech



Legal



UI



E&T



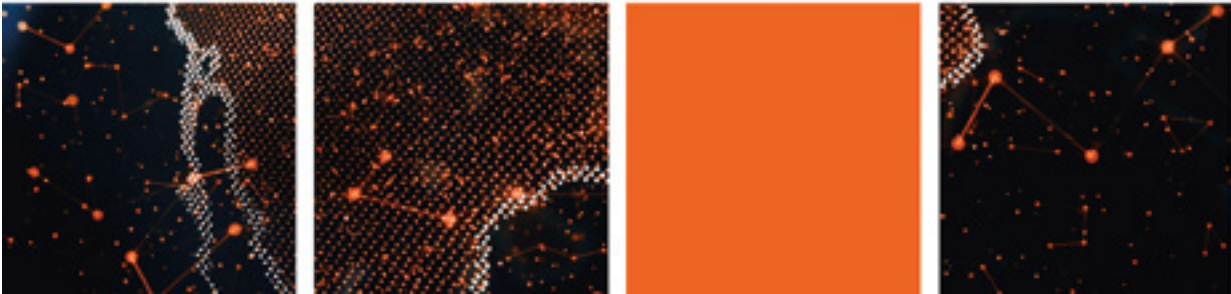
WLMi



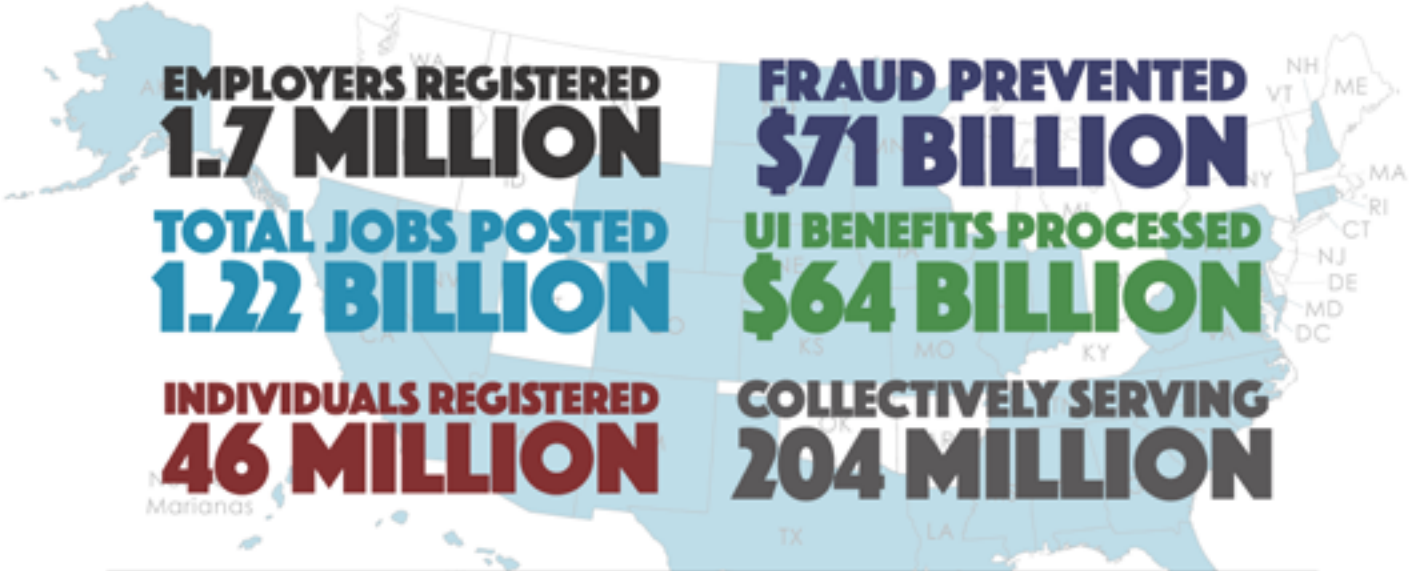
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Included with SUMMIT Registration

Complimentary Breakfast

Wednesday and Thursday

Complimentary Lunch

Tuesday and Wednesday

Refreshment Breaks

Tuesday afternoon through Thursday morning

Welcome Reception

Appetizers Tuesday evening

Wrigley Field Event

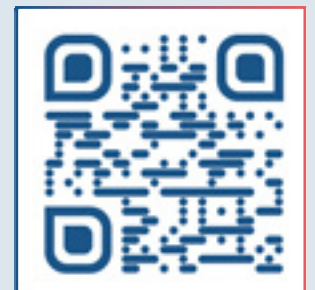
Dinner Wednesday evening

Introducing the NASWA Swag Station!

Visit sponsors, exhibitors, and NASWA Services tables to earn tickets, then redeem tickets at the NASWA Swag Station for snacks and fun, cool prizes.

The NASWA Swag Station is located at the hospitality desk on Level 2 in the International Ballroom Foyer.

Scan the QR code or visit naswa.org/conferences/2022-naswa-summit-swag-station for more info.



Swag Station Menu

CONFERENCE AGENDA

TUESDAY, SEPTEMBER 20

7:30 am - 12:00 pm	Exhibitor Set-Up	International Ballroom
8:30 am - 11:30 am	Board & Committee Meetings	See page 22
11:30 am - 1:00 pm	Hosted Grab-and-Go Lunch for Board and Committee Members and SUMMIT attendees	Millennium Room Lobby Level
11:30 am - 5:00 pm	Hospitality Desk & NASWA Swag Station	International Foyer
12:00 pm - 5:00 pm	Exhibitor Showcase	International Ballroom

Opening Ceremonies

1:15 pm - 3:00 pm		Imperial Ballroom
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NASWA Welcome

Robert Asaro-Angelo

NASWA Board Chair 2021-2022 and Commissioner, New Jersey Department of Labor and Workforce Development

Presentation of the Colors & Pledge of Allegiance

Rambler Battalion Army ROTC

(From Loyola, DePaul, Northwestern, North Park, and Northeastern Illinois Universities)

Welcome to Illinois

Kristin Richards

Director, Illinois Department of Employment Security

Illinois Governor JB Pritzker *(invited)*

A Word from Our Diamond Sponsor

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Keynote Speaker | Relentlessly Resilient

Jennie Taylor

Gold Star Wife

Taylor is the widow of Army Major Brent Taylor, who was killed in Afghanistan by a member of the Afghan security forces in 2018. The National Guard officer was on his fourth year-long tour when he was cut down.

She is raising their seven children and shares her story of living through tragedy, moving forward and creating a legacy of patriotism by being relentlessly resilient.



A Word from Our Platinum Sponsors

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Transition

3:00 pm – 3:15 pm

Networking & Transition to Concurrent Breakouts

Opening Plenary

3:15 pm - 5:15 pm

Imperial Ballroom

Focus on Inflation

Rob Cage

Assistant Commissioner, Division of Consumer Prices and Price Indexes, Office of Prices and Living Conditions, Bureau of Labor Statistics, U.S. Department of Labor

Inflation in the United States is running at a 40-year high. Since both demand-pull and cost-push forces contribute to increases in prices, monetary and fiscal policymakers are under pressure to curb consumer demand and improve supply chain operations in order to get inflation back to the Federal Reserve's target of 2% per year. It's a delicate balancing act impacting labor markets. Rob Cage, a leading expert on prices and the Consumer Price Index, will steer us through these and other waters with insights on the history of inflation measures, current inflation trends, variation of inflation across goods, geography, demographic groups, and potential implications on workforce programs.

A Word from our Gold Sponsors

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Hearing the Latest from the U.S. Department of Labor

Moderator

[Dr. Tamika Ledbetter](#), *NASWA Board Chair-Elect; Commissioner, Alaska Department of Labor and Workforce Development*

Panelists

[Jim Garner](#) *Administrator, Office of Unemployment Insurance, Employment and Training Administration, U.S. Department of Labor*

[Julie Hatch-Maxfield](#) *Associate Commissioner, Office of Employment and Unemployment Statistics, Bureau of Labor Statistics, U.S. Department of Labor*

[Kim Vitelli](#) *Administrator, Office of Workforce Investment, Employment and Training Administration, U.S. Department of Labor*

Closing Day One

Robert Asaro-Angelo

NASWA Board Chair 2021-2022 and Commissioner, New Jersey Department of Labor and Workforce Development

Evening Event

5:30 pm - 7:00 pm

Welcome Reception with Sponsors & Exhibitors

International Ballroom



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To learn more, pop by Booth #14 or visit google.com/SLG

CONFERENCE AGENDA

WEDNESDAY, SEPTEMBER 21

7:00 am - 8:00 am	Breakfast with Sponsors & Exhibitors	International Ballroom
7:00 am - 5:00 pm	Hospitality Desk & NASWA Swag Station	International Foyer
7:00 am - 5:00 pm	Sponsor & Exhibitor Showcase	International Ballroom

86th Annual Membership Meeting

8:00 am - 9:15 am	NASWA 2023 Association Year Elections and Other Business	Imperial Ballroom
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Please note: NASWA state agency leaders and agency staff only

Concurrent Breakout Sessions

8:00 am - 9:15 am		Gold Room Level 2
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Harnessing the Power of Data Analytics to Combat UI Fraud

States are increasingly leveraging the power of data analytics to combat persistent fraud. In this session, participants will learn how states have harnessed the power of data collected from tools such as the Integrity Data Hub (IDH) and other internal and external sources to effectively identify fraudulent claims and prevent improper payments.

Moderator	Jim Cotter , Director, Integrity Data Hub, UI Integrity Center, NASWA
Panelists	Dan Boersma , Chief Executive Officer, DB Driven Raju Gadiraju , Chief Information Officer, Division of Employment Security, North Carolina Department of Commerce Gregg Kallagian , Operations Coordinator, UI Integrity Division, Connecticut Department of Labor Antwon Keith , Chief Deputy of Programs, Division of Employment Security, North Carolina Department of Commerce Caroline Pratt , UI Integrity Division Director, Connecticut Department of Labor Michael Sanders , Fraud Investigator, Virginia Employment Commission Marcus Zerio , RSI

8:00 am - 9:15 am		Embassy Room Level 2
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Roll Call of States with Case Law Updates, Significant Legislation, and Emerging Legal Issues

An opportunity for state workforce agency attorneys and policy staff to report on and ask questions of each other about significant legal cases, legislation, and policy development.

Moderator	Todd Timmons , Chief Legal Officer, South Carolina Department of Employment and Workforce
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Swag Station

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Scan the QR code, or visit naswa.org/conferences/2022-naswa-summit-swag-station



Swag Station



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Concurrent Breakout Sessions (continued)

8:00 am - 9:15 am



Crystal Room
Level 3

Labor Force Participation Rates – Measures, Task Forces, and Strategies

Many states are focused on understanding and addressing low labor force participation rates (LFPRs). How are states corraling data and policy insights to increase their LFPRs and drive better long-term economic growth? Come and learn from leading thinkers and doers.

Moderator | **Julie Hatch-Maxfield**, Associate Commissioner, Office of Employment and Unemployment Statistics, Bureau of Labor Statistics, U.S. Department of Labor

Panelists | **Veronica Gielazauskas**, Assistant Commissioner, Office of Performance & Strategy/MERIC, Missouri Department of Higher Education & Workforce Development

Bryan Grady, Ph.D, Labor Market Information Director, South Carolina Department of Employment and Workforce

Ron Landis, Ph.D, President and Co-founder, Millan Chicago, LLC

Dr. Jennifer Miller, Managing Partner, Millan Chicago

Scott Powell, Director, Bureau of Labor Market Information and Strategic Initiatives, Michigan Department of Technology, Management and Budget

Kshitiz Rastogi, Assistant Administrator, Tennessee Department of Labor & Workforce Development

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The advertisement features a circular inset showing a woman and a man in a yellow shirt looking at a laptop. Below this, there is a cartoon bear mascot standing next to a small model of the Statue of Liberty and a building. Various icons like a heart, a checkmark, and a gear are scattered around the scene.

Concurrent Breakout Sessions (continued)

8:00 am - 9:15 am



Ambassador Room
Level 2

UI Administrative Funding Issues: The Federal Side and States' View of the RJM

State UI Administrative funding is insufficient to adequately fund ongoing UI costs. USDOL uses the Resource Justification Model (RJM) to collect data about state's Unemployment Insurance (UI) administrative expenditures. Data collected through the RJM is then used by the USDOL to allocate the administrative funds appropriated by Congress. In addition to RJM Base funding, states must manage a variety of other funding sources to navigate successful operations. In this workshop we will discuss the way the national UI funding pool is set, the various administrative funds states receive and how, and when, they receive them, how the RJM is prepared, key factors that contribute to the model, legislative impacts on state operations, and strategies states use to survive in this environment.

Moderator | Jackie Turner, Consultant, Administration & Finance Committee, NASWA

Panelists | Kevin Carlson, Chief Financial Officer, Division of Employment Security, North Carolina Department of Commerce

Guy Martin, Deputy Executive Director - CFO, Mississippi Department of Employment Security

Jim Van Erden, Ph.D., Senior Advisor, NASWA

8:00 am - 9:15 am



Chancellor Room
Level 3

When Veterans Go to the Front of the Line – and When They Don't

Veterans and eligible spouses continue to receive priority of service (POS) for all USDOL-funded employment and training programs. But many people do not realize additional POS provisions exist in the Workforce Innovation and Opportunity Act (WIOA) - and that there are times when veterans could receive services after non-veterans. Come to this session to learn what POS means, how to apply POS, what is different about WIOA POS, and how POS is not the same as Veterans' Preference. Presenters from USDOL VETS and the North Carolina Department of Commerce will also share promising practices for successfully implementing POS in your state.

Moderator | Lori Adams, Veterans Policy Director/NLx Senior Advisor, NASWA

Panelists | Victor Glover, State JVSG Coordinator, Division for Workforce Solutions, North Carolina Department of Commerce

Ellen McElligott, Veterans Program Specialist, U.S. Department of Labor VETS Chicago

John Savage, Atlanta Regional Administrator, U.S. Department of Labor VETS

Transition

9:15 am - 9:30 am

Networking & Transition to Concurrent Breakouts



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Concurrent Breakout Sessions

9:30 am - 10:45 am



Gold Room
Level 2

Modernizing State UI Systems: State Strategies and Lessons Learned

After every crisis, whether it be a recession or a pandemic, states are given an opportunity to evaluate their IT systems and business processes. Now, UI IT Modernization projects are moving forward with new perspectives and lessons learned. Panelists will share how their states are ensuring IT systems are prepared for the future with emerging technologies, built with fraud detection and prevention tools, and reconnecting with the customer. Learn how to prepare your state for a modernization project from project inception, communicating with staff and customers, to going live.

Moderator | **Lou Ansaldi**, *Technical Director, NASWA*

Panelists | **Dante' Bartolomeo**, *Commissioner, Connecticut Department of Labor*
Daryle Dudzinski, *Deputy Commissioner, Connecticut Department of Labor*
Renee Royston, *Modernization Director, Oregon Employment Department*
Becky Shaffer, *Communications Director, Kansas Department of Labor*

9:30 am - 10:45 am



Embassy Room
Level 2

Discussion with USDOL: Focus on UI Compliance and Legal Issues

An opportunity to discuss unemployment insurance compliance and legal issues with the U.S. Department of Labor.

Moderator | **Karen A. Levchuk**, *General Counsel, New Hampshire Employment Security*

Speaker | **Michelle Beebe**, *Deputy Administrator, Office of Unemployment Insurance, Employment and Training Administration, U.S. Department of Labor*

9:30 am - 10:45 am



State Room
Level 2

Why Strengthening Your Workforce & Economic Development Partnerships Matters

Is your state looking to improve its collaboration and partnerships across workforce and economic development systems? Hear how some states are leading in this area.

Moderator | **Michael Harrington**, *Commissioner, Vermont Department of Labor*

Panelists | **Hugh Bailey**, *Assistant Commissioner, New Jersey Department of Labor & Workforce Development*
Stephanie Beckhorn, *Director, Employment & Training, Michigan Department of Labor & Economic Opportunity*
Dr. Jenni Harris, *Executive Director of Business Services, Division of Workforce Solutions, North Carolina Department of Commerce*
Jim Rzepkowski, *Assistant Secretary, Division of Workforce Development and Adult Learning, Maryland Department of Labor*

Concurrent Breakout Sessions (continued)

9:30 am - 10:45 am



Regent Room
Level 3

States Leading the Way: Innovation Using NLx Data

Improving delivery of data tools for a dynamic workforce requires collaboration among stakeholders committed to innovation while leveraging existing resources. The public workforce system plays a key role in interpreting labor market information (LMI) and providing services to mitigate economic transitions. The recently launched National Labor Exchange (NLx) Research Hub uses another resource that supports the public workforce system – the NLx – to make real-time job vacancy information available to researchers and state LMI shops. Through funding provided by the Gates Foundation, three states are piloting a critical set of use cases for the NLx Research Hub: cross-state LMI and LMI-focused products for jobseekers, employers, and policymakers. In this session, LMI experts from Kentucky, Minnesota, and Ohio will give an overview of their data projects and discuss future opportunities for using real-time NLx data.

Moderator | **Carrie Yeats**, Vice President, Communications and Operations, NASWA

Panelists | **Byron Archer**, Labor Market Information Bureau Chief, Office of Workforce Development, Ohio Department of Job and Family Services

Dr. Jessica Cunningham, Executive Director, Kentucky Center for Statistics

Bill McMahon, Manager, Minnesota Department of Employment and Economic Development

Amanda Rohrer, Senior Analyst, Minnesota Department of Employment and Economic Development

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- ✓ Paid Family Medical Leave Integration

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Visit us at table 23 to learn how On Point's adjudication systems have automated millions of cases and captured billions in overpayments.

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Concurrent Breakout Sessions (continued)

9:30 am - 10:45 am



Crystal Room
Level 3

Enhancing UI Wage Records: Better Data Insights for Career, Education, and Training Decisions

Join this session to hear directly from state leaders on enhancing UI wage records to develop better data insights for career, education, and training decisions. What plans or progress are they making, what are the priority use cases, and what lessons can they teach us? Also, hear the case for developing a broader cross-state and public-private collaboration to implement standardization of these and other earnings and employment records to make the information system more efficient for businesses and more impactful for public agencies.

Moderator | **Adrienne Johnston**, Director, Division of Workforce Services, Florida Department of Economic Opportunity

Panelists | **Julie Hatch-Maxfield**, Associate Commissioner, Office of Employment and Unemployment Statistics, Bureau of Labor Statistics, U.S. Department of Labor

Lesley Hirsch, Assistant Commissioner, Research, New Jersey Department of Labor and Workforce Development

Adam Leonard, Director, Information Innovation & Insight, Texas Workforce Commission

Bob Sheets, JEDx consultant, Chamber of Commerce Foundation



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Concurrent Breakout Sessions (continued)

9:30 am - 10:45 am



Ambassador Room
Level 2

Making the Most of Reemployment Services and Eligibility Assessment (RESEA)

Is your state looking for ways to improve your RESEA Program? Learn about the findings of a recent USDOL study and hear how some states are innovating in this area.

Moderator | **Lynda Parven**, Administrator, Employment Security Division, Nevada Department of Employment, Training, and Rehabilitation

Panelists | **Erin Blades**, RESEA Grant Manager, Washington State Employment Security Department
Larry Burns, Workforce Development Specialist, Office of Unemployment Insurance, Employment and Training Administration, U.S. Department of Labor
Dr. Andrew Clarkwest, Principal Scientist, Abt Associates
Beth Goguen, Director of Central Programs, MassHire Department of Career Services

9:30 am - 10:45 am



Chancellor Room
Level 3

Expanding Apprenticeships into Nontraditional Sectors

Is your agency interested in expanding apprenticeships into new sectors? Learn how state workforce agencies are developing demand-driven apprenticeship programs in nontraditional industries such as breweries, tech, education, healthcare, and scientific research facilities.

Moderator | **Courtney Arbour**, Director, Workforce Division, Texas Workforce Commission

Panelists | **Dr. Mardy L. Leathers**, Director of the Office of Workforce Development, Missouri Department of Higher Education and Workforce Development
Steve Playl, Assistant Commissioner, Division of Workforce Services, Tennessee Department of Labor & Workforce Development
Nicholas Toth, Director, Office of Apprenticeship, New Jersey Department of Labor and Workforce Development

Break

10:45 am - 11:15 am

Networking & Refreshments

International Ballroom



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Concurrent Breakout Sessions

11:15 am - 12:30 pm



Gold Room
Level 2

Accelerating Workforce System Digital Transformation

Join this interactive session focused on accelerating transformative change in your agency and throughout the workforce system. Hear from your peers about how they have jump-started their digital transformation process and learn about resources available to help. Engage in an activity and apply what you learn to challenges you face today and make progress when you return home!

Moderator | **Amber Gaither**, *Project Manager, Workforce ITSC, NASWA*

Panelists | **Nanci M. Hiller (M.A., LPC, CPM)**, *Chief of Employment and Training, New Jersey Department of Labor and Workforce Development*

Beth Kuhn, *Consultant, Workforce ITSC, NASWA*

Adam Leonard, *Director, Information Innovation & Insight, Texas Workforce Commission*

Richard D. Maher, *Consultant, Workforce ITSC, NASWA; President/CEO, Adaptive Human Capital, LLC.*

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

Demetria Veasy, *Assistant Director, Alaska Department of Labor and Workforce Development*

11:15 am - 12:30 pm



Embassy Room
Level 2

Preventing Employee Misclassification

The misclassification of employees can negatively impact individuals and our communities. Join in on the conversation and learn from others on recent national and state efforts to prevent misclassification.

Moderator | **Patsy Westcott**, *Division Director, Employment and Training Services, Alaska Department of Labor and Workforce Development*

Panelists | **David Biglin**, *Director, Wage and Hour Division, New Jersey Department of Labor and Workforce Development*

Jim Chiolino, *Administrator, UI Division, Wisconsin Department of Workforce Development*

Michael Lazzeri, *Midwest Regional Administrator, Wage and Hour Division, U.S. Department of Labor*

11:15 am - 12:30 pm



State Room
Level 2

Protecting Confidential Data in a UI Program

Protecting confidential data from diverse sources is a challenging part of administering a state unemployment program. Our panel of state legal staff and federal officials will provide their insights on the best way to ensure program compliance with state and federal confidentiality requirements.

Moderator | **Jocelyn Lowe**, *Chief Legal Counsel, Ohio Department of Jobs and Family Services*

Panelists | **Dale Fujimoto**, *Staff Attorney, Hawaii Department of the Attorney General*

Katie Thurber, *General Counsel, Nebraska Department of Labor*

Li-Ann Yamashiro, *Staff Attorney, Hawaii Department of the Attorney General*

IRS Safeguards (*invited*)

Concurrent Breakout Sessions (continued)

11:15 am - 12:30 pm



Regent Room
Level 3

How Are External Researchers Using Job Postings Data to Create Labor Market Insights?

How are Stanford's Digital Economy Lab and Research Improving People's Lives (RIPL) leveraging job postings data to develop supplemental labor market information, and what are the most promising use cases? Come learn about and inform their work!

Moderator | **Coretta Pettway**, Assistant Deputy Director, Ohio Department of Job and Family Services

Panelists | **Sarah Bana**, Assistant Professor, Chapman University; Digital Fellow, Stanford Digital Economy Lab
Mark Howison, Senior Director of Research and Technology, Research Improving People's Lives

11:15 am - 12:30 pm



Crystal Room
Level 3

Strengthening the Federal-State Partnership: BLS Field Operations and State WLMIs Shops

Building a good partnership with the Bureau of Labor Statistics (BLS) includes understanding the assets of the regional offices and how they can support and enhance your workforce and labor market information (WLMIs) work. Extend your partnership beyond the cooperative statistics programs to other datasets and additional federal technical assistance. Come to this session to learn strategies that will amplify your production capacities!

Moderator | **Lesley Hirsch**, Assistant Commissioner, Research, New Jersey Department of Labor and Workforce Development

Panelists | **Oriane Casale**, Interim Director, Labor Market Information Office, Minnesota Department of Employment and Economic Development

Alexandra Hall-Bovee, Regional Commissioner, Mid-Atlantic, Bureau of Labor Statistics, U.S. Department of Labor

Jason Palmer, Regional Commissioner, Midwest, Bureau of Labor Statistics, U.S. Department of Labor

11:15 am - 12:30 pm



Ambassador Room
Level 2

Customer Connections: Translating UI Into Plain Language

This session will provide information and tips on plain language to help UI agencies revise or create new communications that are easier for UI customers (and staff!) to understand and use. Come hear UI and Communications leaders share their experiences and insights in bringing their communications into plain language. You'll come away with practical information and resources to ease the path from UI-speak into plain language.

Moderator | **Melanie Sampson**, Director, Clear Language Lab Program

Panelists | **Susan Dickinson**, Deputy Secretary, UC Programs, Pennsylvania Department of Labor & Industry

Paul Martin, Administrator, UI Insurance Division, Montana Department of Labor and Industry

Suzan McKechnie, Director, Benefits Services, Maine Department of Labor

Jessica Picard, Communications Manager, Maine Department of Labor

Dorothy Weaver, Director, Communications and Outreach, South Carolina Department of Employment and Workforce



Administrators



Comms



Tech



Legal



UI



E&T



WLMIs

Concurrent Breakout Sessions (continued)

11:15 am - 12:30 pm



Chancellor Room
Level 3

Equity Initiatives at USDOL and in the States

Several states and USDOL share initiatives aimed at improving equity in workforce development programs.

Moderator | **Anna Hui**, Director, Missouri Department of Labor & Industrial Relations

Panelists | **Matilda Aidam**, State-Level Equal Opportunity Officer, California Employment Development Department

Scott Powell, Director, Bureau of Labor Market Information and Strategic Initiatives, Michigan Department of Technology, Management and Budget

Suzanne Simonetta, Director, Division of Performance Management, Office of Unemployment Insurance, Employment and Training Administration, U.S. Department of Labor

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Hosted SUMMIT Luncheon

12:30 pm - 1:45 pm

Imperial Ballroom

Transition

1:45 pm - 2:00 pm

Networking & Transition to Concurrent Breakouts

Concurrent Breakout Sessions

2:00 pm - 3:15 pm



Gold Room
Level 2

Multistate Data Collaboratives: Engines for Business Insights

Want to increase your state agencies' capacity to generate data insights and become learning organizations that use data to drive policy and programs? Join this session on multistate data collaboratives! After an overview on the value proposition, you'll have opportunities to join three discussion tables, featuring a state expert, that will detail: (1) WHO can participate and what does it take? (2) WHAT projects and products are underway? (3) HOW are the collaboratives going to govern themselves and network with each other? Over 25 states are active in at least one multistate data collaborative. As the interim administrative entity for the collaboratives, NASWA encourages states to start or continue the process by learning more at the Summit!

Moderators

Adam Leonard, *Director, Information Innovation & Insight, Texas Workforce Commission*
Deniece Thomas, *Deputy Commissioner, Tennessee Department of Labor & Workforce Development*

Panelists

Cynthia Forland, Ph.D., *Consultant, Forland Consulting LLC*
Anna Hui, *Director, Missouri Department of Labor & Industrial Relations*
Erin Joyce, *Associate Director, Ohio Education Research Center, John Glenn College of Public Affairs, The Ohio State University*
Coretta Pettway, *Assistant Deputy Director, Ohio Department of Job and Family Services (invited)*
George Putnam, *Labor Market Information Director and Director of Shared Data, Illinois Department of Employment Security*

2:00 pm - 3:15 pm



Embassy Room
Level 2

Connecting the Dots: Navigating Legal Issues Arising in Government Use of Social Media

Julie Tappendorf is a local government attorney and author of the book "Social Media & Local Governments: Navigating the New Public Square." She will discuss how to identify and navigate the legal issues that arise in government use of social media, focusing on comment moderation and the First Amendment as well as the potential legal issues when employees and elected officials are on social media. Julie will also provide tips for drafting and enforcing a social media policy.

Moderator

Chris Cannon, *Chief Communications Officer, Tennessee Department of Labor & Workforce Development*

Speaker

Julie Tappendorf, *Partner, Ancel Glick*



Administrators



Comms



Tech



Legal



UI



E&T



WLM

Concurrent Breakout Sessions (continued)

2:00 pm - 3:15 pm



State Room
Level 2

Improving Service Delivery Through Technology

The pandemic has accelerated a shift to delivering services in new ways. With an increase in demand for services, yet fewer resources available, technology plays a vital role in maintaining and enhancing services. Find out how states are using technology and the power of data to improve service delivery to their customers – both job seekers and employers. The panelists will discuss a range of technology initiatives involving such things as artificial intelligence and predictive analytics, as well as lessons learned and how the use of technology has positively impacted service delivery.

Moderator | **Liz Carver**, Workforce Development Division Director, Utah Department of Workforce Services

Panelists | **Elizabeth Gagen**, Deputy Director, Wyoming Department of Workforce Services

Maricar Pilotin-Freitas, Administrator, Workforce Development Division, Hawaii Department of Labor and Industrial Relations

Patti Schnoor, Technology and Performance Manager, Office of Employment and Training, Illinois Department of Commerce and Economic Opportunity

2:00 pm - 3:15 pm



Regent Room
Level 3

Reconnect: The Power of Higher Education and Workforce Development Partnerships

The missions of state workforce development and higher education agencies are increasingly aligned. Come join this session supported by our partners at the State Higher Education Officers Association (SHEEO). You'll learn about the trends, opportunities, and challenges facing higher education agencies and how cross-sector partnerships can elevate workforce development agency goals and outcomes. SHEEO affiliates will share critical insights on how higher education policy and funding is evolving, how leveraging cross-sector data can support student success, and the challenges and achievements of state longitudinal data systems. They'll also share some of their promising state initiatives, like Utah's *Talent Ready Utah* program.

Moderator | **Dr. Mardy L. Leathers**, Director of the Office of Workforce Development, Missouri Department of Higher Education and Workforce Development

Panelists | **Vladimir Bassis**, Administrative Consultant, Community College MIS, Iowa Department of Education

Dr. Jessica Cunningham, Executive Director, Kentucky Center for Statistics

Carrie Mayne, Chief Economist, Utah System of Higher Education

2:00 pm - 3:15 pm



Crystal Room
Level 3

Meeting the Challenges Facing Our Youth

The COVID-19 pandemic has had a range of impacts on youth and young adults across the US. This session will highlight what we know about these impacts and how states are developing strategies to reengage youth through workforce services.

Moderator | **Scott B. Sanders**, President and CEO, NASWA

Panelists | **Ava Cates**, Secretary, Louisiana Workforce Commission

Ken Smith, President, Jobs for America's Graduates

Sarah Swanson, Director, Strategic Engagement, Montana Department of Labor & Industry

Matthew Wilson, Ph.D., Associate Director, Economic & Workforce Development, Great Cities Institute

Concurrent Breakout Sessions (continued)

2:00 pm - 3:15 pm



Ambassador Room
Level 2

The UI ARPA Tiger Team Experience – States' Perspectives

A multi-state panel discussion providing the perspective of five states' experiences with the American Rescue Plan Act (ARPA) Tiger Team project. More than 24 states have worked with multi-disciplinary Tiger Team consultants to conduct discovery assessments and propose solutions to address fraud, timeliness, and equitable access. Listen how these states have taken advantage of this opportunity and learn about the various stages of the process including initial analysis and information gathering, recommendation selection and development, implementation of resulting recommendations and how it fits into other state initiatives, such as UI equity grants and UI modernization efforts.

Moderator | **Jennifer Phillips**, Assistant Deputy Director, Service Delivery, Illinois Department of Employment Security

Panelists | **Andi Bridgmon**, Director of Unemployment Insurance, Nebraska Department of Labor
Susan Dickinson, Deputy Secretary for Unemployment Compensation Programs, Pennsylvania Department of Labor & Industry
Jeff Laesch, Director, Bureau of Management and Information Services, Unemployment Insurance, Wisconsin Department of Workforce Development
Lynda Parven, Administrator, Employment Security Division, Nevada Department of Employment, Training & Rehabilitation
Helen Ramsden, Systems and Processing Section Chief, UI, Wisconsin Department of Workforce Development
Darryl Scott, UI Director, Delaware Department of Labor

2:00 pm - 3:15 pm



Chancellor Room
Level 2

Promising Practices for UI Tax and UI Tax Modernization

Focus on UI tax operation improvements including IT modernization.

Moderator | **Renita Williams**, Deputy Assistant Secretary, Louisiana Workforce Commission

Panelists | **Jamie Abbott**, SIDES Operations Manager, NASWA
Tom Crowley, Director, Government Affairs, ADP
Mike Miller, UI Chief of Tax, Utah Department of Workforce Services

Break

3:15 pm - 3:45 pm

Beverage Break with Sponsors & Exhibitors

International Ballroom



Administrators



Comms



Tech



Legal



UI



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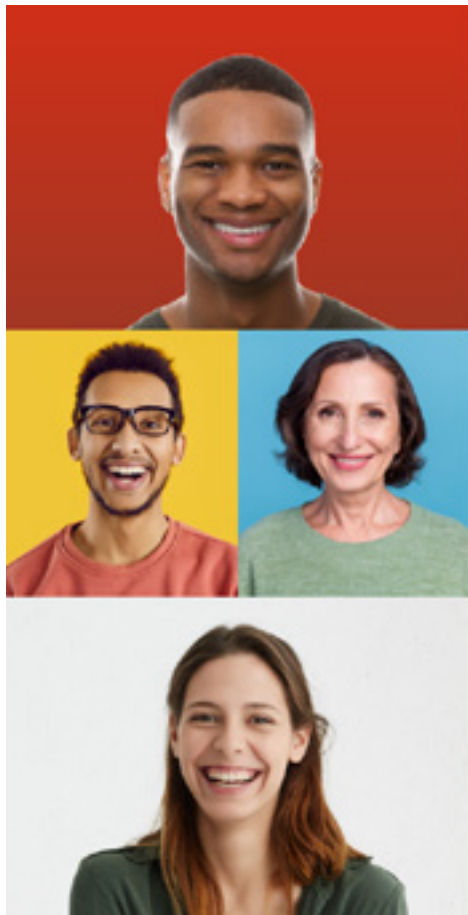
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Plenary Session

3:45 pm - 5:00 pm

Imperial Ballroom

A Word from our Silver Sponsors

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Catching up with the President and CEO

Scott B. Sanders

President and CEO, NASWA

Hearing from the Acting Assistant Secretary of Labor

Brent Parton

*Acting Assistant Secretary, Employment and Training Administration,
U.S. Department of Labor*

Bus Transportation to Wrigley Field

5:00 pm - 6:15 pm

Bring your SUMMIT name badge for admittance to Wrigley Field

Depart from Level B2

5:00 pm | Buses begin loading on ballroom level (B2)

5:15 pm | First buses depart for Wrigley Field

6:15 pm | Last bus departs for Wrigley Field

Wrigley Field Event

6:00 pm - 8:30 pm

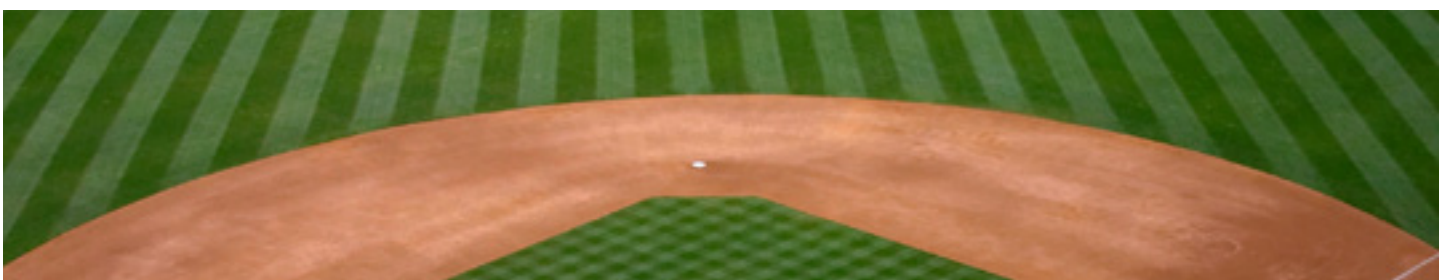
Wear your SUMMIT name badge for admittance to Wrigley Field

Wrigley Field

Join us for an unforgettable experience at Wrigley Field! Take photos under the famous Wrigley Field Marquee, enjoy dinner and refreshments at the historical American Airlines 1916 Club, take a 'behind the scenes VIP tour' of Wrigley Field and capture a photo with the World Series Trophy.


7:45 pm | Buses begin return shuttle service to the Fairmont

8:45 pm | Final bus departure to the Fairmont



CONFERENCE AGENDA

THURSDAY, SEPTEMBER 22



7:30 am - 8:30 am	Breakfast with Sponsors & Exhibitors	International Ballroom
7:30 am - 11:00 am	Sponsor & Exhibitor Showcase	Exhibit Hall
7:30 am - 12:00 pm	Hospitality Desk & NASWA Swag Station	International Foyer
Plenary Session		
8:30 am - 10:00 am		Imperial Ballroom

Closing Day Plenary

Robert Asaro-Angelo

NASWA Board Chair 2021-2022;
Commissioner, New Jersey Department of Labor and Workforce Development

Dr. Tamika Ledbetter

NASWA Board Chair 2022-2023;
Commissioner, Alaska Department of Labor and Workforce Development

Tracking Reentry Programs that Signal Success

With over 11 million open jobs, employers across the country are asking where they can find workers to fill the job vacancies. One possible solution is to look with fresh eyes at a sizable demographic that has been historically excluded from the workforce: justice-involved individuals. This group, which includes an estimated 70 million Americans with arrest or conviction records, face significant barriers to societal reintegration, but state efforts to assist former prisoners reconnect to the workforce have evolved in recent years. Indeed, employment is an important benchmark of reentry, and studies have shown that stable employment for inmates after their release correlates with reduced instances of recidivism. This workshop features several state Employment & Training and Communications Leaders, who will share innovative reentry program initiatives and the outreach strategies for these programs.

Moderator

Chris Cannon, Chief Communications Officer, Tennessee Department of Labor & Workforce Development

Panelists

Courtney Arbour, Director, Workforce Division, Texas Workforce Commission

Chris Cannon, Chief Communications Officer, Tennessee Department of Labor & Workforce Development

Lloyd Day, Director, Office of Workforce Development, Division of Workforce Development and Adult Learning, Maryland Department of Labor

Holly McKamey Simoni, Administrator of Workforce Programs, Wyoming Department of Workforce Services

Christina West, Deputy Administrator, Wyoming Department of Workforce Services

Deniece Thomas, Deputy Commissioner, Tennessee Department of Labor & Workforce Development

Mary York, Director, Outreach & Employer Initiatives Division, Texas Workforce Commission

Break

10:00 am - 10:30 am

Networking & Coffee

International Ballroom

Closing Plenary & Adjournment

10:30 am - 12:00 pm

Imperial Ballroom

Salute to Our Leadership Awards

The 2021-2022 Regional Directors for the Board of Directors and the Board Executive Committee along with Policy Committee and Steering Committee Chairs will be recognized and presented awards for their dedication and service to NASWA.

What Workforce Leaders Should Know About the National Legislative & Political Arena

John Colbert

Co-Founder, Capitol Hill Partners

Adjournment of the 2022 SUMMIT

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POST-CONFERENCE AGENDA



Thursday, September 22

12:00 pm – 1:00 pm	Hosted Lunch for Committees	Crystal Room Level 3
1:00 pm – 5:00 pm	Committee Meetings	
	Employment & Training Committee	Regent Room Level 3
	Equal Opportunity Committee	State Room Level 2
	SIDES Operations Committee	Gold Room Level 2
	UI Integrity Center Steering Committee	Chancellor Room Level 3
	Wage & Hour Committee	Embassy Room Level 2



Friday, September 23

7:30 am – 8:30 am	Hosted Breakfast for Committees	Gold Room Level 3
8:30 am – 12:00 pm	Committee Meetings	
	Employment & Training Committee	Regent Room Level 3
	Equal Opportunity Committee	State Room Level 2
	UI Integrity Center Steering Committee	Chancellor Room Level 3
	Wage & Hour Committee	Embassy Room Level 2

Save the Dates!



2023 Winter Policy Forum

February 15, 2023 | Washington, DC

The 2023 Winter Policy Forum will be held at the Hyatt Regency Capitol Hill Wednesday, February 15th from 8:30 a.m. to 5:00 p.m. ET.



2023 SIDES Seminar

April 18 - 21, 2023 | Indianapolis, IN

The 2023 SIDES Seminar will be held at the Crowne Plaza Indianapolis Downtown Union Station in Indianapolis, IN from Wednesday, April 18, 2023, through Thursday, April 21, 2023.



2023 NASWA Vets Conference

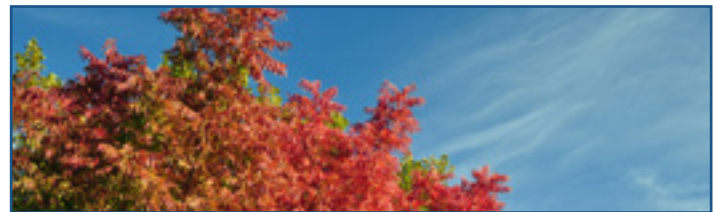
August 2-3, 2023 | Washington, DC

The 2023 Veterans Conference will be held at the Grand Hyatt Washington, D.C. on August 2 - 4, 2023. Make plans to join us for this conference! Be sure to check back for additional details as we draw closer to the conference.

2023 NASWA SUMMIT

September 2023;

Date and Location To Be Announced
Stay Tuned!



Learn More!

naswa.org/conferences/save-the-date-naswa-conferences



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1

Visit sponsors, exhibitors, and NASWA Services tables.

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2

Trade those tickets for NASWA Swag.

When you're ready to get some delicious treats and cool NASWA swag, visit the Swag Station located at the Hospitality Desk in the International Foyer (across from the Exhibit Hall).

3

Spend tickets as you get them, or save them up!

Snacks at the Swag Station start at just 5 tickets - or save tickets up for a handy umbrella, a cool NASWA tumbler, and other fun NASWA swag.

Want to preview your options?

Scan the QR code, or visit naswa.org/conferences/2022-naswa-summit-swag-station to see a full menu.



Swag Station Menu